State of Missouri
Offender Phones, Escalation Procedure

THE FOLLOWING INFORMATION APPLIES TO INMATE PHONES ONLY

Priority Level 1:
(Repair will be made within 2 business days)

• <u>One</u> of multiple inmate phones in a housing area not operational

Priority Level 2:
(Repair will be made within 1 business day)

• One intake phone not operational
• Multiple inmate phones in a housing area not Operational

Priority Level 3:
(4 hour physical response and / or remote reset and repair)

• One or more entire housing areas not operational
• Multiple intake phones not operational
• All inmate phones not operational

IMMEDIATELY CALL PCS WITH DESCRIPTION OF PROBLEM AND PRIORITY LEVEL:

(800) 646-6283
(800-6-INMATE)

<u>DO NOT</u> DISTRIBUTE THE ABOVE NUMBER TO INMATES OR INMATE FAMILIES AND FRIENDS

INMATE FAMILIES WITH BLOCKED NUMBERS OR BILLING PROBLEMS SHOULD CALL: Monday through Friday, 8:00AM TO 5:00PM Pacific Time
(888) 288-9879

State of Missouri
Facility Administration, Back-Up Contact Sheet
(To be used only if (800) 6-INMATE number should fail)
** Please Keep This Sheet Private **

These numbers are to be used by facility administration personnel only.

If the 800 number fails <u>during</u> normal business hours, please call Public Communications Services to report any problems with the Inmate Phone System.

PCS INMATE SERVICES:
818-898-3524

PCS OFFICE PHONE NUMBER:
(310) 231-1000

ERIC PETTERSEN, EXT. 3046
HELEN DOUGLAS, EXT. 3008

SOFT PLASTIC COVER, FOR OFFICERS IN CHARGE USE

If the 800 number fails <u>after</u> normal business hours, then call the following individuals to report the problem with the Inmate Phone System. Please allow fifteen minutes for individuals to respond before attempting to contact the next person on the list. Place calls in order listed below:

STAFF	CELL PHONE
ERIC PETTERSEN	(310) 487-5297
HELEN DOUGLAS	(818) 523-5245

INMATE FAMILIES WITH BLOCKED NUMBERS OR BILLING PROBLEMS SHOULD CALL: Monday through Friday, 8:00AM TO 5:00PM Pacific Time
(888) 288-9879

NOTICE TO INMATES

***

AVISO PARA LOS DETENIDOS

PLEASE INFORM FRIENDS OR FAMILIES WITH BLOCKED NUMBERS OR BILLING PROBLEMS TO CALL:

***

POR FAVOR INFORMEN A LOS AMIGOS Y FAMILIARES CON PROBLEMAS CON SU CUENTA QUE LLAMEN A:

(888) 288-9879

Monday through Friday 8:00am to 5:00pm Pacific Time

UNBLOCKING	QUESTIONS ANSWERED
***	***
PARA QUITAR UN BLOQUEO	PARA PREGUNTAS Y RESPUESTAS

State of Missouri
INMATE PHONES
IN-HOUSE TROUBLE REPORT

TABLET FORM FOR OFFICERS USE

Facility Name: _____

Date Reported to PCS:_____ Time Reported to PCS:_____

Person Filing Report:_____

Person Reported to at PCS:_____

Location of Phone(s) Experiencing Trouble:_____

_____

Description of Trouble:_____

_____

PRIORITY LEVELS: CHECK ONE:

Priority Level 1:
(Repair will be made within 2 business days)
- <u>One</u> of multiple inmate phones in a housing area not operational

[ ]

Priority Level 2:
(Repair will be made within 1 business day)

- One intake phone not operational
- Multiple inmate phones in a housing area not Operational

[ ]

Priority Level 3:
(4 hour physical response and/or remote reset and repair)

- One or more entire housing areas not operational
- Multiple intake phones not operational
- All inmate phones not operational

[ ]

RESOLUTION:
Remote Fix (no signature needed)– PCS Rep Name:_____
Technician Needed on Site – Description of correction to trouble:_____

_____

_____

Date of Correction:_____ Time of Correction:_____

Technician Signature:_____

OFFENDER TELEPHONE SYSTEM
DISASTER RECOVERY PLAN (DRP)

TABLE OF CONTENTS

I.   Administrative Information

The overall objectives of the Inmate Telephone System (ITS) Disaster Recovery Plan (DRP) are to protect public resources and employees, to safeguard the vital records of which the Department of Corrections (DOC) has become the custodian, and to guarantee the continued availability of essential Department of Correction services. The role of this Plan in these objectives is to document the disaster planning decisions and to design and implement a sufficient set of procedures for responding to a disaster that involves the central site and its services.

A disaster is defined as the occurrence of any event that causes a significant disruption in Department of Corrections capabilities and functions. The central theme of the Plan is to minimize the effect a disaster will have upon on-going operations. This Plan provides flexibility to respond to disasters of various magnitudes including the most severe disaster, destruction of the central site facility. Occurrences of a less severe nature are controlled at the appropriate management level as a part of the total Plan.

The basic approach, general assumptions, and sequence of events that need to be followed will be stated in the Plan. It will outline specific preparations prior to a disaster and emergency procedures immediately after a disaster. The Plan provides a roadmap from disaster to recovery. As it is implemented, executive staff may choose at any time to take detours for various management reasons. However, after the detour, staff will resume following the DRP as the main road to recovery. The Plan will be distributed to all key personnel, and they will receive periodic updates. The general approach is to make the plan as threat-independent as possible. This means that it should be functional regardless of what type of disaster occurs. In order to limit loss, the DRP will provide for the logical restoring of critical systems to contingent operation status within the acceptable outage period. The Plan also provides for full restoration of production operations at either the central site or an alternate location. By performing a business impact and risk analysis, the ITS can determine the potential dollar loss that will result from a major disaster.

For the recovery process to be effective, the DRP is organized around the team concept. Each team has specific duties and responsibilities once the decision is made to invoke the disaster recovery mode. The captains of each team and their alternates are key ITS personnel. The Plan contains the phone numbers of the team members and represents a dynamic process that is kept up-to-date through updates, testing, and reviews. As recommendations are completed or as new areas of concern are recognized, the Plan will be updated reflecting the current status.

Purpose

The purpose of this ITS DRP document is to provide a description of the steps to be taken in the event of a major disaster that affects the ITS central site. The ITS DRP identifies the computer and network resources that are critical to ITS operations, the information assets that are necessary for continuity of ITS services, and the plans for resuming operations following a disaster affecting the ITS Department of Corrections environment.

Assumptions

This Disaster Recovery Plan (DRP) is designed for the ITS Information Technology and (Department of Corrections) environment. The ITS and Department of Corrections environment consists of a small number of applications operated on central servers and resting upon a state-wide network.

- This DRP addresses disaster recovery operations for ITS central server operations only. The recovery plans for desktop computers, printers, and other Department of Corrections related office equipment can be added as an appendix.

- ITS can implement manual procedures or workarounds to allow for an acceptable system outage period of (to be determined) days.

- Documenting system-related manual procedures to be used by department staff during a system outage period or during a period of contingency operations is ITS' responsibility.

- Performing a full business impact and risk analysis is ITS' responsibility.

- Business continuity planning for the full range of ITS services is ITS' responsibility.

- Coordination with the ITS/County/State Emergency Operations Plans is ITS' responsibility.

DRP Responsibilities

The development, testing, maintenance, and implementation of the ITS Disaster Recovery Plan is the responsibility of the SBC ITS Project Manager. The ITS Disaster Recovery Plan will be reviewed annually and updated as required.

As the DRP is developed, it will be printed and distributed to applicable employees of all involved agencies and parties. After reviewing the document, employees generally tend to file it away with other work-related material. If a major disaster should ever occur, the data center could be totally destroyed along with copies of the DRP that were kept in desks and file cabinets. If the disaster occurred outside office hours, the key personnel would probably be at home.

To plan for various situations that could occur, copies of the DRP should be safeguarded both at the office and at the' residences of ITS key personnel and selected staff of the DOC as they may direct. An adequate number of copies should be maintained at the central site and at a minimum, additional copies should be located at the following locations:

- Central Server Room

- Offsite Storage

- Backup Site

- Department of Corrections Coordinator's Office

- Department of Corrections Coordinator's Home

- ITS Office

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- ITS Site Administrator's Home and Office

- Other Key Employee's Offices

- Other Key Employee's Homes

The DRP is maintained in Microsoft word format and should be stored both on hard disk and on diskette. Each time the DRP is revised, diskette copies should be created, labeled, and stored onsite, offsite, and other key locations. Having paper and diskette copies of the Plan at various residences may be thought of as unnecessary and redundant since the diskettes are also stored offsite, but, should a disaster ever happen, time can be better utilized performing disaster recovery activities than in locating a PC, printing multiple sets of the plan, and collating the pages into usable documents for distribution.

Providing training required for the implementation of the ITS Disaster Recovery Plan is the responsibility of the Department of Corrections Director. The DRP training will be provided to ITS staff with the initial distribution of the plan in preparation for DRP testing. After the initial training, there will be periodic refresher training and training for new employees.

DRP Testing

The testing of the ITS Disaster Recovery Plan is recommended upon initial distribution and annually thereafter.

The objective of DRP testing is to evaluate whether plan and its individual procedures are capable of providing the desired level of support to the ITS core business processes. Testing will also validate whether a given procedure can be implemented within a specified time period, and will provide an opportunity to make necessary adjustments to the plan and to the environment within which the plan is tested. Finally, testing allows the opportunity for validation of the estimated cost of disaster recovery operations.

The guidelines for DRP testing include provisions for three levels of testing: review, desktop rehearsal, and simulation. Full system interruption testing of ITS systems is not contemplated due to its cost and the low probability.

DRP Review

The ITS DRP will undergo executive staff review, and each procedure will be subject to a workgroup level validation and review process.

