

APPROVED



E-MAILED

2/7/07



ORIGINAL Page 1 of 3
Contract No. 4600010915
Contract Original Approval Date: 12/28/2006
Contract Change Approval Date: 01/12/2007

Purchasing Agent:
 Name: Matthew Phillips
 Phone: 717-214-3740
 Fax: 717-214-3567

Valid from/to: 12/08/2006 - 12/07/2011

Please Deliver To:
 OA
 207 Finance Building
 HARRISBURG PA 17120
 USA

Your SAP Vendor Number With Us: 165236

Supplier Name/Address:
 MCI WORLD COM
 COMMUNICATIONS INC
 979 E PARK DR
 HARRISBURG PA 17111-2810
 Supplier Telephone No: 717-565-7500
 Supplier Fax No.:

Your Quotation: Date:
 Collective No.:
 Our Quotation:

Payment Terms:
 NET 30

The Commonwealth of Pennsylvania, through the Purchasing Agency, accepts the submission of the Bidder/Contractor for the awarded item(s) at the price(s) set forth below in accordance with: 1) the RFQ submitted by the Bidder/Contractor, if any; 2) the documents attached to this Contract or incorporated by reference, if any, and 3) the contract terms and conditions stored on the website address at www.dgs.state.pa.us for this type of Contract as of the date of the RFQ, if any, or other solicitation for this contract, all of which, as appropriate, are incorporated herein by reference. When the Bidder/Contractor receives an order or a written notice to proceed from the Purchasing Agency, the order or notice constitutes the Bidder/Contractor's authority to furnish the item(s) to the agency at the time(s) and place(s) specified in the order or notice. RFQ, as used herein, means Request for Quotations, Invitation for Bids, Invitation to Qualify, or Request for Proposals, as appropriate.

Item	Material/Service Desc	Est Qty	UOM	Net Price	Per Unit	Total
10	Phone Instrument Installation - Protel 3	0.00	Each	650.00	1 Each	0.00
20	Phone Instrument Installation - Protel 7	0.00	Each	750.00	1 Each	0.00
30	Phone Instrument Installation - Protel 3	0.00	Each	695.00	1 Each	0.00
40	Phone Instrument Installation - Protel 7	0.00	Each	795.00	1 Each	0.00
50	Pedestal Installation - Floor-mount Ped.	0.00	Each	120.00	1 Each	0.00

SEE LAST PAGE FOR ESTIMATED TOTAL VALUE INFORMATION



ORIGINAL
Contract No. 4600010915
Contract Original Approval Date: 12/28/2006

Page 2 of 3

Supplier Name:
MCI WORLDCOM
COMMUNICATIONS INC

Item	Material/Service Desc	Est Qty	UOM	Net Price	Per Unit	Total
60	Pedestal Installation - Floor-mount Ped.	0.00	Each	120.00	1 Each	0.00
70	Pedestal Installation - Wall-mount Ped.	0.00	Each	100.00	1 Each	0.00
80	Pedestal Installation - Wall-mount Ped.	0.00	Each	100.00	1 Each	0.00
90	Pedestal Installation - Floor-to-wall-mo	0.00	Each	120.00	1 Each	0.00
100	Pedestal Installation - Floor-to-wall-mo	0.00	Each	120.00	1 Each	0.00
110	Pedestal Installation - Drive-up PedIndo	0.00	Each	120.00	1 Each	0.00
	Pedestal Installation - Drive-up PedOutd	0.00	Each	120.00	1 Each	0.00
130	Pedestal Installation - Back-toback Ped.	0.00	Each	235.00	1 Each	0.00
140	Pedestal Installation - Back-toback Ped.	0.00	Each	235.00	1 Each	0.00
150	Enclosure Installation - L31A Enc.Indoor	0.00	Each	120.00	1 Each	0.00
160	Enclosure Installation - L31A Enc.Outdoo	0.00	Each	120.00	1 Each	0.00
170	Enclosure Installation - Fortec 2000 Enc	0.00	Each	280.00	1 Each	0.00
180	Enclosure Installation - Fortec 2000 Enc	0.00	Each	280.00	1 Each	0.00



ORIGINAL
Contract No. 4600010915
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Page 3 of 3

Supplier Name:
MCI WORLDCOM
COMMUNICATIONS INC

Item	Material/Service Desc	Est Qty	UOM	Net Price	Per Unit	Total
190	Enclosure Installation - PC-1 Enc. Indoo	0.00	Each	215.00	1 Each	0.00
200	Enclosure Installation - PC-1 Enc. Outdo	0.00	Each	215.00	1 Each	0.00
210	Enclosure Installation - Sierra 9000 Enc	0.00	Each	165.00	1 Each	0.00
220	Enclosure Installation - Sierra 9000 Enc	0.00	Each	165.00	1 Each	0.00
230	Enclosure Installation - MC-101 Enc. Ind	0.00	Each	300.00	1 Each	0.00
240	Enclosure Installation - MC-101 Enc. Out	0.00	Each	300.00	1 Each	0.00
	Enclosure Installation - 90L Enc.Indoor	0.00	Each	475.00	1 Each	0.00
260	Enclosure Installation - 90L Enc.Outdoor	0.00	Each	475.00	1 Each	0.00
270	Mon. Recurring Coin/Card Cost	0.00	Month	160.00	1 Month	0.00
280	Inmate Telephone Services	0.00		0.00	0	0.00

General Requirements for all Items:

No futher information for this contract.

Estimated Total Value
Not Applicable

CONTRACT BETWEEN

COMMONWEALTH OF PENNSYLVANIA
GOVERNOR'S OFFICE OF ADMINISTRATION

AND

MCI COMMUNICATIONS SERVICES, INC.
d/b/a VERIZON BUSINESS SERVICES

CONTRACT NO.

THIS CONTRACT is made and entered into in Harrisburg, Pennsylvania, in the County of Dauphin, Commonwealth of Pennsylvania, by and between the COMMONWEALTH OF PENNSYLVANIA, Governor's Office of Administration ("OA") and MCI Communications Services, Inc. d/b/a Verizon Business Services ("Verizon Business" or "MCI").

WHEREAS, the Department of General Services ("DGS") delegated to OA authority to issue a request for proposal (RFP) for furnishing, installing, and maintaining three related telecommunications systems that will provide payphone service for the Commonwealth of Pennsylvania and control inmate calling from the state correctional institutions; and

WHEREAS, pursuant to the RFP, OA awarded this Contract to MCI.

NOW, THEREFORE, for, and in consideration of, the following is set forth in this Contract, and the parties intending to be legally bound, mutually understand and agree that:

1. This Contract shall be effective for a sixty (60) month period commencing on the Effective Date as defined in Paragraph 1 of the Contract Terms and Conditions for Services, but may be extended beyond that period as set out in Paragraph 1 of the Contract Terms and Conditions for Services.
2. This Contract shall be governed by the laws of the Commonwealth of Pennsylvania and, for all purposes, shall be construed in accordance with those laws and decisions of the courts of the Commonwealth of Pennsylvania, and shall be binding upon the Parties and their respective successors and assigns. No amendment, or modification, of the Contract shall have any force or effect unless it is in writing and signed by the Parties.
3. The following attachments are incorporated by reference and made part of this Contract:

Attachment A: Contract Terms and Conditions for Services
Attachment B: RFP, including all addenda issued related thereto
Attachment C: Final cost submittal, dated August 1, 2006
Attachment D:

D-1: Contractor's original technical submittal, dated
October 13, 2005; and

D-2: Clarifications received May 22, 2006 related to
RFP Sections 2.5-C & 2.5-D

Attachment E: Disadvantages Business Submittal

4. The Parties agree that all legal notices pursuant to the Contract shall be in writing and mailed by certified mail, return receipt requested, and all other communications shall be in writing and mailed, prepaid first-class, to the following addresses of the respective Parties, or to such other addresses as may be designated from time to time by the Parties:

a. OA

Kristen Miller
Deputy Miller
Office of Administration
209 Finance Building
Harrisburg, PA 17120

b. Verizon Business

Steve Viefhaus
Sr. Director, Government Markets
Verizon Business
500 Technology Drive
Room C2123
Weldon Spring, MO 63304
636-793-3457

IN WITNESS WHEREOF, the Parties to this Contract have executed it, through their respective duly-authorized representatives, as of the dates written below. Execution by OA will be through the issuance of a Purchase Order as described in Paragraph 37 of the Contract Terms and Conditions for Services.

MCI Communications Services Inc.
d/b/a Verizon Business Services

Signature

Suleiman Hessami
VP Pricing/Contract Management

Date

9-28-06

Commonwealth of Pennsylvania
Governor's Office of Administration

Signature

Date

FEIN

SAP Vendor Number

APPROVED FOR FORM AND LEGALITY

Office of Chief Counsel
Governor's Office of Administration

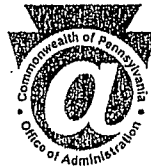
Office of General Counsel

Office of Attorney General

CERTIFICATION OF FUNDS

Comptroller

Date



COMMONWEALTH OF PENNSYLVANIA
Governor's Office of Budget and Administration
Bureau of Infrastructure and Operations
Network Administration
1 Technology Park
Harrisburg, PA 17110-2913

Dear Contractor:

June 29, 2005

You are invited to submit a proposal to the Commonwealth of Pennsylvania, Office of Budget and Administration, Bureau of Infrastructure and Operations, for furnishing, installing, and maintaining related telecommunications systems that will provide payphone service for the Commonwealth of Pennsylvania, control inmate calling with monitoring and recording from the state correctional institutions. This invitation letter and the request for proposal (RFP) are posted to the Department of General Services website.

