

4.10 Call Management

GTL shall provide the collect call services through the use of an Automated Operator. At no time shall an inmate be connected to a "live" operator.

GTL shall assume responsibility for billing called parties receiving collect calls from the ITS and for the collecting of payments for these calls. This will be either direct billing or through the local exchange company.

GTL shall provide a single toll free number allowing call recipients to contact GTL for assistance in billing matters. This number must be clearly shown on the called party's bill.

The customer service function may not be subcontracted.

GTL shall endeavor to handle billing disputes in an equitable manner. Disputes that cannot be resolved to the satisfaction of the call recipient must be brought to the attention of an Arbitrator to be designated by DOC. The Arbitrator will determine how much, if any, of the disputed charges may be billed by GTL. Any excess must be forgiven by GTL.

GTL will not be required to remit Commissions that would otherwise be payable to DOC for charges forgiven by the Arbitrator.

GTL shall provide all local, intraLATA, interLATA and interstate collect call services at all DOC institutions where the ITS is installed. GTL shall be responsible for installing and maintaining all telephone circuits necessary to provide the required collect call services.

4.11 Call Costs or Call Rates

There shall be a flat rate for all calls within the United States. This rate shall be \$3.60 for a fifteen minute call.

The ITS will not handle international phone calls.

GTL shall collect all revenue from the called party for collect calls placed by inmates.