At the workgroup level, managers and supervisory or technical staff participate in the validation of procedures that ensure that ITS core business processes will continue, to the extent possible, in the event of a disaster. The iterative nature of the procedure validation and review process ensures that optimum functionality and cost-beneficial alternatives are selected and documented. At each stage of review, the ability to provide acceptable levels of service delivery under various systems failure scenarios is considered.

On completion, overall disaster recovery procedures are reviewed by the disaster recovery planning team to see that all necessary elements are provided. These elements include, but are

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not limited to, provisions for staff training, availability of supplies, availability of backup facilities, availability of procedures, and triggers for return to normal operations.

DRP Desktop Rehearsal

In a desktop rehearsal, the manager responsible for implementing a procedure will be advised of a hypothetical disaster situation. The manager, or his designee, will then use the plan to work out a response to the situation. The manager will answer questions that relate to the availability of trained staff, adequacy of the facilities, adequacy of the machines, and whether necessary forms and supplies are on hand. Adjustments will be made either to the procedures or to the particular environment during this phase should any part of the procedure fall short of its objective.

DRP Simulation

Simulation testing takes the desktop rehearsal a step further. Simulation testing involves both the manager and the staff who will be responsible for execution of recovery operations in a disaster situation. Procedures involving outside agencies, equipment suppliers, and third-party vendors will be executed up to the point where external resources are expended. (For example, a phone call may be placed to validate that the procedure identifies the correct emergency contact for ordering an external resource.) The simulation will stop short of actual interruption of the production system. The simulation will be thorough enough to assure that the manager and on-site personnel can handle the work, the necessary training has been carried out or scheduled, needed supplies are available, and that the facility can be adapted to the emergency. At this point, any inadequacy in the plan or the procedures will be remedied in advance of an actual disaster recovery situation.

II. Recovery Strategies

In preparing the ITS DRP, the following list of recovery strategies was identified:

- System Replacement – System Replacement provides for purchasing replacement components

  System Replacement is appropriate for Department of Corrections environment that can be restored within an acceptable outage period or when manual procedures can fill a gap in service.

- Cold Site – A cold site is an empty shell that is suitable for recovery operations. An empty shell is a computer room equipped with air conditioning, power supply, network wiring, and environmental controls for continued processing when equipment is shipped to the location. A cold site should be located near the sources of the required DRP resources.

- Warm Site – A warm site is a partially equipped backup site that provides a suitable environment and some of the equipment components necessary for recovery operations. The location of the warm site should also allow for rapid shipment of the additional equipment necessary to resume processing.

- Hot Site – A hot site is a fully equipped backup site provided by an outside vendor or as a second ITS controlled site. The hot site should have adequate equipment to support the level of service required for emergency processing during the disaster recovery period.

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State of Missouri
Department of Corrections

The ITS DRP will implement the System Replacement strategy. In addition, the plan will allow flexibility to respond to disasters of various magnitudes ranging from restoration of service following a partial interruption escalating to recovery from greater degrees of damage including destruction of the central site.

Backup Strategy

The ITS of ITS is committed to providing reliable and redundant backups of all system and user generated data on each of the systems, which it administers. The ITS has developed a Backup and Recovery Procedure that defines the standard operating procedures and detailed work instructions needed for performing periodic computer system backups to ensure applications software and ITS data are adequately preserved and protected from destruction. The Backup and Recovery Procedure also provides guidelines for users to ensure that data stored on individual personal computers is also protected.

The ITS' documented Backup and Recovery Procedure includes the following strategies to prepare for both random mechanical disk failures and large-scale natural disasters:

- Incremental backups are preformed on a daily basis (Monday – Friday) on all central servers and on all multi-user systems managed by the ITS Facilities Management Contractor.

- Full disk backups (image/archive) are performed on a weekly basis for all disks.

- Each employee is responsible for performing backup procedures for the employee's personal computer. The frequency of these backups, retention location, and the retention timeframes for each will be dependent on the criticality and volatility of the data residing on each personal computer.

III. Emergency Management

The Emergency Management Team is responsible for the initial response to the incident. This includes coordinating the initial response activities and using prudent office procedures to protect life and minimize property damage.

1. Assess the damage

2. Determine extent to which Department of Corrections Disaster Recovery Plan will be used

- Minor Damage — Processing can be restarted in a short time with no special recall of personnel. Anticipated downtime is less than one day. Damage could be to hardware, software, mechanical equipment, electrical equipment, or the facility.

- Major Damage — Selected teams will be called to direct restoration of normal operations at current site. Estimated downtime is two to six days. Major damage to hardware or facility.

- Catastrophe — Damage is extensive. Restoration will take upwards of one week. Computer room or facility could be completely destroyed. All team leaders will be called to begin a total implementation of the Disaster Recovery Plan.

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3. Notify ITS and DOC staff

    *   Notify senior management

    *   Notify line employees

    *   Prepare regular status reports for senior management

    *   Notify users of projected time for becoming operational

Following an emergency at the central office, ITS hub(s) or related computer center, the operational personnel on site will take the appropriate initial action and then contact a member of the Emergency Management Team starting with the first name on the list (Appendix A).

When a member is located, that member will contact the remaining members of the Emergency Management Team. The members will meet at or near the disaster to make a firsthand assessment of the damage. They will determine the action to take and will notify senior management.

If a determination is made to notify all other teams, the Emergency Management Team will phone the other teams using a predefined pyramid contact system. A brief message will be dictated over the phone and the called person will write down the message. At the end of the message, the called person will read back the message to verify that all critical information is stated. This same procedure will be used for all calls in the pyramid. It will ensure that all contacts have the same information.

Appendix A contains the names of all team members and their phone numbers.

IV. Contingency Operations

Contingency operations begin when the planned software, hardware, backup data files, and other resources are in place at the contingency operations site.

*   Make arrangements with the telephone company and other vendors for delivery and installation of contingency operations equipment. Prior arrangements can be made to enable vendors to deliver the necessary equipment in a very short time.

*   Conduct a series of diagnostic and continuity tests to ensure that hardware, communications equipment, and system software is operational.

*   Retrieve backup application and data files from offsite storage.

*   Install applications, rebuild databases, and check that critical applications are ready for contingency operations.

The next step is testing the essential functions of critical applications. Note that not all functions need to be tested, since contingency operations will support only the functions and applications necessary for continuity of ITS services during the disaster recovery period. An example might be the immediate recovery of "collect only" calling services while "pre-paid collect", "debit" or other end-user/customer services undergo a staged recovery to full operations.

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The documentation in Appendices A, B, C, D, and E can be used by each team to keep track of the disaster recovery activities that will be performed simultaneously.

The Emergency Management Team will receive reports from each team to monitor progress and assess readiness for contingency operations.

V. Business Resumption Procedures

Now that the contingency operations site is providing critical Department of Corrections services, it is time to turn attention to rebuilding the permanent central site. Reconstruction plans should already have been in progress, but now it is time to devote more effort to this area. Reconstruction at the permanent facility may not require a totally new building but only repair of the existing facility. Once the permanent facility is ready for use, the hardware at the contingency operations site can be moved to the permanent facility.

VI. References

Appendix A1: Contact Lists

(ITS and DOC to provide contact names, addresses, phone numbers, email)

Emergency Management Team

This section includes the contact list for the Emergency Management Team. These contacts may be used during any problem including during disaster assessment.

Senior Management Team

This section includes the contact list for leadership personnel within, Public Communications Services, Inc., DOC and other senior managers who are responsible for communicating with department line staff.

Facilities Replacement Team

This section includes the contact list for the Facilities Replacement Team that is responsible for obtaining replacement equipment to be used for recovery operations, including testing that equipment and communications are ready for recovery operations.

Recovery Operations Team

This section includes the contact list for the Recovery Operations Team that is responsible for executing backup and recovery procedures, replacement system testing, system and application software installation, and contingency operations.

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Appendix A2: Disaster Recovery Team Checklists

The checklists in Appendix A2 can be used by each team to keep track of the many disaster recovery activities that will be performed simultaneously.

State of Missouri
Department of Corrections

ITS
Disaster Recovery Checklist

EMERGENCY MANAGEMENT TEAM   Date: ____/____/_____

Team Captain: _____

Alternate: _____

Timed Events	Assigned To	Begin Date Time	Complete DtTime
Coordinate initial response using office procedures to protect life and minimize property damage.			
Assess the damage.			
Notify senior management.			
Make decisions on implementation of Disaster Recovery Plan.			
Notify team captains and start recall process.			
Give formal notification for request to use backup facilities.			
Arrange for emergency funds to cover extra expenses.			
Establish a Control Center at or near original site and coordinate the recovery. Use the central telephone number or guard's phone as primary contact.			
Start Disaster Recovery Logs.			
Give senior management scheduled status updates.			
Review ITS policy, department budget, and cost-limit guidelines with other teams.			
Give users scheduled updates on status.			
Produce report on damages.			
Gather Disaster Recovery Logs from all teams. Produce daily status reports.			
Arrange for any additional professional help.			
Coordinate interviews to fill any vacancies.			
Keep status charts of recovery efforts.			

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ITS

Disaster Recovery Checklist

SENIOR MANAGEMENT TEAM   Date: ___/___/___

Team Captain: _____

Alternate: _____

Timed Events	Assigned To	Begin Date Time	Complete DtTime
Determine when backup site will be available.			
Arrange for setting up temporary office space.			
Deliver any needed furniture to the backup site.			
Notify employees of status and inform them when and where to report.			
Issue instructions for manual or contingency operations.			
Arrange transportation for materials, people, supplies, and equipment.			
Train employees who may be working outside their areas of responsibility.			
Provide administrative services.			
Serve as a clearinghouse for expediting payments.			
Facilitate support for all team leaders and staff.			
Establish internal mail delivery between locations.			
Maintain Disaster Recovery Log.			
Report status to Emergency Management Team.			