Former RFP number 2003-081-011 was issued and not awarded and is now being re-issued. The Commonwealth is using the same RFP number 2005-081-011, with an updated year, changes made in specifications, and dividing the RFP into two (2) sections: Section 1 Coin/card Public Payphones and Section 2 Inmate Telephone System. Contractors may bid on either Section 1 or Section 2 or both Sections. Sections 1 and 2 may be evaluated and awarded separately or evaluated and awarded together depending on what is determined to be in the best interest of the Commonwealth.

A pre-proposal conference will be conducted on Tuesday, August 2, 2005 @ 9:00 am. The location is Commonwealth Technology Center, Harrisburg State Hospital Grounds, 1 Technology Park, Conference Rooms 1 and 2, Harrisburg, Pennsylvania 17110-2913. Following the pre-proposal conference will be a site visit to view the present inmate control system (section 2 of the RFP) that will be held at the Department of Corrections Central Office Building, 2520 Lisburn Road, Camp Hill, Pennsylvania 17001-0598. Directions to both the pre-proposal conference and the site visit are on the following page.

It is recommended that Contractors expecting to respond to this RFP attend the conference. It is also important that each Contractor who expects to respond prepare questions after reading and analyzing the RFP. Please submit questions in writing to the Office of Administration identified below by close of business 5:00 pm Friday, July 22, 2005. An Addendum containing the official responses to the questions addressed at the pre-proposal conference will be posted to the Department of General Services (DGS) website <http://www.dgsapp.state.pa.us/comod/main.asp> not later than five (5) working days after the pre-proposal conference. If additional addendums are issued they also will be posted to the DGS website.

This RFP covers the provision of payphone service for all agencies under the jurisdiction of the Governor, other state affiliated organizations if they chose to participate, and inmate telephone service at the state correctional institutions to include inmate call control and inmate call monitoring and recording systems. To insure that maximum time can be spent on the important issues, it is suggested the Contractors read and understand the total requirement prior to the pre-proposal conference.

Proposals must be received at the Department of Corrections Central Office Building, Support Services Section, 2520 Lisburn Road, Camp Hill, Pennsylvania 17001-0598 on or before 1:00PM, Wednesday, September 28, 2005.

Questions must be sent by email directed to the Office of Budget and Administration:

Commonwealth of Pennsylvania
Governor's Office of Budget and Administration
Bureau of Infrastructure and Operations – Network Administration
Georgia A. Baer
1 Technology Park
Harrisburg, PA 17110-2913
Phone: (717) 772-8124
Fax: (717) 772-8018
Email: gbaer@state.pa.us

Sincerely,
Valerie L. Long,
Network Support Manger

Enclosure

CC: Georgia A. Baer

Directions to the pre-proposal conference at 1 Technology Park, Conference Rooms 1 and 2, Harrisburg, Pennsylvania 17110-2913, are below.

From Interstate 81:	From PA Turnpike:	From Route 322 (East):
<ul style="list-style-type: none"> • Take I-81 to Exit 23, Cameron Street. • Go through the first traffic light - stay in left lane. • Next light at the PA Department of Agriculture make a left into the Harrisburg State Hospital (Azalea Road). <p style="text-align: center;">NOTE: THE MAIN ENTRANCE TO THE HARRISBURG STATE HOSPITAL IS DIRECTLY ACROSS FROM THE ENTRANCE TO THE FARM SHOW COMPLEX.</p> <ul style="list-style-type: none"> • Go straight on Azalea Road to the top of the hill and make the first left onto North Circle Drive. • Approximately 500 feet turn left and go to the red brick building at the top of the hill. This is the Commonwealth Technology Center. 	<ul style="list-style-type: none"> • Take the PA Turnpike to Exit 19. • As you proceed through the tollbooth, you will get onto Interstate 283 North. • Follow I-283 to its end in a 3-way split. • Take the middle lane of the split, I-83 North & 322 West. • Follow I-83 North to its end in a 2-way split. • Take the left lane for I-81 South (<i>towards Carlisle</i>). • Follow I-81 South to Exit 23, Cameron Street. • Follow the directions for I-81, (<i>at left</i>) for Cameron Street to the Commonwealth Technology Center. 	<ul style="list-style-type: none"> • Follow Route 322 East. • Continue on Route 322 East as you cross the confluence of the Susquehanna and Juniata Rivers. • Follow Route 322/22 East. DO NOT GET ON I-81 NORTH OR SOUTH. • Route 322/22 East will eventually turn into Cameron Street. • Follow the directions for I-81 above for Cameron Street to the Commonwealth Technology Center.

Directions to the Site Visit Section 2 of the RFP: The site visit held directly after the pre-proposal conference will be conducted to view the present inmate control system at the Department of Corrections (DOC) Central Office, 2520 Lisburn Road, Camp Hill, Pennsylvania 17001-0598. Directions to the site visit are below. Please meet in the DOC lobby for registration for the site visit. The room where the site visit will be held is very small so Contractors will be divided into small groups and escorted to the ground floor where Contractors can view the operation of the DOC Central Security Office.

Directions to Department of Corrections Central Office, 2520 Lisburn Road, Camp Hill, Pennsylvania 17001-0598

From Harrisburg State Hospital Grounds:

- Turn left onto Cameron Street
- At first light turn right onto Maclay Street
- Follow Maclay Street to the river
- Turn left onto Front Street
- Follow Front Street to Forster Street
- Turn right onto Harvey Taylor Bridge
- Follow road through Camp Hill
- Go past Camp Hill Shopping Center and continue south on US 15
- Take first exit after Bon Ton Department Store
- Slate Hill Road Exit
- Turn right at stop sign and continue south on Slate Hill Road
- Continue through red light, across railroad tracks to red light at top of hill
- Turn left at red light onto Lisburn Road
- You will see SCI Camp Hill on your left as you come down the hill
- Enter first parking lot on left and park
- Walk to the front of the three-story brick building
- Enter Building and sign in

RFP #2005-081-011

Request for Proposal (RFP)

For Payphone and Inmate Telephone Services

Office of Administration and Department of Corrections

Request for Proposal (RFP) Number 2005-081-011

Section 1 Coin/Card Public Payphone Services

Section 2 Inmate Telephone Services

Date of Issuance June 29, 2005

Table of Contents Section 1 Coin/Card Public Payphone Services

	<u>Page</u>
Part 1	9
Section 1 Coin/Card Public Telephone Services	10
General Information for the Contractors	11
1.1-1. Purpose	11
1.1-2. Issuing Office (Office of Administration)	11
1.1-3. Scope	11
1.1-4. Problem Statement	13
1.1-5. Rejection of Proposals	13
1.1-6. Incurring Costs	13
1.1-7. Pre-proposal Conference	13
1.1-8. Amendment To The RFP	13
1.1-9. Response Date	13
1.1-10. Proposals	14
1.1-11. Disadvantaged Business Information	15
1.1-12. Information Concerning Small Businesses in Enterprise Zones	15
1.1-13. Economy Preparation Of Proposals	15
1.1-14. Oral Presentation	15
1.1-15. Pre-Award Performance Demonstration	16
1.1-16. Prime Contractor Responsibilities	16
1.1-17. Disclosure Of Proposal Contents	16
1.1-18. Standard Contract	17
1.1-19. Negotiations	17
1.1-20. System Design Changes	17
1.1-21. Debriefing Conferences	17
1.1-22. News Releases	17
1.1-23. Commission Data	17
1.1-24. Subcontracting	17
1.1-25. Restriction of Contact	18
1.1-26. Best and Final Offers	18
1.1-27. Commonwealth Participation	18
1.1-28. Term of Contract	18
1.1-29. Withdrawal Of Proposals	18
1.1-30. Contractor's Representations and Authorizations	20
1.1-31. Notification of Selection	20
1.1-32. RFP Protest Procedure	21
1.1-33. Definitions	23
Part 2	24
Information Required from Contractors	24
1.2-1. Format for Requirement Information	26
1.2-2. Packaging of Proposals	26
1.2-3. Security of Proposals	26
1.2-4. Disadvantaged Business Information	26

1.2-5 Enterprise Zone Small business Utilization Response	29
1.2-6. Technical Proposal	30
Tab 1. Letter of Transmittal	30
Tab 2. Mandatory Requirements	30
Tab 3. Management Summary	31
Tab 4. Corporate Background and Experience	31
Tab 5. Project Staffing and Key Personnel	33
Tab 6. Technical Requirements	34
Tab 7. Training Requirements	36
Tab 8. Maintenance Requirements	36
Tab 9. Financial Requirements	36
Tab 10. Objections and Additions to Standard Terms and Conditions for Services	37
Part 3	38
Mandatory Requirements	39
1.3-1. Mandatory Requirements	39
Part 4	42
Criteria for Selection	43
1.4-1. Review and Evaluation	43
1.4-2. Alternate Proposals	43
1.4-3. Criteria	43
1.4-4. Disadvantaged Business Participation Evaluation	44
Part 5	46
System	47
1.5-A. System A: Coin/Card Public Telephone Service	47
1. General Conditions: Coin/Card Public Telephone Service	47
a. No Charge to the Commonwealth	47
b. Compliance with Regulations and Law	47
c. Federal and State Laws, Rules, Regulations and Codes	47
d. Responsibility for Permits, Nomenclature, and Specs	48
e. Equipment may be same as Installed or Equal	48
f. Responsibility for Costs	48
g. System Responsibility	48
2. Other Features	48
3. Operational Standards	49
4. Station Equipment	50
5. Unprofitable Coin/Card Telephones	51
6. Payphone Signage	52
7. Revenue and Commissions Reports	52
a. Telephone Generated Revenues	52
b. Telephone Generated Commissions	52
c. Custom Reports	53
d. Monthly Inventory and Summary	53

e. Monthly Detailed Financial Reports	53
f. Weekly Conference Calls and Reporting	53
g. Weekly Maintenance Trouble Ticket Report	53
h. Route Cause Analysis Log	53
i. Bi-Monthly Management Meetings	54
j. End User Forum Meetings	54
8. Coin Collection and Related Activities	54
a. Description of Activities	54
b. Refunds and Complaints	54
c. Trouble Detection and Repairs	54
d. Full Coin-Box Condition	55
e. Station Inspection and Cleaning	55
9. Enclosures and Pedestals	55
a. General Requirements	55
b. Enclosures and Pedestals	55
c. Existing Enclosures	55
10. Compliance with Americans with Disabilities Act (ADA)	55
11. Environmental Conditions	55
a. Complete Description	55
b. Surge/Lightning Protection	56
<u>1.5-B. Common Requirements: System A</u>	57
1. Call Rate Affordability	57
2. Moves, Changes, Addition, and Deletions	57
3. Installation, Transition and Implementation	58
4. Schedule of Implementation	58
<u>1.5-C Training</u>	59
1. Training General	59
2. Training Description	59
3. Trainer	59
4. Training Material	59
5. End User Forum Meetings	59
<u>1.5-D. Maintenance Requirements</u>	61
1. General Provisions	61
a. Requirements	61
b. No Charge to the Commonwealth	61
2. Certification	61
3. Maintenance Plan, Center Location and Personnel Profile	61
a. Maintenance Center	61
b. Personnel Profile	61
4. Standards for Repair	61
5. Maintenance Liquidated Damages	63
a. Minor Emergency	63

b. Major Emergency	63
c. Assessment of Liquidated Damages	64
d. Maintenance Liquidated Damage Major and Minor Monthly Report	64
6. Preventive Maintenance	64
a. Contactor Responsibilities	64
b. Develop Maintenance Logs	64
7. Maintenance Obligation	65
8. Maintenance Responsibility	65
a. All Suppliers Responsible Until Problems Identified	65
b. Successful Contractor Point of Contact	65
9. Performance Requirements and Reliability/Availability	65
10. Project Manager and Implementation Plan	65
11. New Technology	66
12. Disaster Recovery Plan	67
13. Minimum Contractor Background Checks Policy	67
14. Storage and Security	67
15. Site Clean Up	67
<u>1.5-E Financial</u>	68
1. Best Offer Commission Percentages	68
2. Commission Data Submission	68
3. Revenue Generation	68
4. Service Revenues and Commissions	70
5. Commission Data	71
6. Commission Payments	71
7. Collection and Security	71
8. Contract Requirements – Disadvantaged Business Participation and Enterprise Zone Small Business Participation	72
Standard Contract Terms and Conditions for Services	74
Attachments Section 1 Coin/Card Public Telephone Service	75
Attachment List 1 – 13	76
Attachment 1 Payphones and Enclosures in Place	77
Attachment 2 Public Payphone Station Inventory	78
Attachment 3 Coin/Card Public Telephone Installation and Cutover Schedule	79
Attachment 4 Verizon Public Telephone Tariffs (4-A), Commonwealth Public Telephone Charges (4-B)	80-81
Attachment 5 Installed Equipment Form	82
Attachment 6 Travel Expenses for Demonstrations	83-92
Attachment 7 Department of Transportation Roadside Rests and Welcome	93-94

Centers	
Attachment 8 Act 181 of 2002	95
Attachment 9-A & 9-B Monthly Usage Reports with Commissions	96-97
Attachment 10 2004 Agencies Public Phone Summary Report of Revenue (10-A) (2 pages), 2003 Agencies Statistic Messages and Minutes (10-B), 2004 Agencies Statistic Messages and Minutes (10-C)	98-101
Attachment 11 Maintenance Center Information	102
Attachment 12 Office of Administration Office for Information Technology Information Technology Bulletin (ITB) I.1.6. Minimum Contractor/Vendor Background Checks Policy	103-105
Attachment 13 Cost Data 5-E Financial Contractor's Coin/Card Public Telephone Charges (13-A) (2 pages), Commission Data 5-E Financial (13-B), and Cost Data 5-E Financial (13-C)	106-109

Section 2:

Section 2 Inmate Telephone Services	110
Section 2 Table of Contents	111-116

Section 1 Coin/Card Public Telephone Services

Part 1

General Information For The Contractors

Part 1
General Information For The Contractors

1.1-1. Purpose: This Request For Proposals (RFP) provides interested Contractors with sufficient information to adequately prepare and submit proposals for furnishing, installing, and maintaining public payphones to provide payphone service for the Commonwealth of Pennsylvania (Commonwealth). The Commonwealth is seeking payphone and inmate phone services. This RFP is structured in such a way to allow a proposer to propose on both systems or on either. The preference is to award one contract to a single proposer, but the Commonwealth reserves the right to award separate contracts for the services, if it determines that it is in its best interest to do so. Section 1 relates to payphones. Section 2 relates to inmate phones. The Commonwealth is seeking an innovative solution for the provision of these services. The RFP sets out the minimum requirements related to both systems.

1.1-2. Issuing Office (Office of Administration): This RFP is issued for the Commonwealth by the Office of Administration, Bureau of Infrastructure and Operations. The Office of Administration is the sole point of contact in the Commonwealth for this RFP. Any and all questions should be directed to:

Georgia A Baer,
Contract Administrator
Governor's Office of Administration
Bureau of Infrastructure and Operations – Network Administration
Telephone No. (717) 772-8124
Facsimile No. (717) 772-8018
Email: gbaer@state.pa.us

1.1-3. Scope: This RFP contains instructions governing the proposals to be submitted and materials to be included therein; requirements which must be met to be eligible for consideration; description of the required systems and the general evaluation criteria; Contractor's responsibilities; and other requirements to be met by each Contractor submitting a proposal.

1.1-4. Problem Statement:

- a. Purpose: The Commonwealth wants to ensure that highly-reliable, extensively available, public telephone service is provided to its citizens, taxpayers, tourists, visitors, and others who want to place a call from a Commonwealth-owned or leased property. The purpose of this RFP is to secure these services for all coin/card telephones located on Commonwealth-owned or leased property for agencies under the

Governor's jurisdiction. Other governmental agencies not under the Governor's jurisdiction may elect to use this contract.

The Commonwealth of Pennsylvania has three (3) major objectives that must be met:

1. To ensure the provision of high-quality service for the users of public telephone service at Commonwealth locations.
2. To maximize the economic return to the Commonwealth and its agencies from the coin/card pay telephones while recognizing the Contractor costs of providing the services.
3. To provide dependable, well-maintained public coin/card telephone service to Commonwealth clients, consumers, and general telephone users at Commonwealth locations.

b. Summary of Scope of Work: The Contractor shall be responsible for furnishing, installing, and maintaining payphone service for the Commonwealth. Contractor should recognize that the various Commonwealth agencies have unique needs and special environments that must be served. For example, state hospitals may require special placement and features in order to provide service to their patients and clients. Ownership of equipment at the end of the contract term by the Commonwealth includes shelves and booths as indicated on Attachment 1 Payphones and Enclosures in Place and TTYs as indicated on Attachment 2 Public Payphone Station Inventory.

1. System A: Coin/Card Telephone Service. System A is comprised of all the coin/card telephones at locations throughout the Commonwealth under the Governor's jurisdiction as well as some other governmental locations. Payphones proposed in response to this RFP must be equal to or better than the specification listed in Attachment 1 Payphones and Enclosures in Place. Attachment 2 is the inventory of public payphones as reported by Verizon, the incumbent prime Contractor. These inventoried stations are to be used as the basis for the number of telephones to be included in the Contractor's response to this RFP. However, it may be expected that other stations may be added in the future as new stations are installed and as other existing stations are located and inventoried. Stations shall be added under the same contractual provisions. In addition, with the concurrence of the Office of Administration, more locations could be added to the contract by other governmental agencies not under the Governor's jurisdiction, for example already added are Pennsylvania Turnpike and Shippensburg University. Each response to this RFP must fully explain what the Contractor is proposing at each location. Section 1.5-A delineates the technical requirements for these coin/card telephone services. The requirements are to be considered minimum and must be included in any

proposal, regardless of what other services the Contractor includes in its proposal.