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ITS
Disaster Recovery Checklist

FACILITIES REPLACEMENT TEAM   Date: _____/_____/_____

Team Captain: _____

Alternate: _____

Timed Events	Assigned To	Begin Date Time	Complete DtTime
Determine when backup site will be available.			
Access damage to servicing Department of Corrections equipment.			
Identify equipment that can be repaired.			
Arrange for vendor field service repairs under warrantee or service contracts if possible.			
Identify necessary replacement equipment.			
Obtain necessary computer equipment from vendors.			
Arrange for delivery and installation of replacement equipment.			
Determine the damage to PCs, office equipment, printers, and other units; then schedule replacements.			
Review requirements and ensure availability of required power, hearing, telephone lines, and air-conditioning.			
Notify Recovery Operations Team when facilities are ready for backup recovery operations.			
Check operational status of equipment and communication lines using standard hardware and network diagnostic tests.			
Maintain Disaster Recovery Log.			
Report status to Emergency Management Team.			

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State of Missouri
Department of Corrections

ITS
Disaster Recovery Checklist

RECOVERY OPERATIONS TEAM   Date: ____/____/_____

Team Captain: _____

Alternate: _____

Timed Events	Assigned To	Begin Date Time	Complete DtTime
Obtain needed recovery tapes and documentation for use at backup site.			
Assess status of processing and point of recovery for the entire system and/or individual systems. Develop plan to restart operating schedule.			
Provide the operating systems as well as other control systems software.			
Provide application software and utilities.			
Restore application systems in priority sequence using backup tapes and verifying continuity.			
Restore the database from backup tapes using recovery documentation.			
Restore intermediate data to ensure current integrity.			
Perform tests and verify full restoration of applications and data.			
Ensure continuity by working with users.			
Establish contingency operations processing schedule.			
Maintain Disaster Recovery Log.			
Report status to Emergency Management Team.			

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Appendix B: Hardware and Software Inventory

(PCS to insert hardware inventory upon final system design acceptance by the DOC)

(PCS to insert software inventory upon final system design acceptance by the DOC)

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Appendix C: Network Diagram

(PCS to insert Network Diagram upon final system design acceptance by the DOC)

Appendix D: Backup and Recovery Procedure

The ITS Backup and Recovery Procedure is incorporated by reference. A copy of the Backup and Recovery Procedure will be distributed with this Disaster Recovery Plan upon final system design acceptance by the DOC for hardware, software, network and allied specifications.

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Appendix E: Server Replacement Specifications

(PCS will copy and insert packing slip server specifications upon final system design acceptance by the DOC)

To facilitate ordering of replacement of servers, the specifications for the existing servers are provided. Replacement invoices should duplicate the existing servers as closely as possible, substituting current or equivalent models if necessary.

File Server

(PCS will insert specifications upon final system design acceptance by the DOC)

Application Server

(PCS will insert specifications upon final system design acceptance by the DOC)

Exchange Server

(PCS will insert specifications upon final system design acceptance by the DOC)

Jukebox Server

(PCS will insert specifications upon final system design acceptance by the DOC)

Backup Server

(PCS will insert specifications upon final system design acceptance by the DOC)

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VAC Systems offer an extensive array of flexible reporting options to meet the needs of correctional facilities. These include: Maintenance Reports, Investigative Reports, and Financial Reports as described below:

1.1   Financial Reports

Financial Reports are most often used for systems that feature debit calling. Using the VAC administrative workstation VAC personnel, system administrators, and authorized facility staff are provided with the capability to generate, view and print the following Financial Reports:

- Call Refund Report
- Daily Call Charges
- Financial Transactions
- Inmate Deposit
- Inmate Reconciliation

1.1.1   *Call Refund Report*

The *Call Refund Report* automatically generates when a user, with the appropriate authorization level, performs a Call Refund transaction. Call Refund generates and prints a summary transaction report. The Call Refund Report includes the following information:

- Inmate ID Number
- Inmate name
- Date & Time of Transaction
- Reference Number
- Dialed Digits
- Amount of Transaction
- Total Number of Call Refund Transactions
- Total Net Amount of Call Refund Transactions

Sample Reports

Run Date : 11/24/2001   Inmate Phone System

Run Time: 11:22 04   Call Refund   Page 1 of   1

Report Site: COF	From 09/20/2001 00.00.00
Terminal Making Request: COTB2_WS02	Thru 10/31/2001 23.59.59
User ID: TESTADMIN	

Facility Name:		Facility Code:			
DOC	**Inmate Name**	**Date/Time**	**Reference #**	**Phone**	**Amount**

Total Number of Call Refund Transactions   :   0

Total Net Amount of Call Refund Transactions: $0.00

1.1.2 *Daily Call Charges*

The *Daily Call Charges* report displays the total number of calls, duration, and charges for both Collect and Debit calls. The user determines the range of dates covered in the report. Grand totals are available at the bottom of the report. The Daily Call Charges report displays the following information for Debit and Collect calls:

- Call Date
- Call Type
- Minutes
- Calls
- Charges
- Total Calls
- Total Minutes

Run Date: 07/30/2001
Run Time: 12:24:22   **Daily Call Charges By Facility**   Page   1 of   1

Report Site.   COF   From 07/01/2001   00:00:00
Terminal Making Request: DRDC_WS02   Thru 07/30/2001   23:59:59
UserID: testadmin

Facility Name: DENVER	Facility Code:	DRDC

Call Date: 7/19/2001

CallType: Debit		
Minutes	**Calls**	**Charges**
8	1	$2.00

Total calls: 1
Total minutes: 8

Call Date: 7/27/2001

1.1.3   *Financial Transactions*

The *Financial Transactions* report provides a record for all inmates with a financial transaction during a specified period. The Financial Transactions report displays the following information:

- Inmate ID

- Inmate Name

- Date/Time of transaction

- Transaction Type

- Amount of transaction

- Reference Number

- Total Number of Financial Transactions for the Inmate

Run Date . 11/21/2001

Run Time 14:21.20   <u>**Financial Transactions**</u>   Page   1 of

Report Site: COF	From 10/25/2001	00:00:0
Terminal Making Request COTB2_WS02	Thru 11/21/2001	23:59:
User ID· TESTADMIN		

Facility Name: **TEST BED 2**	Facility Code: **COTB2**

Inmate DOC   00299-999   **Inmate Name:**   LO, CO

Date/Time	Transaction Type	Amount	Reference #
10/25/2001 20:30:08	COLLECT CALL	$0.00	008DDA
10/25/2001 20:30:08	COLLECT CALL - INCOMPLETE	$0.00	008DDA
10/25/2001 20:30:49	DEBIT CALL	$0.00	008DDB
10/25/2001 20:30:49	DEBIT CALL - INCOMPLETE	$0.00	008DDB
10/25/2001 20:46:18	COLLECT CALL	$0.00	008DDC
10/25/2001 20:46:18	COLLECT CALL - INCOMPLETE	$0.00	008DDC
10/25/2001 20:46:35	DEBIT CALL	$1.00	008DDD
10/25/2001 20:46:35	DEBIT CALL - INCOMPLETE	$1.00	008DDD
10/25/2001 20:55:41	COLLECT CALL	$0.00	008DDE
10/25/2001 20:55:41	COLLECT CALL - INCOMPLETE	$0.00	008DDE

Total Number of Financial Transactions for the Inmate: 10

Total Number of Financial Transactions for the Facility: 10

1.1.4   *Inmate Deposit*

The *Inmate Deposit* report provides a record of all inmates with deposits during a specified period. The Inmate Deposit report displays the following information:

- Inmate Number
- Inmate Name
- DEP Date (deposit date)
- Deposit (deposit amount)
- Total Inmate Deposits For
- Total Amount (total amount of deposit)

RunDate: 09/22/2001
RunTime: 16:19:44

Inmate Deposits For: 2900
For Inmate: 111111

Report Site: COF
Terminal Making Request: QACOLO_WS01
UserID: TESTADMIN

From 09/06/2001   00:00:00
Thru 09/22/2001   23:59:59

| Facility Name: | TEST BED 1 | | Facility Code: | TEST 1 | |

DOC	INMATE NAME	DEP DATE	DEPOSIT
111111	SMITHERS,TOM,	09/12/2001	$2,500.00

Total Inmate Deposits For: 9/12/01   1   Total Amount $2,500.00

| Facility Name: | TEST BED 1 | | Facility Code: | TEST 1 | |

DOC	INMATE NAME	DEP DATE	DEPOSIT
111111	SMITHERS,TOM,	09/21/2001	$50.00

Total Inmate Deposits For: 9/21/01   1   Total Amount $50.00

| Facility Name: | TEST BED 1 | | Facility Code: | TEST 1 | |

DOC	INMATE NAME	DEP DATE	DEPOSIT
111111	SMITHERS,TOM,	09/22/2001	$0.00
111111	SMITHERS,TOM,	09/22/2001	$5.00

1.1.5   *Inmate Reconciliation*

The *Inmate Reconciliation* report displays all financial activity associated with a particular inmate account for a specified time period. The Inmate Reconciliation report displays the following information:

- Inmate Number

- Inmate Name

- Inmate Debit Called Number

- Date/Time (of debit call)

- Duration

- Cost (deposits)

- Inmate Deposits

- Cost (withdrawals)

- Previous Balance

- Total deposits

- Previous Balance + Deposit

- Total Call Charges

- Ending Balance

```
Run Date : 11/21/2001                                                              1
Run Time : 14 24:01          Inmate Reconciliation For: 3100
                                 For Inmate DOC:299999              Page   1 of   1


                Report Ste   COF                              From  10/24/2001  00:00:00
    Terminal Making Request   COTB2_WS02                       Thru  11/21/2001  23:59:59
                    User ID   TESTADMIN

    Facility Name:  TESTBED 2                    Facility Code:   COTB2

    DOC:  00299-999      Inmate Name   : LO,CD,
                         Inmate Debit Calls
                         | Called Nbr | Date/Time    | Duration | Cost |
                          9754292334   10/23/2001 20:44:35    47      $1.00
                         Inmate Deposits
                                                | Date/Time  |          | Cost |
                                                 11/21/2001 14:20:20     $50.00

    PREVIOUS BALANCE          $0.00
    TOTAL DEPOSIT             $50.00
    TOTAL WITHDRAWAL :        $0.00
    PREV BALANCE + DEPOSIT    $50.00
    TOTAL CALL CHARGES :      $1.00
    ENDING BALANCE            $49.00
```

1.2   Maintenance Reports

The following Maintenance Reports are available via the System workstation, or remote communications for authorized users:

- City by NPA-Nxx Search
- Local Exchanges
- Non Area Code/Exchange Attempts
- Percentage Grade of Blocking
- State by NPA Search

1.2.1   *City by NPA-Nxx Search*

The *City by NPA-Nxx Search* report provides the city and state for a particular NPA-Nxx. The City by NPA-Nxx Search report includes the following information:

- NPA
- Nxx
- City
- State

| Run Date: | 09/22/2001 | | | |
| Run Time: | 16 14 30 | **City By NPA-Nxx Search** | Page | 1 of 1 |

Report Site:	COF
Terminal Making Request:	QACOLO_WS01
User ID:	TESTADMIN

NPA	NXX	City	State
303	371	MONTBELLO	CO
719	275	CANON	CO

1.2.2 *Local Exchanges*

The *Local Exchanges* report provides a list of all area codes and exchanges, which are designated within the local calling area for the designated facility.