2. All coin/card telephones shall be installed using a procedure such that there shall be no interruption of existing public payphone service. The installation schedule must be in accordance with Attachment 3 of this RFP. Each responding Contractor must submit a detailed cutover schedule with its proposal, including time frames for the various stages of installation, including tests and acceptance by the using Commonwealth agencies.
- 1.1-5. Rejection Of Proposals: The Commonwealth reserves the right to reject any and all proposals received as a result of this request, or to negotiate separately with competing Contractors.
- 1.1-6. Incurring Costs: The Commonwealth is not liable for any costs incurred by Contractors, in preparing response to this RFP.
- 1.1-7. Pre-proposal Conference: A pre-proposal conference will be held on the date and at the place specified in the cover letter. The DOC-SCI site visit is only for Section 2 of this RFP that will follow the pre-proposal conference. The purpose of this pre-proposal conference is to clarify any points in the RFP, which may not have been clearly understood. The Office of Administration must receive questions in writing at least five (5) business days prior to the meeting to ensure sufficient analysis can be made before an answer is supplied. The pre-proposal conference is for information only. Answers furnished during the conference are not official until verified, in writing, by the Office of Administration. All questions and answers will be issued as an addendum to and become part of this RFP and posted to the Department of General Services website www.dgsapp.state.pa.us/comod/main.asp.
- 1.1-8. Amendment To The RFP: If it becomes necessary to revise any part of this RFP, an amendment shall be posted to the Department of General Services website www.dgsapp.state.pa.us/comod/main.asp.
- 1.1-9. Response Date: To be considered, proposals must arrive at or before the time and date specified in the cover letter at Department of Corrections Central Office Building, Support Services Section, 2520 Lisburn Road, Camp Hill, Pennsylvania 17001-0598. Contractors mailing proposals should allow sufficient mail delivery time to ensure timely receipt of their proposals. Late proposals will not be considered regardless of the reason for the proposal being late.
- 1.1-10. Proposals: To be considered, Contractors must submit a complete response to this RFP, using the format provided in PART 2. A Contractor may make no other distribution of proposals. An official authorized to bind the Contractor to its

provisions must sign the proposal. For this RFP, the proposal must remain valid until the contract is fully executed by the Commonwealth. The contents of the proposal of the selected Contractor become contractual obligations if a contract is entered into.

- 1.1-11. Disadvantaged Business Information: The Commonwealth encourages participation by small disadvantaged businesses as prime Contractors, joint ventures, and subcontractors/suppliers and by socially disadvantaged businesses as prime Contractors.

Small Disadvantaged Businesses are small businesses that are owned or controlled by a majority of persons, not limited to members of minority groups, who have been deprived of the opportunity to develop and maintain a competitive position in the economy because of social disadvantages. The term includes: 1) Department of General Services Bureau of Minority and Women Business Opportunities (BMWBO)-certified minority businesses enterprises (MBEs) and women business enterprises (WBEs) that qualify as small businesses and 2) United States Small Business Administration-certified Small Disadvantaged Businesses or 8(a) small disadvantaged business concerns.

Small businesses are businesses in the United States that are independently owned, are not dominant in their field of operation, employ no more than 100 persons and earn less than \$20 million in gross annual revenues (\$25 million in gross annual revenues for those businesses in the information technology sales or service business).

Socially disadvantaged businesses are businesses in the United States that BMWBO determines are owned or controlled by a majority of persons, not limited to members of minority groups, who are subject to racial or ethnic prejudice or cultural bias, but which do not qualify as small businesses. In order for a business to qualify as "socially disadvantaged", the offeror must include in its proposal clear and convincing evidence to establish that the business has personally suffered racial or ethnic prejudice or cultural bias stemming from the business person's color, ethnic origin or gender.

Questions regarding this Program can be directed to:

Department of General Services
Bureau of Minority and Women Business Opportunities
Room 611, North Office Building
Harrisburg, PA 17125
gs-bmwbo@state.pa.us
Phone: (717) 787-6708
FAX: (717) 772-0021

Program information and a database of BMWBO-certified minority- and women-owned businesses can be accessed at www.dgs.state.pa.us, DGS Keyword: BMWBO. The federal vendor database can be accessed at www.ccr.gov by clicking on Dynamic Small Business Search (certified companies are so indicated).

- 1.1-12. Information Concerning Small Businesses in Enterprise Zones: The Commonwealth of Pennsylvania encourages participation by small businesses, whose primary or headquarters facility is physically located in areas designated by CWOPA as *Designated Enterprise Zones*, as prime Contractors, joint ventures and subcontractors/suppliers.

Small businesses are businesses in the United States that are independently owned, are not dominant in their field of operation, employ no more than 100 persons and earn less than \$20 million in gross annual revenues (\$25 million in gross annual revenues for those businesses in the information technology sales or service business).

There is no database or directory of small business located in Designated Enterprise Zones. Information on the location of *Designated Enterprise Zones* can be obtained by contacting:

Aldona M. Kartorie
Center for Community Building
PA Department of Community and Economic Development
4th Floor Keystone Building
400 North Street
Harrisburg, PA 17120-0225
Phone (717) 720-7409
Fax (717) 787-4088
Email akartorie@state.pa.us

- 1.1-13. Economy Preparation Of Proposals: Proposals should be prepared simply and economically, providing a straightforward, concise description of the Contractor's ability to meet the requirements of the RFP.
- 1.1-14. Oral Presentation: Contractors that submit proposals may be required to make an oral presentation of their proposal to the Commonwealth. Such presentations provide an opportunity for Contractors to clarify their proposals to ensure thorough mutual understanding. The Office of Administration will schedule these presentations.
- 1.1-15. Pre-Award Performance Demonstration: At the option of the Office of Administration, qualified Contractors will be required to demonstrate the functional capabilities the equipment proposed for System A prior to final

selection. Qualified Contractors are those that have met all mandatory requirements as set forth in Part 3. The proposed equipment and software must be in production and installed and in use by one (1) or more customers of the Contractor. Refer Part 2 Tab 6 paragraph b for a more detailed description of the demonstration phase of the evaluation. The Office of Administration will not be responsible for any cost incurred by a Contractor for such a demonstration(s). A minimum of six (6) and not more than seven (7) Commonwealth of Pennsylvania representatives will be a part of the team reviewing the demonstration. The Contractor shall be responsible for reimbursing the Commonwealth for the travel expenses of the representatives of the Commonwealth to attend the demonstration(s).

- 1.1-16. Prime Contractor Responsibilities: The selected Contractor must assume responsibility for all services offered in its proposal whether or not it produces them. Further, the Commonwealth will consider the Contractor to be the sole point of contact with regard to contractual matters. Any services provided by a subcontractor must be identified in the Contractor's proposal. All subcontractor(s) must be in the RFP prior to RFP submission.

The selected Contractor shall be the sole contact with the Commonwealth for all matters covered by the contract and shall have submitted a single proposal in which the following are participants:

Single interLATA carrier for System A; one or more Contractors providing local and intraLATA call service for System A; one or more Contractors providing statewide payphone (coin/card) telephone service for System A.

- 1.1-17. Disclosure Of Proposal Contents: Proposals will be held in confidence and will not be revealed or discussed with competitors, unless disclosure is required to be made (i) under the provisions of any Commonwealth or United States statute or regulation; or (ii) by rule or order of any court of competent jurisdiction. If a contract is executed, however, the successful proposal submitted in response to this RFP shall be subject to disclosure. All material submitted with the proposal becomes the property of the Commonwealth of Pennsylvania and may be returned only at the Commonwealth's option. Proposals submitted to the Commonwealth may be reviewed and evaluated by any person other than competing Contractors at the discretion of the Commonwealth. The Commonwealth has the right to use any or all ideas presented in any proposal. Selection or rejection of the proposal does not affect this right.

- 1.1-18. Standard Contract: If a contract is entered into as a result of this RFP, it will be a firm commission percent contract and will include the terms and conditions contained in Part 6 of this RFP that is located in Section 2 Inmate Telephone Services Part 6. The RFP and the successful proposal will become part of the contract.

- 1.1-19. Negotiations: Negotiations may be undertaken with Contractors whose proposals show them to be qualified, responsible, and capable of performing the work. After negotiations, if the selected Contractor fails or refuses to properly execute the contract or furnish the required bonds(s) (see Part 6-33. Performance Bond) and return them to the Office of Administration within fifteen (15) working days after receipt of the written notification of award and the contract documents, the Office of Administration may, at its option, discontinue communications with the Contractor and commence contract negotiations with another Contractor who submitted a proposal or reject all proposals.
- 1.1-20. System Design Changes: The Office of Administration reserves the right to negotiate system design changes after award if the Office of Administration determines that changes are in the best interest of the Commonwealth and do not change the scope of the proposal.
- 1.1-21. Debriefing Conferences: Contractors whose proposals are not selected will be notified of the name of the selected Contractor and will be given the opportunity to be debriefed upon request. The Office of Administration will schedule the time and location of the debriefing. Each Contractor will be limited to two (2) participants at the debriefing conference. The Contractor will not be compared with other Contractors. Contractor's exercise of the opportunity to be debriefed shall not constitute the filing of a protest under Section 1.1-32 hereof.
- 1.1-22. News Releases: News releases pertaining to this project may not be made without prior Commonwealth approval, and then only in coordination with the Office of Administration.
- 1.1-23. Commission Data: All commission data for the proposal MUST be submitted in a separate sealed envelope, marked "Commission Data," within the sealed proposal and kept separate from the technical proposal. Failure to meet this requirement will result in automatic disqualification of the proposal. Since this is a "no cost" contract, no cost data is required to be submitted as part of this RFP.
- 1.1-24. Subcontracting: Each Contractor must provide a list of all proposed subcontractors with its proposals. The Contractor shall not enter into subcontracts for any of the services contemplated under this contract without obtaining prior written approval from the Office of Administration. The Commonwealth reserves the right to approve or reject, in writing any subcontractor. Acceptance of a proposal is approval of any subcontractors listed in the proposal.
- 1.1-25. Restriction of Contact: Contractors contact is limited to the Office of Administration specified in Section 1.1-2. Any violation of this condition may be cause for the Commonwealth to reject a Contractor's proposal.

- 1.1-26. Best and Final Offers: To obtain best and final offers from Contractors whose proposals are determined by the Commonwealth, in its sole discretion, to be reasonably susceptible of being selected for award, the Commonwealth may (a) enter into discussion (b) schedule oral presentations; and/or request revised proposals.
- 1.1-27. Commonwealth Participation: Unless specifically noted in this section, Contractors must provide all services to complete the identified work. The Commonwealth will provide oversight to ensure that all aspects of any contract that may be entered into are satisfactorily performed.
- 1.1-28. Term of Contract: The term of the contract with the selected Contractor shall be for an initial term of five (5) years, with the Commonwealth retaining the option to renew the contract for two (2) additional one-year periods. The term of the contract will commence on the Effective Date. The Effective Date shall be fixed by the Office of Administration after the contract has been fully executed by the Contractor and by the Commonwealth and all approvals required by the Commonwealth have been obtained.
- 1.1-29. Withdrawal of Proposals: Proposals may be withdrawn by written notice from the Contractor which is received at the Office of Administration's address for proposal delivery prior to, but not after, the exact hour and date specified for proposal receipt.
- 1.1.30. Contractor's Representations and Authorizations: Each Contractor by submitting its proposal understands, represents, and acknowledges, that:
- a. All information provided by, and representations made by, the Contractor in the proposal is material and important and will be relied upon by the Office of Administration in awarding the contract(s). Any misstatement shall be treated as fraudulent concealment from the Office of Administration of the true facts relating to the submission of this proposal. A misrepresentation shall be punishable under 18 Pa. C.S. 4904.
 - b. The commission incentives of this proposal have been arrived at independently and without consultation, communication, or agreement with any other Contractor or potential Contractor.
 - c. The commissions incentives of the proposal have not been disclosed to any other firm or person who is a Contractor or potential Contractor, and they will not be disclosed on or before the proposal submission deadline specified in the cover letter to this RFP.

- d. No attempt has been made or will be made to induce any firm or person to refrain from submitting a proposal on this contract, or to submit a proposal higher than this proposal, or to submit any intentionally high or noncompetitive proposal or other form of complementary proposal.
- e. The proposal is made in good faith and not pursuant to any agreement or discussion with, or inducement from, any firm or person to submit a complementary or other noncompetitive proposal.
- f. To the best knowledge of the person signing the proposal for the Contractor, the Contractor, its affiliates, subsidiaries, officers, directors, and employees are not currently under investigation by any governmental agency and have not in the last four (4) years been convicted or found liable for any act prohibited by State or Federal law in any jurisdiction, involving conspiracy or collusion with respect to bidding or proposing on any public contract, except as disclosed by the Contractor in its proposal.
- g. To the best of the knowledge of the person signing the proposal for the Contractor and except as otherwise disclosed by the Contractor in its proposal, the Contractor has no outstanding, delinquent obligations to the Commonwealth including, but not limited to, any state tax liability not being contested on appeal or other obligation of the Contractor that is owed to the Commonwealth.
- h. The Contractor is not currently under suspension or debarment by the Commonwealth, or any other state, or the federal government, and if the Contractor cannot certify, then it shall submit along with the proposal a written explanation of why such certification cannot be made.
- i. The Contractor has not, under separate contract with the Office of Administration, made any recommendations to the Office of Administration concerning the need for the services described in the proposal or the specifications for the services described in the proposal.
- j. Each Contractor, by submitting its proposal, authorizes all Commonwealth agencies to release to the Commonwealth information related to liabilities to the Commonwealth including, but not limited to, taxes, unemployment compensation, and workers' compensation liabilities.

- k. Until the selected Contractor receives, a fully executed and approved written contract from the Office of Administration there is no legal and valid contract, in law or in equity, and the Contractor should not begin to perform.

1.1-31. Notification of Selection: The responsible Contractor whose proposal is determined to be the most advantageous to the Commonwealth, as determined by the Office of Administration, after taking into consideration all of the evaluation factors, will be notified in writing of its selection for negotiation.

1.1-32. RFP Protest Procedure:

- a. **Who May File the Protest.** Any actual or prospective Contractor who is aggrieved in connection with the solicitation or award of the contract may file a protest.
- b. **Time and Place for Filing.**
 - 1. A protest or improprieties in solicitations must be filed by prospective Contractors within seven (7) days after the protesting Contractor knows or should have known of the facts giving rise to the protest, but in no event later than the proposal submission deadline specified in the cover letter to the RFP. Contractors who submit a proposal may file a protest within seven (7) days after the protesting Contractor knows or should have known of the facts giving rise to the protest. The date of filing is the date of receipt of the protest.
 - 2. The Office of Administration for good cause may consider any untimely protest.
 - 3. A protest must be in writing and filed with the Office of Administration.
- c. **Notice of Protest.** The Office of Administration shall notify the successful Contractor, by registered mail, of the protest if award has been made. If the protest is received before award and substantial issues are raised by the protest, all Contractors who appear to have a substantial and reasonable prospect of winning the award shall be notified by registered mail, and may file their agreement/disagreement with the Office of Administration within three (3) days after receipt of notice of protest.
- d. **Stay of Procurement.** The Office of Administration will immediately decide upon receipt of the protest whether or not the award of a

contract shall be delayed, or if the protest is timely received after the award, whether the performance of the contract should be suspended. The Office of Administration shall not proceed further with the solicitations or with the award of the contract and shall suspend performance under the contract, if awarded, unless: the head of the Office of Administration makes a written determination that the protest is clearly without merit or that award of the contract without delay is necessary to protect the substantial interests of the Commonwealth.

- e. **Procedures.** The Office of Administration may decide the merits of the protest on the written, submitted documentation. However, if the Office of Administration deems the protest to be complex, an informal conference may be held before reaching a decision.
- f. **Decision.** The Office of Administration shall promptly, but in no event later than 120 days from the filing of the protest, issue a written decision. The decision shall:

1. State the reason for the action taken.
2. Inform the protesting Contractor of its right to file an action in Commonwealth Court within fourteen (14) days of the receipt of the decision. A copy of the decision shall be delivered by registered mail to the protesting Contractor and any other person determined by the Office of Administration to be affected by the decision.

A copy of the decision shall be delivered by registered mail to the protesting Contractor and any other person determined by the Office of Administration to be affected by the decision.

1.1-33. Definitions: For the purpose of this RFP, the following definitions apply:

CLEC: Competitive Local Exchange Carrier - Approved by the PUC.

Essential Repairs: Those repairs required to keep the telephone station operational; not clean-up, telephone book, etc.

Gross Revenue: Total billed revenue earned from usage charges before any operational costs are deducted. Total revenue billed to customers before uncollectible, billing fees, or any other costs or payments to suppliers.

ILEC: Incumbent Local Exchange Carrier - Tariffed by the PUC.

InterLata Carrier: Any carrier registered with the Federal Communications Commission that is authorized to carry customer transmissions between Lata and interstate.

IntraLata: A geographic area or region, mandated by the FCC, in which the local operating telephone company provides local service, long distance service, and access to the entire telephone network. Telecommunications services that originate and end in the same Local Access and Transport Area.

International Calls: For System A, international is defined as calls worldwide.

Lata: Local Access and Transport Area.

North American Number Plan: The area includes all 50 states, Canada, and parts of the Caribbean Islands composed of the following with area codes: Bahamas (242), Bermuda (441), Barbados (246), British Virgin Islands (284), Puerto Rico (787), and the U.S Virgin Islands (340).

Project Manager: The person named by the Contractor who shall be responsible for coordination of all activities between the Office of Administration, using agencies, and the Contractor and the Contractor's subcontractors.

Provide means supply and install, unless otherwise stated.

Semi-Public Telephones: Those telephones that are noncommission producing but are coin/card stations supplied by the payphone service provider (PSP) at a monthly charge.

Telecommunications Management Officer (TMO): The individual designated by each Commonwealth using agency responsible for all telecommunications matters within that agency.

Text Telephone (TTY): TeleTYpewriter. A telephone terminal with a typewriter-like keyboard that permits hearing or speech-impaired persons to communicate by typing messages back and forth over telephone lines.

Turnkey System: A completely installed operational system furnished, installed, and maintained in accordance with all requirements of this RFP.

Using Agency (ies): The governmental using agency (ies), which will be the recipient and eventual user of the equipment and services identified in this RFP.