The Local Exchanges report contains the following:

- Facility Code
- Area Code
- Exchange associated with the area code
- Total Number of Local Exchanges

Run Date   09/21/2001
Run Time: 14 05 48   **Local Exchange**   )

Report Site: COF
Terminal Making Request: QACOLO_WS01
User ID   TESTADMIN

Facilty Code: TEST 1

Area Code	Exchange
972	808

Total Number Of Local Exchanges : 1

Facilty Code: TEST 2

Area Code	Exchange
972	808

Total Number Of Local Exchanges : 2

1.2.3   *Non Area Code/Exchange Attempts*

The *Non Area Code/Exchange Attempts* report lists call attempts to invalid area codes. The Non Area Code/Exchange Attempts report displays the following information:

- Facility Name
- Facility Code
- Inmate Number
- Inmate Name
- Date/Time of call attempt
- Dialed Digits
- Station
- Number of Calls Attempted with Invalid Area Code/Office

Run Date: 11/21/2001

Run Time: 14:27:30   **Non Area Code/Exchange Attempts**   *1*

                 Report Site: COF   From 09/21/2001   00:00:00
Terminal Making Request: COTB2_WS02   Thru 10/26/2001   23:59:59
                 User ID: TESTADMIN

Facility Name:	Facility Code:

DOC	Inmate Name	Date/Time	Dialed Digits	Station

Number of Calls Attempted With Invalid Area Code/Office Code: 0

1.2.4 *Percentage Grade of Blocking*

The *Percentage Grade of Blocking* report provides phone information on a line-by-line basis for the percentage of calls blocked during specific hourly periods. The Percentage Grade of Blocking report displays the following information:

- Facility Name
- Facility Code
- Number of calls attempted
- Number of blocked by traffic
- Blocked Percentage
- Trunk Types

1.2.5 *State by NPA Search*

The *State by NPA Search* report allows the facility to locate the state for a particular NPA. The State by NPA Search report displays the following information:

- NPA
- State

RunDate 09/21/2001
RunTime: 14:17:56   **State By NPA Search**

Report Site.   COF
Terminal Making Request QACOLO_WS01
UserID: TESTADMIN

NPA	State
719	CO

1.3   Investigative Reports

The Investigative following Reports are available to view or print:

- Account Telephone Number List
- Alert Notification
- Approved Telephone Numbers Search
- Call Detail Report
- Calls From PIN Not at Facility
- Chronological List of Calls
- Currently Suspended Telephone Accounts
- Extra Dialed Digits
- Inmate Directory
- Inmate History Report
- Inmates Transfers
- Invalid PIN Attempts
- Locally Blocked Telephone Numbers

- New Inmates Report
- Quantity of Calls Placed
- Quantity of Minutes Called
- Released Inmates
- System Wide Blocked Telephone Numbers
- Telephone Numbers Called by More Than One Inmate
- Telephone Numbers Listed In More Than One Account
- Telephone Number Usage
- Toll Free Numbers Called by Inmates
- Toll Free Phone Numbers on Inmate's List
- 3 Way Call Detect Report

1.3.1   *Account Telephone Number List*

The *Account Telephone Number List* report displays all the phone numbers on the Allowed List for one or more inmates. The Account Telephone Number List report displays the following information:

- Inmate Number

- Inmate Name

- Number Dialed

- Collect

- Debit

- Allow

- Called Party Language

- Activation Date

- Total Telephone Numbers for Inmate

- Total Telephone Numbers

- Total Active Numbers

-   Total Inactive Numbers

Run Date: 11/21/2001

Run Time: 14.31:13   <u>Account Telephone Number List</u>   Page   1   of   1

Report Site: COF   From 11/21/2001   00:00:00
Terminal Making Request: COTB2_WS02   Thru 11/21/2001   23:59:59
User ID: TESTADMIN

Facility Name: TEST BED 2	Facility Code: COTB2

DOC :   00299-999   Inmate Name: LO,CO,

Phone Number	Collect	Debit	Allow	Called Party Language	Activation Date
3032715589	YES	YES	YES	ENGLISH	11/21/01
7192754455	YES	YES	YES	ENGLISH	11/21/01

Total Telephone Numbers for Inmate: 2

Total Telephone Numbers   :   2

Total Active Numbers   :   2

Total Inactive Numbers   :   0

VAC
VALUE-ADDED
COMMUNICATIONS

1.3.2   *Alert Notification*

The *Alert Notification* report displays all accounts or telephone numbers placed on Alert status by facility staff. This is regardless of whether the alert was for all calls by a particular inmate, or calls to a particular number. Ability to see all alerts is determined by the security level of the User ID requesting the report. The Alert Notification report displays the following information in chronological order:

- Inmate Number

- Inmate Name

- Dialed Digits

- Alert

- Date/Time of call

- Station ID

- Cost of call

- Total Number of Alerted calls

RunDate: 09/21/2001
RunTime: 14:40:03   **Alert Notification**

Report Site: COF   From   09/04/2001 - 00:00:00
Terminal MakingRequest: QACOLO_WS01   Thru   09/21/2001 - 23:59:59
UserID: TESTADMIN

Facility Name: TEST BED 1				Facility Code: TEST 1			
DOC	**Inmate Name**	**Dialed Digits**	**Alert**	**Date/Time**		**Station**	**Cost**
111111	SMITHERS, TOM	3212683354	PHONE	09/12/2001	15:20:55	0	$ 0.00
111222	BURNS, MR	7134332628	PHONE	09/12/2001	15:21:55	0	$ 0.00
111333	SIMPSON, HOME R	3212683354	PHONE	09/12/2001	15:22:38	0	$ 0.00
111444	SMITH, LENNY	7134332625	PHONE	09/12/2001	15:25:07	0	$ 0.00
111555	CUTT, BUZZ	3212683357	PHONE	09/12/2001	15:25:37	0	$ 0.00
111666	CAREY, DREW	7134332625	PHONE	09/12/2001	15:26:41	0	$ 0.00
111777	FAUNT, ELLE	3212683354	PHONE	09/12/2001	15:27:22	0	$ 0.00
111888	CHEETUM, DEWW E	3212685953	PHONE	09/12/2001	15:28:09	0	$ 0.00
111999	HOW, ANN	3212685457	PHONE	09/12/2001	15:28:28	0	$ 0.00

VAC
VALUE-ADDED
COMMUNICATIONS

1.3.3 *Approved Telephone Numbers Search*

The *Approved Telephone Numbers Search* report allows for the retrieval of specific or generic telephone numbers inmates are allowed to call. This report is sorted by Inmate number and telephone number. The Approved Telephone Number Search report displays the following information:

- Telephone Number
- Inmate DOC Number
- Inmate name
- Facility
- Number of Inmates with This Number

Run Date: 09/21/2001
Run Time 14:42 37   **Approved Telephone Numbers Search**

Report Site: COF
Terminal Making Request   QACOLO_WS01   Selected Phone Number(s):
User ID: TEST ADMIN   9723312543

9723312543

DOC	Inmate Name	Facility
111111	SMITHERS, TOM	TEST 1

Number of Inmates with This Number: 1

1.3.4   *Call Detail Report*

The *Call Detail Report* displays a log of calls from specific inmates in the order that they were placed over a specified time. The Call Detail report displays the following information:

- Inmate Name
- Inmate Number
- Trunk
- Called Number
- Date/Time of transaction
- Duration
- Completion Code
- Cost of call
- Total transactions
- Total cost

		Colorado Inmate Phone System						
Run Date: 09/21/2001								
Run Time: 14.43.22		Call Detail Report				Page 1 of 14		

Report Site: COF
Terminal Making Request: QACOLO_WS01
User ID: TESTADMIN

From 09/11/2001   00:00:00
Thru 09/21/2001   23:59:59
For Both Debit and Collect Calls

Facility Name: TEST BED 1   **Facility Code:**   TEST-1

Inmate Name	DOC	TRK	Called Nbr	Date/Time		OUR	Comp Code	Cost
SMITHERS,TOM,	111111	2	3212683354	09/12/2001	16:30:33	397	10	$0.00
SMITHERS,TOM,	111111	6	3212683354	09/12/2001	16:35:22	397	0	$3.00
SMITHERS,TOM,	111111	6	3212683354	09/12/2001	16:42:43	397	0	$3.00
SMITHERS,TOM,	111111	6	3212683354	09/12/2001	16:50:04	397	0	$2.00
SMITHERS,TOM,	111111	6	3212683354	09/12/2001	16:57:25	397	0	$2.00
SMITHERS,TOM,	111111	6	3212683354	09/12/2001	17:04:47	397	0	$2.00