Part 2

Information Required From Contractors

Part 2
Information Required From Contractors

1.2-1. Format for Required Information:

This PART of the RFP provides the format and informational requirements for Contractors that are submitting a proposal for the Coin/Card Public Payphone.

- a. The Commonwealth reserves the right to request additional information which, in the Commonwealth's opinion, is necessary to assure that the Contractor's competence, number of qualified employees, business organization, and financial resources are adequate to perform according to the contract.
- b. The Commonwealth may make such investigations as deemed necessary to determine the ability of the Contractor to perform the work, and the Contractor shall furnish to the Commonwealth all such information and data for this purpose as requested by the Commonwealth. The Commonwealth reserves the right to reject any proposal if the evidence submitted by, or investigation of, such Contractor fails to satisfy the Commonwealth that such Contractor is properly qualified to carry out the obligations of the agreement and to complete the work specified.

To conform to the guidelines established by the Commonwealth for all procurements, the Contractor's proposal must:

- A. Place the official name of the firm submitting the proposal on the outside front cover of each copy of the proposal.
- B. Include the required format for the table of contents.
- C. Have major sections of the proposal identified with index tabs to identify them as they are named in the table of contents.
- D. Number each page consecutively from the beginning of the proposal.
- E. Include two (2) complete sets of the technical information and specifications for each item of equipment and software.
- F. Conform to the following table of contents:

Technical Proposal:

Tab 1 Letter of Transmittal.

Tab 2 Mandatory Requirements from information provided in RFP Part 3 Mandatory Requirements.

Tab 3 Management Summary

Tab 4 Corporate Background and Experience

Tab 5 Project Staff and Key Personnel

Tab 6 Technical Requirements from information provided in RFP Part 5 Systems, 1.5-A System A: Coin/Card Public Telephone Service, 1.5-B Common Requirements, Attachment 3 Coin/Card Telephone Installation and Cutover Schedule, Attachment 5 Installed Equipment Form.

Tab 7 Training Requirements from information provided in RFP Section 1.5-C Training.

Tab 8 Maintenance Requirements from information provided in RFP Section 1.5-D Maintenance Requirements and Attachment 11.

Tab 9 Financial Requirements from information provided in the RFP Section 1.5-E Financial.

Tab 10 Objections and additions to standard terms and conditions for services Part 6.

2. Disadvantaged Business Information. This portion of the proposal must be identified as Disadvantaged Business Submittal and also bound and sealed separately.
3. Commission Section. **Commission data must not be included in the Technical/Administrative Section. It must be in a separate, sealed envelope and so identified as commission cost data Attachment 13 A-C. If commission data is included with the technical submission, the proposal will be rejected.**

1.2-2. Packaging Of Proposals:

Eleven (11) copies of the Technical/Administrative Section, of which will be two (2) originals in binders and nine (9) copies in binders, and one (1) unbound copy.

One (1) CD electronic copy (Word or Excel) of all Technical/Administration Section. Do not include the Disadvantage Business Information or the commission information on this disk.

Three (3) copies of the separately bound Commission Section and one (1) CD electronic copy (Word or Excel) of the commission cost data must be **bound and sealed separately**.

One (1) copy of the Disadvantaged Business Information Participation Value Section of the proposal must be submitted separately from the Technical/Administration Section and it must be **bound and sealed and placed in a binder**.

1.2-3. Security Of Proposals: Proposals will be opened by authorized personnel of the Commonwealth of Pennsylvania.

1.2-4. Disadvantaged Business Information: To receive credit for being a Small Disadvantaged Business or a Socially Disadvantaged Business, entering into a joint venture agreement with a Small Disadvantaged Business or subcontracting with a Small Disadvantaged Business (including purchasing supplies and/or services through a purchase agreement), a company must include proof of Disadvantaged Business qualification in the Disadvantaged Business Submittal of the proposal:

a. Small Disadvantaged Businesses qualifying as a result of MBE/WBE certification from BMWBO must provide a photocopy of their BMWBO certificate.

b. Small Disadvantaged Businesses qualifying as a result of certification from the U.S. Small Business Administration as an 8(a) or small disadvantaged business must submit proof of Small Business Administration certification. The owners of such businesses must also submit proof of United States citizenship.

c. All companies claiming Small Disadvantaged Business status, whether as a result of BMWBO certification or Small Business Administration certification as an 8(a) or small disadvantaged business, and must attest to the fact that the business has 100 or fewer employees.

d. All companies claiming Small Disadvantaged Business status, whether as a result of BMWBO certification or Small Business Administration certification as an 8(a) or small disadvantaged business, must submit proof that their gross annual revenues are less than \$20,000,000 (\$25,000,000 for those businesses in the information technology sales or service business). This can be accomplished by including a recent tax or audited financial statement.

All companies claiming status as a Socially Disadvantaged Business must include in the Disadvantaged Business Submittal of the proposal clear and convincing evidence to establish that the business has personally suffered racial or ethnic prejudice or cultural bias stemming from the business person's color, ethnic origin or gender. The submitted evidence of prejudice or bias must:

- a. Be rooted in treatment, which the business person has experienced in American society, not in other countries.
- b. Show prejudice or bias that is chronic and substantial, not fleeting or insignificant.
- c. Indicate that the business person's experience with the racial or ethnic prejudice or cultural bias has negatively impacted on his or her entry into and/or advancement in the business world.

BMWBO shall determine whether the Contractor has established that a business is socially disadvantaged by clear and convincing evidence.

In addition to these verifications, the Disadvantaged Business Submittal should include the following information:

- The name and telephone number of the project (contact) person for the Small Disadvantaged Business(s) or Socially Disadvantaged Business.
- The company name, address, telephone number of the prime contact person for each specific Small Disadvantaged Business or Socially Disadvantaged Business included in the proposal. The Contractor must specify the Small Disadvantaged Business(s) or Socially Disadvantaged Business to which it is making commitments. The Contractor will not receive credit by stating that it will find a Small Disadvantaged Business or Socially Disadvantaged Business after the contract is awarded or by listing several companies and stating you will select one later.
- The specific work, goods, or services the Small Disadvantaged Business(s) or Socially Disadvantaged Business(s) will perform or provide.

- The location where the Small Disadvantaged Business(s) or Socially Disadvantaged Business will perform these services.
- The timeframe for the Small Disadvantaged Business(s) or Socially Disadvantaged Business to provide or deliver the goods or services.
- The amount of capital, if any, the Small Disadvantaged Business(s) or Socially Disadvantaged Business will be expected to provide.
- The form and amount of compensation each Small Disadvantaged Business or Socially Disadvantaged Business will receive. In the Disadvantaged Business portion of the proposal, provide the estimated dollar value of the contract to each Small Disadvantaged Business or Socially Disadvantaged Business.
- The percent of the total value of services or products purchased/subcontracted under the proposal that will be provided by the Disadvantaged Business(s) or Socially Disadvantaged Business.
- In the case of a joint venture agreement, a copy of the agreement, signed by all parties, must be included in the Disadvantaged Business Submittal of the proposal. If subcontracting, a signed subcontract or letter of intent must be included in the Disadvantaged Business portion of the proposal.
- Include in the Disadvantaged Business Submittal, any and all information concerning the Contractor's proposed utilization of small businesses located in *Designated Enterprise Zone* as required by Section II-8, Enterprise Zone Small Business Utilization Response

The Disadvantaged Business Submittal must be clearly identified as Disadvantaged Business information and sealed in an envelope separately from the remainder of the proposal. Only one copy of the Disadvantaged Business Submittal is needed.

The dollar value of the commitment to each Small Disadvantaged Business or Socially Disadvantaged Business must be sealed in the same envelope with the Disadvantaged Business portion of the proposal. The selected Contractor's Disadvantaged Business commitment amount, name of Disadvantaged Business, services to be provided including timeframe, for performing services will be included as a contractual obligation when the contract is executed.

Offerors may submit, within the same proposal envelope, alternate proposals for differing utilization of Small Disadvantage Businesses or Socially Disadvantage Businesses. For example, a proposal may be submitted by prime contractor with a Small Disadvantaged Business as a subcontractor while an alternate proposal may

be submitted by the Small Disadvantaged Business as the prime contractor. If an alternate proposal is offered, it must include separately sealed Technical, Price and disadvantaged Business submittals for the alternate. The alternate proposal will be scored separately. Only the higher-scored proposal (prime proposal or alternate proposal) will be eligible for participation for Best and Final Offers.

1.2-5. Enterprise Zone Small Business Utilization Response. To receive credit for being an enterprise zone small business or entering into a joint venture agreement with an enterprise zone small business or subcontracting with an enterprise zone small business, a company must include the following information in the Disadvantaged Business Submittal of the proposal:

- Proof of the location of the business' headquarters (such as a lease or deed or Department of State corporate registration).
- Confirmation of the enterprise zone in which it is located (obtained from the local enterprise zone office).
- Proof of United States citizenship of the owners of the business.
- Certification that the business employs 100 or fewer employees.
- Proof that the business' gross annual revenues are less than \$20,000,000 (\$25,000,000 for those businesses in the information technology sales or service business). This can be accomplished by including a recent tax or audited financial statement.

In addition to these verifications, this portion of the Submittal should include the following information:

- The company name, address, name and telephone number of the primary contact person for each Enterprise Zone Small Business included in the proposal. The Contractor must specify the Enterprise Zone Small Business to which it is making commitments. The Contractor will not receive credit by stating that it will find a Enterprise Zone Small Business after the contract is awarded or by listing several companies and stating it will select one later.
- The specific work, goods, or services the Enterprise Zone Small Business will perform or provide.
- The location where the Enterprise Zone Small Business will perform these services.

- The timeframe for the Enterprise Zone Small Business to provide or deliver the goods or services.
- The amount of capital, if any, the Enterprise Zone Small Business will be expected to provide.
- The form and amount of compensation each Enterprise Zone Small Business will receive. In the Disadvantaged Business portion of the proposal, provide the estimated dollar value of the contract to each Enterprise Zone Small Business.
- The percent of the total value of services or products purchased/subcontracted under the proposal that will be provided by the Enterprise Zone Small Business.
- In the case of a joint venture agreement, a copy of the agreement, signed by all parties, must be included in the Disadvantaged Business Submittal of the proposal. If subcontracting, a signed subcontract or letter of intent must be included in the Disadvantaged Business Submittal of the proposal.

The dollar value of the commitment to each Enterprise Zone Small Business must be sealed in the same envelope with the Disadvantaged Business Submittal of the proposal. The selected Contractor's Enterprise Zone Small Business commitment amount, name of Enterprise Zone Small Business, and services to be provided including timeframe for performing services will be included as a contractual obligation when the contract is executed.

1.2-6. Technical Proposal: Responses to Tabs 1 through 10 must be bound, sealed, and identified separately as the Technical Proposal, following the Table of Contents described in 1.2.1 above. Commission data must not be presented in the technical portion of the proposal. Non-compliance with these requirements will result in disqualification.

TAB 1. LETTER OF TRANSMITTAL

The Letter of Transmittal must state that the proposal will remain valid until the contract is fully executed by the Commonwealth. The contents of the proposal of the selected Contractor will become a contractual obligation if a contract is executed. An official authorized to bind the Contractor to its provisions must sign proposals.

TAB 2. MANDATORY REQUIREMENTS

To be eligible for evaluation, the mandatory requirements in Part 3 of this RFP **MUST** be addressed in this section by indicating **ACCEPTANCE** of each. **NONACCEPTANCE**

OF ANY OF THE MANDATORY REQUIREMENTS, OR MODIFICATION OR THE PLACING OF CONDITIONS ON ACCEPTANCE OF ANY OF THE MANDATORY REQUIREMENTS, IN WHOLE OR IN PART, WILL RESULT IN IMMEDIATE DISQUALIFICATION. THEREFORE, IF YOU CANNOT ACCEPT ALL OF THE MANDATORY REQUIREMENTS, YOUR PROPOSAL WILL BE IMMEDIATELY DISQUALIFIED.

If there are any conflicts between the answers to the mandatories and any answers in any other section of the proposal, the answers in the mandatories section will take precedence in any contract that may be entered into as a result of this RFP.

TAB 3. MANAGEMENT SUMMARY

The Commonwealth of Pennsylvania is seeking a Contractor to perform the tasks and services outlined in Part 5 of this RFP. Through their proposal, Contractors must demonstrate their expertise in providing these services. In this Tab, the Contractor must:

1. Provide a description of the Contractor understanding of the purpose of this RFP.
2. Present a summary of its proposal that includes an overview of the approach to completing the tasks identified in Part 5.
3. Present a description of how the staff resources required by this RFP will be provided. Include timeframes for providing these resources.
4. Explain how the project will be administered from a corporate level.
5. Explain how the prime Contractor plans to monitor and evaluate the performance of subcontractors (if used) and Contractor personnel.
6. Explain the prime Contractor's experience and ability to assemble the best qualified consortium of service providers/subcontractors that can provide innovative and cost effective solutions which meet or exceed the requirements of this RFP.
7. Explain the Contractor's ability to effectively control and manage the strategic and operational aspects of a consortium of service providers/subcontractors which will allow the prime contractor to commit to liquidate damages.
8. Explain how the prime Contractor will work as a team with their subcontractor on this contract.
9. Does the prime Contractor typically manage a consortium of contractors to compete the services pertaining to this RFP? Provide examples.
10. Provide the name, title, telephone number, FAX number, mailing address, e-mail address, and work hours of a person who will be available to answer any questions concerning its proposal.

TAB 4. CORPORATE BACKGROUND AND EXPERIENCE

It is critical to the Commonwealth that the Contractor has a considerable amount of experience in providing telephone services. This TAB allows the Contractor to present the qualifications of the corporation, and its staff and those of the proposed

subcontractors, (if any), relative to the services requested in this RFP. In this TAB, the Contractor must:

1. Describe the proposed Contractor structure, if any, and describe the responsibilities and role of each subcontractor.
2. For each subcontractor, the following data must be provided:

a. Contract Information:

Provide the following information for the **prime Contractor:**

1. Complete company name, address and telephone number.
2. Federal identification number.
3. State in which company is incorporated.
4. Description of company's organization, including organization charts, and indicates company offers by name, where applicable.
5. Principal type of business.
6. Total number of years in the principal business.
7. Number of years in the telecommunications business.
8. Total full time work force assigned to contract functions.
9. Total full time telephone system and services work force located in where you are proposing to serve.

- b. Contract Information for Subcontractors: Contractors must submit with their proposals a list of all subcontractors that are expected to be used under the Contract and the activities to be accomplished by the subcontractors under the Contract.

If **subcontractors** are proposed in this bid, answer the following for each:

1. Complete subcontractor name and address.
2. Federal identification or social security number.
State in which incorporate, if applicable.
3. Type business.
4. Total years in the business for which the Sub is being proposed in this bid.
5. Number of years in the telecommunications business.
6. Provide a financial statement or company annual report for each of the latest year.
7. How many projects similar to the functions proposed in this bid have been worked on in the past three (3) years.

8. Provide as many as possible but no less than three (3) references for the project described in number 7 above. Include at least the following information:
 - a. Company name
 - b. Address
 - c. Type of business
 - d. Description of the element(s) of the project being assigned.
 - e. Identify any subcontractor(s) and its role in these studies or projects.
 - f. A brief description of the system or hardware to be installed.
 - g. Contract person and alternate:
 - i. Name
 - ii. Title
 - iii. Phone number
 - iv. Address
 - v. Hours available
 - h. Total full time work force assigned to projects related to project on this bid.
 - i. Total full time work force located in the Commonwealth being proposed by the response to this bid.

- c. Financial Information: Contractors must include with their proposals the latest annual report and a complete financial statement prepared by an independent certified public accountant to include the balance sheet and a profit and loss statement for the complete fiscal period for the firm submitting the proposal and all other firms joining the Contractor in providing major components of the systems such as InterLata service, IntraLata service, local calling, payphone service, and collect call billing services, coin collection services, and maintenance. If a financial statement has not been completed for the fiscal period since the annual report of the firm, a statement from an independent certified public accountant must so state and the last complete financial statement must be included.

TAB 5. PROJECT STAFFING AND KEY PERSONNEL

This TAB allows the Contractor to present detailed information regarding personnel that are being proposed to fulfill the tasks and services requested. The Contractor should include the number and names, where practicable, of executive and professional personnel, analysts, auditors, researchers, programmers, consultants, etc., who will be engaged in the work of this RFP. Minimally, the Contractor must identify a Project Manager. This TAB should be used to describe relevant experience for all proposed staff. In this TAB the Contractor must:

1. Describe the proposed organization structure, functional and contractual reporting responsibilities.
2. Describe the responsibilities for each identified staff member.
3. Provide a brief narrative describing the relevant experience of each identified staff member. This narrative should discuss how the particular experience relates to their specific role.
4. Provide detailed resumes for all identified personnel, including length of service with the Contractor's company. Three (3) professional references must be provided including name, client name, telephone number, and hours available.

TAB 6. TECHNICAL REQUIREMENTS

In addition to the following information, Contractors must include in this tab response to all information requested in Part 1.5-A through 1.5-E of this RFP and include Attachment: 3 Coin/Card Telephone Installation and Cutover Schedule, Attachment 5 Installed Equipment Form.

Installed Equipment: The Contractor must include with its proposal:

A. System A:

- (1) A minimum list of five customers located in the United States with coin/card stations, enclosures, mounting pedestals etc. of the type proposed in the RFP.
- (2) See Attachment 5 for the format for providing the information.

B. Demonstration:

A. Basic Requirements:

The Commonwealth may require Contractors whose proposals are determined by the Commonwealth, in its sole discretion, to be reasonably susceptible of being selected for award, to provide a demonstration of System A as an integrated entity. The demonstration of System A as proposed in the RFP shall be conducted at a Contractor customer location. A minimum of six (6) and not more than seven (7) Commonwealth representatives will be a part of the team reviewing the demonstration. The Contractor shall be responsible for reimbursing the Commonwealth for the travel expenses of the representatives of the Commonwealth to attend the demonstration(s). Reference Attachment 6 giving the content of

information on the current expenses under the Commonwealth of Pennsylvania Governor's Office Management Directive 230.10 for lodging, subsistence and transportation. After the demonstration Commonwealth personnel will process travel documents through the Comptrollers Office which reviews the document and supporting documentation. The Comptroller's Office will issue a document to each Contractor stating the dollar amount that it must reimburse to the Commonwealth.