1.3.5   *Chronological List of Calls*

The *Chronological List of Calls* report displays a log of calls from a facility in the order that they were placed. This report displays all attempted calls. The Chronological List of Calls report displays the following information in chronological order:

- Inmate Number

- Date/Time of call

- Duration of call in seconds

- Dialed Digits

- Call Type (Local, Long Distance, International)

- Line Number

- Station ID

- Cost of call

- Total Facility Calls

- Total Facility Minutes

- Total Facility Cost

RunDate: 09/21/2001
RunTime: 14:44:41   **Chronological List Of Calls**

Report Site: COF
Terminal Making Request: QACOLO_WS01   From 09/04/2001   00:00:00
UserID: TESTADMIN   Thru 09/21/2001   23:59:59

Facility Name: TEST BED 1				Facility Code: TEST 1			
DOC	Date/Time	Duration	Dialed Digits	Call Type	Line	Station	Cost
111111	9/12/01 4:30:33 PM	397	3212683354	InterState	2	0015	$0.00
111111	9/12/01 4:36:22 PM	397	3212683354	InterState	6	0014	$3.00
111111	9/12/01 4:42:43 PM	397	3212683354	InterState	6	0014	$3.00
111111	9/12/01 4:50:04 PM	397	3212683354	InterState	6	0014	$2.00
111111	9/12/01 4:57:25 PM	397	3212683354	InterState	6	0014	$2.00
111111	9/12/01 5:04:47 PM	397	3212683354	InterState	6	0014	$2.00
111111	9/12/01 5:12:07 PM	397	3212683354	InterState	6	0014	$2.00
111111	9/12/01 5:19:28 PM	397	3212683354	InterState	6	0014	$2.00
111111	9/12/01 5:26:48 PM	397	3212683354	InterState	6	0014	$2.00
111111	9/12/01 5:34:07 PM	397	3212683354	InterState	6	0014	$2.00
111111	9/12/01 5:41:28 PM	397	3212683354	InterState	6	0014	$2.00
111111	9/12/01 5:48:48 PM	397	3212683354	InterState	6	0014	$2.00
111111	9/12/01 5:56:09 PM	397	3212683354	InterState	6	0014	$2.00
111111	9/12/01 6:03:29 PM	397	3212683354	InterState	6	0014	$2.00
111111	9/12/01 6:10:48 PM	397	3212683354	InterState	6	0014	$2.00

1.3.6   *Currently Suspended Telephone Accounts*

The *Currently Suspended Telephone Accounts* report lists all inmate telephone accounts whose calling privileges have been suspended. Records are sorted by Inmate Number, and then by date of suspension. The Currently Suspended Telephone Accounts report displays the following information:

- Inmate Number

- Inmate name

- Date/Time suspension began

- Date/Time suspension ends

- Number of days of total suspension

- Days to be Suspended

- Days already Suspended

- Suspended Days Left

- Total Number of Suspended Accounts

Run Date: 09/21/2001   **Colorado Inmate Phone System**
Run Time: 14:47:06   **Currently Suspended Telephone Accounts**   Page   1   of   1

Report Site: COF   Selected Sites: TEST
Terminal Making Request: QACOLO_WS01
User ID: TESTADMIN

Facility Name: TEST BED 1	Facility Code: TEST 1

DOC:	111444	Start Date:	09/21/2001	Days to be Suspended:	1
Last Name:	SMITH	Start Time:		Days Already Suspended:	0
First Name:	LENNY	End Date:	09/22/2001		
Middle Name:		End Time:		Suspended Days Left:	1

DOC:	733200	Start Date:	09/21/2001	Days to be Suspended:	1
Last Name:	WELDON	Start Time:		Days Already Suspended:	0
First Name:	CHARLES	End Date:	09/22/2001		
Middle Name:	R	End Time:		Suspended Days Left:	1

Total Number of Suspended Accounts: 2

1.3.7 *Extra Dialed Digits*

The *Extra Dialed Digits* report lists all calls that extra dialed digits were detected within a specified period. The Extra Dialed Digits report displays the following information in chronological order:

- Date/Time
- Inmate Number
- Inmate Name
- Dialed Number
- Station ID
- Facility
- Total Number of Calls With Extra Digits Dialed

Run Date: 09/21/2001
Run Time: 14:56:37

Extra Dialed Digits

Report Site:	COF		From 09/04/2001 - 00:00:00
Terminal Making Request:	QACOLO_WS01		Thru 09/21/2001 - 23:59:59
User ID:	TESTADMIN		

Facility Name:	TEST BED 1		Facility Code:	TEST 1		

Date/Time	DOC	Inmate Name	Dialed Number	Station	Facility
09/21/2001 14:52:39	111333	SIMPSON, HOME R	9728083325	15	TEST 1
09/21/2001 14:54:21	111777	FAUNT, ELLE	9728083325	15	TEST 1
09/21/2001 14:55:53	111888	CHEETUM, DEWW E	9728083389	15	TEST 1

Total Number of Calls With Extra Digits Dialed: 3

1.3.8 *Inmate Directory*

The *Inmate Directory* report displays a log of all inmates requested by facility or statewide within a specified time. The Inmate Directory report displays the following information:

- Inmate Numbers
- Inmate Name
- Total Number of Inmates

Run Date: 09/21/2001
Run Time: 14:49:26   **Inmate Directory Report**

Report Site:	COF
Terminal Making Request:	QACOLO_WS01
User ID:	TESTADMIN

From 09/10/2001   00:00:00
Thru 09/21/2001   23:59:59

Facility Name: TEST BED 1   **Facility Code:** TEST 1

DOC	Inmate Name
111111	SMITHERS,TOM,
111134	SMITHERS,TOM,
111222	BURNS,MR,
111333	SIMPSON,HOME,R
111444	SMITH,LENNY,
111555	CUTT,BUZZ,
111666	CAREY,DREW,
111777	FAUNT,ELLE,
111888	CHEETUM,DEWW,E
111999	HOW,ANN,
733100	REED,Q,
733200	WELDON,CHARLES,R
920001	GUY,XFER,GUY
920002	TEST,GUY,TEST
920003	TEST,GUY3,TEST

1.3.9 *Inmate History Report*

The *Inmate History Report* displays all transactions placed by inmates over a specified time. The report includes Debit calls, Collect calls, deposits, refunds, transfers, and/or changes to inmate telephone list. The Inmate History report displays the following information:

- Inmate Number
- Inmate Name
- Date/Time of transaction
- Transaction Description
- Total Inmate Transactions

Run Date: 09/21/2001
Run Time: 14:50:09

Inmate History Report

Report Site: COF
Terminal Making Request: QACOLO_WS01
User ID: TESTADMIN

From 09/11/2001 00:00:00
Thru 09/21/2001 23:59:59

Facility Name:	TEST BED 1	Facility Code:	TEST 1

DOC	Inmate Name	Date/Time		Transaction Description
111111	SMITHERS,TOM,	09/12/2001	15:20:03	ADD-INMATE
111111	SMITHERS,TOM,	09/12/2001	15:20:55	
111111	SMITHERS,TOM,	09/12/2001	15:32:17	ACCOUNT-DEPOSIT
111111	SMITHERS,TOM,	09/12/2001	16:30:33	COLLECT-CALL
111111	SMITHERS,TOM,	09/12/2001	16:35:22	DEBIT-CALL
111111	SMITHERS,TOM,	09/12/2001	16:42:43	DEBIT-CALL
111111	SMITHERS,TOM,	09/12/2001	16:50:04	DEBIT-CALL
111111	SMITHERS,TOM,	09/12/2001	16:57:25	DEBIT-CALL
111111	SMITHERS,TOM,	09/12/2001	17:04:47	DEBIT-CALL
111111	SMITHERS,TOM,	09/12/2001	17:12:07	DEBIT-CALL

1.3.10 *Inmate Transfers*

The *Inmate Transfers* report displays accounts received or transferred from each facility over a specified period. The Inmate Transfers report displays the following information:

- Inmate Number
- Inmate Name
- PIN
- Facility code transferred From
- Facility code transferred To
- Suspend (Yes or No)
- Notes

Run Date: 09/21/2001
Run Time: 14:51:04

Inmate Transfers

Report Site:	COF	From 09/01/2001	00:00:00
Terminal Making Request:	QACOLO_WS01	Thru 09/21/2001	23:59:59
User ID:	TESTADMIN		

Date Of Transfer :   09/12/2001

Facility Name: TEST BED 1		Facility Code: TEST 1				

DOC	Inmate Name	PIN	From	To	Suspend	Notes
111111	SMITHERS,TOM,	4224	2900	2900	N	
111111	SMITHERS,TOM,	4224	2999	2900	N	
111134	SMITHERS,TOM,	0234	2999	2900	N	
111222	BURNS,MR,	1021	2900	2900	N	
111222	BURNS,MR,	1021	2999	2900	N	
111333	SIMPSON,HOME,R	1013	2900	2900	Y	

1.3.11   *Locally Blocked Telephone Numbers*

The *Locally Blocked Telephone Numbers* report generates a list of phone numbers locally blocked in the system for the local facility. When an inmate attempts a call to a number on this list, the call is blocked and issued a Completion Code. The Locally Blocked Telephone Numbers report displays the following information:

- Telephone number

- Inmate Number (if blocked for individual inmate)

- Inmate name (if blocked for individual inmate)

- Facility code of inmate (if blocked for individual inmate)

- Not Allow Reason for block (comment or description)

- Total number of inmates with the telephone number on their lists

Run Date   09/21/2001
Run Time   14 54 05   **Locally Blocked Telephone Numbers**

Report Site: COF   Selected Sites   TEST
Terminal Making Request QACOLO_WS01
User ID.   TESTADMIN

011442345678

DOC	Inmate Name	Facility	Not Allow Reason
111444	SMITH,LENNY,	TEST 1	Direct and Collect Calls. Reason ,

Number Of Inmates With This Number : 1

01192214936993

DOC	Inmate Name	Facility	Not Allow Reason
111333	SIMPSON,HOME,R	TEST 1	Direct and Collect Calls. Reason:,

Number Of Inmates With This Number : 1

2143736985

DOC	Inmate Name	Facility	Not Allow Reason
733200	WELDON,CHARLES,R	TEST 1	Direct and Collect Calls Reason ,

Number Of Inmates With This Number : 1

1.3.12 *New Inmates Report*

The *New Inmates Report* displays new inmates that were added into the system. Inmates are grouped by facility. The New Inmates report displays the following information:

- Date Added
- Inmate Name
- Inmate Number
- Notes
- Inmate Count by Facility
- Total New Inmates for Report

Run Date: 09/21/2001
Run Time: 14:55:01   **New Inmate Report**

Report Site: COF   From 09/01/2001   00:00:00
Terminal Making Request: QACOLO_WS01   Thru 09/21/2001   23:59:59
User ID: TESTADMIN

Facility Name: TEST BED 1		Facility Code:	TEST 1

Date Added	Inmate Name	DOC	Notes
09/12/2001	SMITHERS,TOM,	111111	
09/12/2001	SMITHERS,TOM,	111134	
09/12/2001	BURNS,MR,	111222	
09/12/2001	SIMPSON,HOME,R	111333	
09/12/2001	SMITH,LENNY,	111444	
09/12/2001	CUTT,BUZZ,	111555	
09/12/2001	CAREY,DREW,	111666	
09/12/2001	FAUNT,ELLE,	111777	

1.3.13   *Quantity of Calls Placed*

The *Quantity of Calls Placed* report lists calls placed by the inmate that exceeded the user-defined parameters. The facility may optionally select only Debit calls, Collect calls, or both (completed calls ONLY). The Quantity of Calls Placed report displays the following information sorted by the number of calls made in descending order:

- Inmate Number

- Inmate Name

- Facility

- Number of Calls

- Total Number of Inmates that Made at Least 'X' Calls 'X'

RunDate: 09/21/2001
RunTime: 14:55:48

Quantity of Calls Placed

Report Site:	COF	From 09/01/2001 to 09/21/2001
Terminal Making Request:	QACOLO_WS01	For Both Debit and Collect Calls
User ID:	TESTADMIN	Minimum Number of calls: 2

Facility Name: TEST BED 1   **Facility Code:** TEST 1

DOC	Inmate Name	Facility	# of Calls
111222	BURNS, MR	2900	228
111555	CUTT, BUZZ	2900	222
111111	SMITHERS, TOM	2900	221
111666	CAREY, DREW	2900	216
111333	SIMPSON, HOME R	2900	191
111444	SMITH, LENNY	2900	191
992901	TEST, GUY T	2900	6
920001	GUY, XFER GUY	2900	2
920003	TEST, GUY3 TEST	2900	2

Total Number of Inmates That Made at Least   2 Calls: 9

1.3.14 *Quantity of Minutes Called*

The *Quantity of Minutes Called* report lists calls placed by the inmate that has exceeded the user-defined total amount of minutes for a specified range of time. Debit calls, Collect calls, or both may be selected for the report. The Quantity of Minutes Called report displays the following information sorted by the total number of minutes called in descending order:

- Inmate Number

- Inmate Name

- Number of Minutes

- Total Number of Inmates that Called for at Least 'X' Minutes 'X'

Run Date: 09/21/2001
Run Time: 14:57:31

Quantity of Minutes Called

Report Site:	COF	From 09/01/2001 to 09/21/2001	
Terminal Making Request:	QACOLO_WS01	For Both Debit and Collect Calls	
User ID:	TESTADMIN	Minimum Minutes	2

Facility Name: TEST BED 1   **Facility Code:** TEST 1

DOC	Inmate Name	Facility	# of Minutes
111444	SMITH, LENNY	2900	1629
111333	SIMPSON, HOME R	2900	1625
111222	BURNS, MR	2900	1620
111666	CAREY, DREW	2900	1606
111111	SMITHERS, TOM	2900	1576
111555	CUTT, BUZZ	2900	1574
992901	TEST, GUY T	2900	4

Total Number of Inmates That Called for at Least   2 Minutes   7

1.3.15 *Released Inmates*

The *Released Inmates* report displays inmates released from incarceration and removed from system using Manual Transaction. The Released Inmates report displays the following information:

- Date of Release
- Inmate Number
- Inmate Name
- Balance
- Total Inmates Released For: 'X'

Run Date: 09/21/2001
Run Time: 14:58:03

Released Inmates For: 2900

Report Site:	COF	
Terminal Making Request:	QACOLO_WS01	
User ID:	TESTADMIN	

From 09/04/2001   00:00:00
Thru 09/21/2001   23:59:59

Facility Name: TEST BED 1	Facility Code: TEST 1

Date Of Release: 09/17/01

DOC	Inmate Name	Balance
920001	GUY,XFER,GUY	$0.00
920002	TEST,GUY,TEST	$0.00

Total Inmates Released For : 09/17/01   2

Date Of Release: 09/18/01

DOC	Inmate Name	Balance
920003	TEST,GUY3,TEST	$0.00
920004	TEST,GUY4,TEST	$0.00

Total Inmates Released For : 09/18/01   2

1.3.16   *System Wide Blocked Telephone*

The *System Wide Blocked Telephone* report produces a list of phone numbers globally blocked throughout system. When an inmate attempts to place a call to a number on this list, the call is blocked and issued the Completion Code #1. The System Wide Blocked Telephone report displays the following information:

- Telephone Number

- Block Description

- User ID

- Site Code

- Block Type

RunDate: 08/03/2001
RunTime: 09:17:01   **System Wide Blocked Telephone**

Report Site: COF   Selected Sites: BVCF, COCO, CTCF, DRDC
Terminal Making Request: DRDC_WS01
UserID: testadmin

719-269-4260

Block Description	User ID	Site Code	Block Type
CDOC FAX LINE	testadmin	CTCF	Blocked by Facility

720-XXX-XXXX

Block Description	User ID	Site Code	Block Type
	testadmin	COCOF	Blocked by Facility

800-786-8521

Block Description	User ID	Site Code	Block Type
	testadmin	COCOF	Blocked by Facility

972-454-1000

Block Description	User ID	Site Code	Block Type
	testadmin	COCOF	Blocked by Facility
BLOCK TEST	testadmin	DRDC	Blocked by Facility

VALUE-ADDED
COMMUNICATIONS

1.3.17 *Telephone Numbers Called by More Than One Inmate*

The *Telephone Numbers Called by More Than One Inmate* report displays telephone numbers called by user-defined inmates within a user-defined range of dates and times. The records are grouped by telephone number. The Telephone Numbers Called by More Than One Inmate report displays the following information:

- Inmate DOC
- Inmate Name
- Date of call
- Originating Station
- Facility name
- Total Calls
- Total Inmates

Run Date: 09/21/2001
Run Time: 15 01:22

**Telephone Numbers Called
By More Than One Inmate**

Report Site: COF From 09/01/2001 - 00:00:00
Terminal Making Request: QACOLO_WS01 Thru 09/21/2001 - 23:59:59
User ID: TESTADMIN Minimum Number of Inmates: 2

DOC	Inmate Name	Date	Station	Facility
111111	SMITHERS, TOM	09/12/2001	0	TEST 1
111111	SMITHERS, TOM	09/13/2001	0	TEST 1
111111	SMITHERS, TOM	09/21/2001	0	TEST 1
111134	SMITHERS, TOM	09/12/2001	0	TEST 1
111134	SMITHERS, TOM	09/21/2001	0	TEST 1
111222	BURNS, MR	09/12/2001	0	TEST 1
111333	SIMPSON, HOME R	09/12/2001	0	TEST 1
111333	SIMPSON, HOME R	09/18/2001	0	TEST 1
111444	SMITH, LENNY	09/12/2001	0	TEST 1
111444	SMITH, LENNY	09/21/2001	0	TEST 1
111555	CUTT, BUZZ	09/12/2001	0	TEST 1
111666	CAREY, DREW	09/12/2001	0	TEST 1
111777	FAUNT, ELLE	09/12/2001	0	TEST 1

1.3.18 *Telephone Numbers Listed in More Than One Account*

The *Telephone Numbers Listed in More Than One Account* report lists all telephone numbers listed on more that one inmate's list of Allowed numbers. The records are sorted by telephone number, then by Inmate Number. The Telephone Numbers Listed in More Than One Account report displays the following information:

- Telephone Number
- Inmate Number
- Inmate Name
- Date Activated (date phone number was placed on the list)
- Facility
- Telephone Number 'X' Appeared 'X' Inmate's Lists

RunDate: 09/21/2001
RunTime: 15:03:57

Telephone Numbers Listed
In More Than One Account

Report Site:	COF		
Terminal Making Request:	QACOLO_WS01		
UserID:	TESTADMIN		

From 01/01/1999   00:00:00
Thru 01/01/1999   00:00:00

3212683354

DOC	Inmate Name	Date Activated	Facility
111111	SMITHERS, TOM	09/13/2001	TEST 1
111333	SIMPSON, HOME R	09/12/2001	TEST 1
111777	FAUNT, ELLE	09/12/2001	TEST 1

Telephone Number   3212683354 **Appeared**   3 **Inmate's Lists.**

VAC
VALUE-ADDED
COMMUNICATIONS

1.3.19 *Telephone Number Usage*

The *Telephone Number Usage* report lists calls made to user-specified telephone number(s). The wildcard (%) can be used to search for and select number patterns. Additional search filters include: Completed calls, Uncompleted calls, Debit calls, Collect calls, and Duration of calls. The Telephone Number Usage report displays the following information sorted by phone number and then chronologically:

- Telephone Number
- Inmate Number
- Inmate Name
- Date/Time of call
- Duration
- Cost of call
- Facility
- Total calls
- Total calls for the report

Run Date: 09/21/2001
Run Time: 15:05:52

Telephone Number Usage 1

Report Site: COF
Terminal Making Request: QACOLO_WS01
User ID: TESTADMIN

From 09/01/2001 00:00:00
Thru 09/21/2001 23:59:59

For Both Debit and Collect Calls

Minimum Call Duration 1

9728083325

DOC	Inmate Name	Date/Time	Duration	Cost	Facility
920001	GUY,XFER,GUY	09/16/2001 15:53:26	25	$1.00	TEST 1
920001	GUY,XFER,GUY	09/16/2001 15:55:41	31	$1.00	TEST 1
111333	SIMPSON,HOME,R	09/21/2001 14:52:39	5	$1.00	TEST 1
111777	FAUNT,ELLE,	09/21/2001 14:54:21	7	$1.00	TEST 1

Total calls: 4

Total calls for report: 4

1.3.20 *Toll Free Numbers Called by Inmate*

The *Toll Free Numbers Called by Inmate* report lists toll free numbers (800, 866, 877, 888 etc.) called by inmates. The Toll Free Numbers Called by Inmate report displays the following information:

- Date/Time of call
- Inmate number)
- Inmate Name
- Toll free Number
- Station ID
- Total Number of Calls to Toll Free Telephone 'X'

Run Date : 11/21/2001

Run Time: 14:34:10   **Toll Free Numbers Called by Inmates**

Report Site: COF	From 09/01/2001 00:00:00
Terminal Making Request: COTB2_WS02	Thru 11/21/2001 23:59:59
User ID: TESTADMIN	

Facility Name:	Facility Code:

Date/Time	DOC	Inmate Name	Toll Free Number	Station

Total Number of Calls to Toll Free Telephone Numbers: 0

1.3.21 *Toll Free Phone Numbers on Inmate's List*

The *Toll Free Phone Numbers on Inmate's List* report lists inmates with toll free numbers
(800, 866, 877, 888, etc.) on their Allowed List. The Toll Free Phone Numbers on Inmate's
List report displays the following information:

- Inmate Number
- Inmate Name
- Toll Free Number
- Total Number of Calls to Toll Free Telephone 'X'

RunDate: 09/21/2001
RunTime: 15:06:57   **Toll Free Phone Numbers on Inmate's List**

Report Site:	COF		From	09/01/2001	00:00:00
Terminal Making Request:	QACOLO_WS01		Thru	09/21/2001	23:59:59
UserID:	TESTADMIN				

Facility Name:	Facility Code:

Date/Time	DOC	Inmate Name	Toll Free Number

Total Number of Calls to Toll Free Telephone   0

1.3.22 *3 Way Call Detect Report*

The *3 Way Call Detect* report displays the number of times a 3 way call was detected on an
inmate's Allowed call list. The 3 Way Call Detect report displays the following information:

- Inmate Number
- Date/Time (of the call)
- Duration (of the call)
- Dialed Digits
- Call Type (Local, Long Distance, International)
- Station ID
- Total Number of 3 Way Calls Detected

Run Date: 11/21/2001

Run Time: 14:35:41   **3 Way Call Detect Report**

Report Site :	COF		From 08/27/2001	00:00:00
Terminal Making Request:	COTB2_WS02		Thru 11/21/2001	23:59:59
User ID:	TESTADMIN	Selected Sites:	COF	, COTB

Facility Name: **Facility Code:**

DOC	Date/Time	Duration	Dialed Digits	Call Type	Station

Total Number of 3 Way Calls Detected: 0
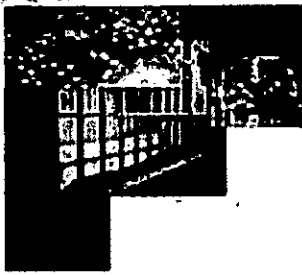
"IN THE NEWS"
PCS HELPS PREVENT CRIME

1. PCS' INMATE PHONE SYSTEM HELPS BUST DRUG DEAL
   AT THE ST. JOHNSBURY PRISON IN VERMONT
   STORY AIRED BY - LOCAL NEWS CHANNEL (WCAX)

2. PCS' INMATE PHONE SOLUTIONS PREVENT LONG
   DISTANCE PHONE SCAM - ARTICLE IN CORRECTIONS FORUM

Prepared for the State of Missouri by PCS

PCS
Public Communications Services
"Results Through Experience"

Public Communications Services, Inc.

PCS' INMATE TELEPHONE SYSTEM HELPS PREVENT CRIME

1. PCS' Inmate Phone System Helps Bust Drug Deal at a Prison in the State of Vermont

PCS is sole provider of Inmate Telephone Services at all the State of Vermont Correctional Facilities since 1999. *(See attached Reference Letter.)*

Recently, our robust inmate telephone recording and monitoring system helped bust a drug deal scheme by inmates at a prison in St. Johnsbury, Vermont. The Drug Bust News was aired by the Local News Channel WCAX. *(Please view the attached DVD for the News Coverage.)*

STORY TITLE: "DRUGS"
STORY DATE: 6-6-2005
Description: Drug bust at prison in St. Johnsbury. - State of Vermont
TIME: 6PM / NEWS

Below is the News Transcript as it aired on June 6, 2005.

(Anchor Reads)

Seven suspects have been charged in an alleged conspiracy to smuggle cocaine into the Saint Johnsbury prison. Police say the case was cracked thanks to careless convicts who recklessly planned the caper on tape-recorded prison phones. But as Brian Joyce reports... the smugglers may have just been unlucky.

(Reporters Story)

(Sgt. J.P. Sinclair/Vt. State Police says:)"This is probably the third case that's been referred to me that was generated over the phone system."

Detective J.P.Sinclair has been with the state police for 15 years. Only rarely have the tape recordings of convicts phone calls produced criminal charges.

So he was surprised three months ago when the monitored phones at the St. Johnsbury prison provided the evidence to charge seven suspects in a drug smuggling conspiracy.

(Sgt.J.P. Sinclair/Vt. State Police says:)"We found that some of the calls were referencing the drugs as "presents for the kids" and "the upcoming party." Joyce:"And that was going to be the delivery of the drugs?" Sinclair:"Correct."

Four of the seven were in court today. All pled innocent to smuggling 1-thousand dollars of coke and pills into the prison. Two were inmates at the time of the alleged smuggling and they are still behind bars --- a third is an 18-year-old high school girl facing up to 25 years if convicted -- and the fourth is a former inmate who was

allegedly caught on tape ordering his wife to deliver the drugs.

(Reporter Brian Joyce:"The inmates know that their phone calls on these phones will be recorded. That's the good news as far as prison security here in Vermont. The bad news is that there's only one employee to monitor all of the phone calls.")

(Celeste Girrell/St. Jay Prison Superintendent says:)" One person listening to all those hours of phone information is not going to be sufficient."

Prison Superintendent Celeste Girrell knows that inmates brazenly plan drug deals on the tape-recorded prison phones. She also knows there is little chance they will be caught.

(Celeste Girrell/St.Jay Prison Superintendent says:)"It comes down to a budget issue. There aren't enough staff to run the facilities and provide the supervision in the community. To say that we're going to take some of those precious resources and have them monitor phone conversations, it just doesn't seem like a wise use of the resources at this time. We need more staff."

But there is no request in this years' budget to increase prison staff to monitor the convicts' conversations -- so prison personnel say inspections and luck remain their only defense in the war on drugs behind bars.

(Celeste Girrell:"The reality is there's 130 guys sitting back there right now with nothing but time to figure out what we do for security practice and how to breach that. That's the reality."

Brian Joyce Channel 3 News, St. Johnsbury

[Anchor:Reads]

The other three suspects in the case are scheduled to be in court later this month.

Long Distance Phone Scam

Are these costly calls coming from your facility?
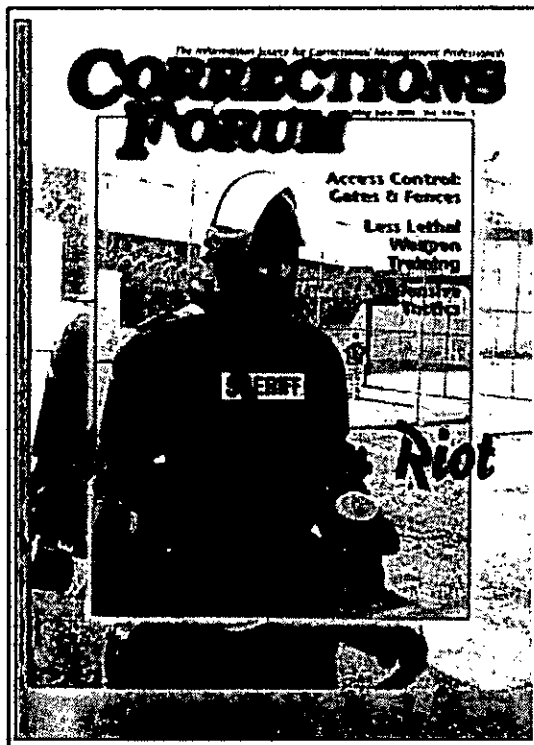
Investing in inmate phone management services, such as Public Communications Services' (PCS) KXEN's predictive analytics software, can save a facility a great deal of money paying collect call non-payments. "Using the KXEN Analytic Framework to create a predictive model with more than three-dozen variables, we found a pattern and have been able to identify fraudulent customers," says William Lay, the firm's director of information technology.
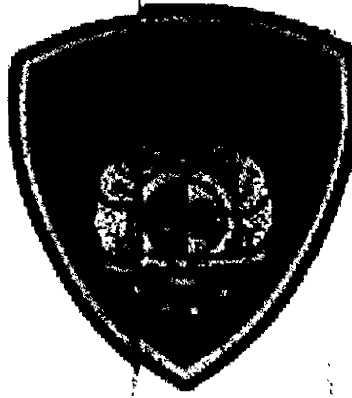
Attention: John Stobbart
Division of Purchasing and Materials Management
301 West High Street, Truman Building, Room 630
Jefferson City, MO 65101

OFFENDER TELEPHONE SERVICES
BEST AND FINAL OFFER
Due Date: February 21, 2006, 5:00 PM CST

From:

PCS
Public Communications Services

11859 Wilshire Boulevard, Suite #600
Los Angeles, CA 90025
Phone: 310-231-1000
FAX: 310-954-3012

RCVD FEB 21'06 am 9:02 OA-DPMM

BAFO for B2Z05070

on: John Stobbart

n of Purchasing and Materials Management

st High Street, Truman Building, Room 630
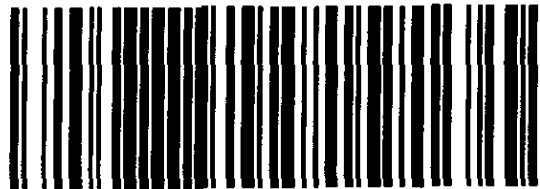
on City, MO 65101

PCS
Public Communications Services

Wilshire Boulevard, Suite #600

geles, CA 90025

: 310-231-1000

10-954-3012

OFFENDER TELEPHONE SERVICES
BEST AND FINAL OFFER

REQUST NO: 002, REVISION #002

IO: B2Z05070

)ATE: APRIL 12, 2006, 5:00 PM CST

EXP

Parcels:
1/1

From: P C S TELCOM
J. Lorden
STE 600
11859 WILSHIRE BLVD
LOS ANGELES, CA 90025
UNITED STATES Tel:310-231-1000

Sende
OTHER DOCUMENTA

To: Missouri Department of Corrections
John Stobbart
Division of Purchasing and Material
301 West High Street, Truman Bldg,
Room 630
JEFFERSON CITY, MO 65101
UNITED STATES

POSTC
651(

Tel: 573-751-37

Description: Proposal Materials

Weight: 10 lbs for 1 pcs
Date: 2006-04-10

DHL standard terms and conditions apply.

COUX 7

(2L)US65101

WAYBILL: 15694867554   (Non-Negotiable)

n Stobbart

chasing and Materials Management

Street, Truman Building, Room 630

MO 65101

PCS
Communications Services

Boulevard, Suite #600

:A 90025

I-1000

:012

OFFENDER TELEPHONE SERVICES

ment: Print waybill

RCVD APR 11'06 AM 9:53 OA-DPMM

~~DHL~~ *EXPRESS*	**EXP**	**Parcels:** **1/1**

From: P C S TELCOM
J. Lorden
STE 600
11859 WILSHIRE BLVD
LOS ANGELES, CA 90025
UNITED STATES Tel:310-231-1000

ORIGIN: **SBP**

Sender's ref
OTHER DOCUMENTATION

To: Missouri Department of Corrections
John Stobbart
Division of Purchasing and Material
301 West High Street, Truman Bldg,
Room 630
JEFFERSON CITY, MO 65101
UNITED STATES

POSTCODE:
65101

Tel: 573 751-3798

Description: Proposal Materials

Weight: 10 lbs for 1 pcs
Date: 2006-04-10

DHL standard terms and conditions apply.

COUX 7W

(2L)US65101

STATE OF MISSOURI
Department of Revenue
Taxation Bureau

VENDOR NO TAX DUE

PUBLIC COMMUNICATION SERVICES INC   DATE ISSUED: MAY 19, 2006
11859 WILSHIRE BLVD STE 600
LOS ANGELES CA 90025

MISSOURI TAX ID NUMBER: 19201681
FEDERAL IDENTIFICATION NUMBER: 954615444

The Department of Revenue, State of Missouri, certifies that based on the
information provided the above listed taxpayer/vendor and its disclosed
affiliates do not sell taxable tangible personal property or provide taxable
services in the State of Missouri. As a result, the above vendor and its
disclosed affiliates are in compliance with Section 34.040.6, RSMo.

This statement does not limit the authority of the Director of Revenue to
assess and/or collect liabilities under appeal or that become known to the
Missouri Department of Revenue as a result of audit or determination of
successor liability.

This certificate will remain valid until such time as the business activity
changes. Please note that any change in or deviation from the operation of
this business as originally described will render this letter inapplicable.

DIRECTOR OF REVENUE OR DELEGATE
STATE OF MISSOURI

BY:

David J. Zanone
Manager, Sales/Use Tax

CB:DU0568

CBN045
200613900301522

TAXATION BUREAU
P O BOX 3666
JEFFERSON CITY MO 65105-3666

STATE OF MISSOURI
Department of Revenue
Telephone: (573) 751-9268
Fax: (573) 522-1160
E-mail: taxclearance@dor.mo.gov

PUBLIC COMMUNICATION SERVICES INC
11859 WILSHIRE BLVD
LOS ANGELES CA 90025-6616

May 19, 2006

RE: MISSOURI TAX ID NUMBER: 19201681
     FEDERAL IDENTIFICATION NUMBER: 954615444

Dear Sir or Madam:

This is in response to your request for a Vendor No Tax Due in accordance with
House Bill 600, Section 34.040.6 RSMo.

Enclosed please find the requested Vendor No Tax Due.

If you require additional information, please feel free to contact us at the
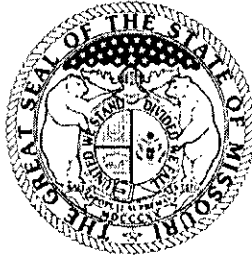above address or telephone number.

CUSTOMER SERVICES DIVISION
TAXATION BUREAU

CB:DU0568

Enclosure

CBN045
200613900301522

Matt Blunt
Governor

State of Missouri
OFFICE OF ADMINISTRATION
Post Office Box 809
Jefferson City, Missouri 65102

James Miluski
Director
Division of Purchasing and
Materials Management

Michael N. Keathley
Commissioner

(573) 751-2387   Fax: (573) 526-9815
TTD: (800) 735-2966 Voice: (800) 735-2466
www.oa.mo.gov/purch/purch.htm

May 19, 2006

Mr. Joseph Pekarovic
Public Communications Services, Inc.
11859 Wilshire Blvd., Suite 600
Los Angeles, CA 90025

Vendor Code: 9546154440 0

Dear Mr. Pekarovic:

The State of Missouri, Division of Purchasing and Materials Management (DPMM) has received your response to RFP B2Z05070 for Offender Telephone Services for the Office of Administration, Information Technology Services Division and the Department of Corrections.

In accordance with Section 34.040.6 RSMo, DPMM is precluded from contracting with a vendor or its affiliate who makes sales at retail of tangible personal property or for the purpose of storage, use or consumption in this state but fails to collect and properly pay the tax as provided in RSMo 144.

In order for DPMM to be able to consider your response to the RFP noted above, you must verify that you are either registered to collect sales and/or use tax in Missouri, or you are not making retail sales of tangible personal property or providing taxable services in Missouri. You can provide this verification by submitting an official "Vendor No Tax Due" certificate issued by the Missouri Department of Revenue. The Department of Revenue will issue the "Vendor No Tax Due" certificate if you are properly registered to collect and have properly remitted sales and/or use tax, or if you are not making retail sales in Missouri. Once the "Vendor No Tax Due" certificate is issued, submit it NO LATER THAN Monday, May 22, 2006 to my attention at the address noted above. (The certificate may also be faxed to my attention at 573-526-9818 or scanned/emailed to me at john.stobbart@oa.mo.gov.) **If you do not provide the "Vendor No Tax Due" certificate by the date specified above and/or maintain a compliant tax status, it may render your proposal unacceptable for further consideration.**

You may obtain a "Vendor No Tax Due" certificate by contacting the Missouri Department of Revenue. The attached document provides information on how to obtain the "Vendor No Tax Due" certificate. Additional information regarding Section 34.040.6 RSMo is available on the Department of Revenue's website at http://www.dor.mo.gov/tax/business/sales/hb600.htm.

If you are not already registered as a vendor with the State of Missouri, you are encouraged to register on the state's On-Line Bidding/Vendor Registration System website (https:www.moolb.mo.gov). Instructions for registering on this website are available on the Home page of the website.

Thank you for your attention to this urgent matter.

Sincerely,
John Stobbart
Buyer

Attachment

How To Obtain A Certificate Of Vendor No Tax Due

A certificate of vendor no tax due can be obtained from the Missouri Department of Revenue when a business pays all of its sales/use tax in full, up to date, does not have a sales tax delinquency or does not sell tangible personal property at retail in Missouri.

If taxes are due, depending on the payment history of the business, a cashier's check or money order may be required for payment before a certificate of vendor no tax due can be issued.

A certificate of vendor no tax due can be obtained by contacting the Missouri Department of Revenue, Division of Taxation & Collection, P.O. Box 3666, Jefferson City, MO 65105-3666. You may also call (573) 751-9268, fax (573) 522-1160, or email taxclearance@dor.mo.gov. For walk-in assistance, you can visit a Tax Assistance Center near you:

Jefferson City
3237 W Truman Blvd, Ste 100

St. Louis
3256 Laclede Station Rd., Ste 101

Kansas City
615 E 13th St., Room 127

Columbia
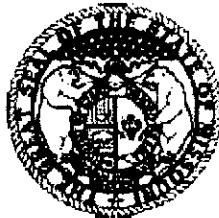1500 Vandiver Drive, Room 113

Cape Girardeau
3102 Blattner Dr., Suite 102

St. Joseph
525 Jules, Room 314

Springfield
149 Park Central Square, Room 313

Joplin
1110 East 7th Street, Suite 400

STATE OF MISSOURI
OFFICE OF ADMINISTRATION
DIVISION OF PURCHASING AND MATERIALS MANAGEMENT
(DPMM)

ATTENTION: Ted Wilson, Buyer
Phone: (573) 751-1692

Offender Telephone Services

RFP NO.: B2Z05070

Prepared by:

Return Due Date:

PCS

SEPTEMBER 23, 2005 AT 2:00 PM CENTRAL TIME

"Results Through Experience"

11859 Wilshire Boulevard
Suite 600
Los Angeles, CA 90025
Phone: 310-231-1000

RCVD SEP 22'05 AM10:06 UA-UPMM