No Contractor may subsidize charges, nor may it provide gifts, gratuities, upgrades, free meals, free rooms, free transportation, etc.

B. Name and Location of Demonstration Site:

The name and location of the System A proposed as the site for the demonstration shall be included in the response to this paragraph in the proposal.

C. Dates/Times Controlled by Office of Administration:

The date and times of the demonstration will be coordinated by the Office of Administration. The Office of Administration retains the right to reject a demonstration site and date proposed by the Contractor and to require an alternative(s) from the Contractor.

D. Systems to be Demonstrated:

The system to be demonstrated must be operational, completely integrated, in production, and in operation at the site.

E. Responsibility for Cost:

The Office of Administration will not be responsible for any costs incurred by the Contractor in conducting the demonstration. The Contractor must reimburse the Commonwealth for the traveling expenses of the Commonwealth representatives.

F. Details of Demonstration:

1. The demonstration for System A shall consist of a series of telephone calls placed from payphone stations; both local and long distance. The setup and details of these calls are scripted and the operational demonstration is designed to determine the effectiveness of the proposed systems in meeting the operational standards as presented in Part 5 – Paragraph 1.5-A. The calls shall be placed and received by members of the Evaluation Committee and/or individuals designated by the Commonwealth of Pennsylvania. The telephones used for the calls must be public payphones in which multiple stations are installed. **The calls shall**

be received using a variety of terminating switches/station equipment.

2. Since the requirements of the RFP are to be considered minimum, each Contractor is encouraged not only to propose, but **also to demonstrate, additional features considered desirable by the Contractor that will be made available to the Commonwealth as part of the services provided under this RFP.**

- G. Detailed Cutover Schedule: Contractors must submit a detailed cutover schedule with their proposals, including time frames for the various stages of installation and tests and acceptance by the Commonwealth for System A – coin/card public telephone services. See Attachment 3 Installation and Cutover Schedule to provide the information. See Attachment 1 Payphone & Enclosures in place, Attachment 2 Public payphone Station Inventory, Attachment 7 Department of Transportation Welcome Centers and Roadside Rests with TTYs for developing the installation and cutover schedule.

TAB 7. TRAINING REQUIREMENTS

Contractor must submit a complete and detailed description of the training that it will provide for system A requested in RFP Section 1.5-C.

TAB 8. MAINTENANCE REQUIREMENTS

Contractors must submit a complete and detailed description of the maintenance services that it will provide for system A as requested in RFP Section 1.5-D.

TAB 9. FINANCIAL REQUIREMENTS

Contractors must submit a complete and detailed description of the financial requirements that it will provide for system A as requested in RFP Section 1.5-E Financial.

TAB 10. OBJECTIONS AND ADDITIONS TO STANDARD TERMS AND CONDITIONS FOR SERVICES.

Contractor will identify which, if any, of the terms and conditions contained in Part 6 it would like to negotiate, and what additional terms and conditions Contractor would like to have included in the terms and conditions. Contractor's failure to make a submission under this paragraph will result in its waiving its right to do so later, but the Commonwealth may consider late objections and addition requests if it is in the best interest of the Commonwealth to do so. The Commonwealth may, in its sole discretion, reject any changes requested by the Contractor. Requested changes must be to the terms and conditions set out in Part 6. Requests to change other provisions of the RFP will not

RFP #2005-081-011

be considered. A request that Contractor's terms and conditions be substituted for Part 6 will not be considered. All terms and conditions must appear in one integrated contract. References to online guides or online terms and conditions will not be accepted. The proposal and the commission must be submitted on the basis of Part 6.

Part 3

Mandatory Requirements

Part 3
Mandatory Requirements

1.3-1. Mandatory Requirements:

To be eligible for evaluation, each of the following mandatory requirements MUST be addressed in this section by indicating ACCEPTANCE of each. NONACCEPTANCE OF ANY OF THE MANDATORY REQUIREMENTS, OR MODIFICATION OR THE PLACING OF CONDITIONS ON ACCEPTANCE OF ANY OF THE MANDATORY REQUIREMENTS, IN WHOLE OR IN PART, WILL RESULT IN IMMEDIATE DISQUALIFICATION. THEREFORE, IF YOU CANNOT ACCEPT ALL OF THE MANDATORY REQUIREMENTS, YOUR PROPOSAL WILL BE IMMEDIATELY DISQUALIFIED.

If there are any conflicts between the answers to the mandatories in this section, and any answers in any other section of your proposal, the answers in this section will take precedence in any contract that may be entered into as a result of this RFP.

Yes No

- | | | | |
|---|---|----|--|
| — | — | 1. | The Contractor has read and understands the terms and conditions of this RFP and the proposal is made in accordance with the requirements contained herein. |
| — | — | 2. | The Contractor understands and acknowledges that all information provided by, and representations made by, the Contractor in its proposal are material and important and will be relied upon by Office of Administration in the evaluation of the proposals and award of the contract. Any misstatement shall be treated as fraudulent concealment from Commonwealth of Pennsylvania of the true facts relating to the submission of the proposal. A misrepresentation shall be punishable under Section 4904 of Title 18 P.C.S.A. |
| — | — | 3. | The commissions in the Commission Section of this proposal have been arrived at independently and without consultation, communication, or agreement with any other competing Contractor. |
| — | — | 4. | The commissions in the proposal have not been disclosed to any other firm or person who is a proposer or a potential proposer and they shall not be disclosed before the proposal receipt date and time. |

Yes No

- ___ ___ 5. No attempt has been made or shall be made to induce any firm or person to refrain from submitting a proposal or to submit a proposal with lower commissions, or to submit any intentionally low or noncompetitive proposal or any other form of complementary proposal.
- ___ ___ 6. The proposal is made in good faith and not pursuant to any agreement or discussion with, or inducement from any firm or person to submit a complementary or other noncompetitive proposal.
- ___ ___ 7. The Contractor, its affiliates, subsidiaries, officers, directors, and employees are not currently under investigation by any governmental agency and have not in the last four years been found in conflict with or found liable for any act prohibited by State or Federal law in any jurisdiction, involving conspiracy or collusion with respect to bidding on any public contract, except as disclosed by the Contractor in its proposal.
- ___ ___ 8. The Contractor acknowledges that if it is currently under suspension or debarment, its proposal may not be considered. In addition, if the Contractor enters into any subcontracts under the contract with subcontractor who are currently suspended or debarred by the Commonwealth or federal government or who become suspended or debarred by the Commonwealth or federal government during the term of the contract or any extensions or renewals thereof, the Commonwealth may, in its sole discretion, require the Contractor to terminate such subcontracts.
- ___ ___ 9. The Contractor agrees that no costs for preparing any contract will be charged to the Commonwealth for the response to this RFP. (Part 1.1-6)
- ___ ___ 10. Do you agree that your signed proposal arrives at the Department of Correction's Central Office Building by the time, date, and at the location specified in the RFP cover letter, that it will be immediately disqualified? (Part 1.1-9)
- ___ ___ 11. Do you agree that your proposal will remain valid until a contract is fully executed by the Commonwealth? (Part 1.1-10)

Yes No

- ___ ___ 12. Do you agree not to sell or use lists of pay telephone numbers, names, addresses, or other privileged information for any purpose, except as outlined in the RFP?
- ___ ___ 13. Has the Commission Data been bound, SEALED, identified as "Commission Data" and kept separate from the Technical Portion and Disadvantaged Business Submittal Portion of your proposal? (Part I-23)
- ___ ___ 14. Has the Disadvantaged Business Submittal data been bound, sealed, identified as "Disadvantaged Business Submittal" and kept separate from the Technical Portion and Commission Portion of your proposal?
- ___ ___ 15. Do you certify that you do not owe any tax liability or other amount to the Commonwealth?
- ___ ___ 16. Do you agree that you will authorize the Commonwealth to offset any state and local tax liabilities of the Contractor or of any of its subsidiaries, as well as, any other amount due to the Commonwealth from the Contractor, against any payment due to the Contractor under this or any other contract with the Commonwealth?

Part 4

Criteria For Selection

Part 4
Criteria For Selection

- 1.4-1. Review and Evaluation: Proposals that meet all of the mandatory requirements will be evaluated on the basis of uniform selection criteria and weighing technique. In addition, the evaluation will consider how well the Contractor understands and presents its technical solution to the problem.

Proposals will be reviewed and evaluated by a committee of qualified personnel selected by the Commonwealth. The committee will recommend for selection the proposal which most closely meets the requirement of the RFP and satisfies Commonwealth needs. Award will only be made to a Contractor determined to be responsible in accordance with Commonwealth Management Directive 215.9, Contractor Responsibility Program.

- 1.4-2. Alternate Proposals: The Commonwealth will accept alternate proposals for multiple coin/card public payphone services submitted from one (1) prime Contractor, but only two (2) submissions from any Contractor. Alternate proposals must be a complete response with a technical, Disadvantaged Business and commission sections. All sections of the proposals must be marked alternate proposals. An example if Contractor "Y" has two (2) different coin/card public payphone service solutions that Contractor "Y" wants to submit both solutions it may submit (2) two complete proposals with technical, Disadvantage Business and commission sections. All sections of the proposals must be marked alternate proposals.

- 1.4-3. Criteria: The criteria are listed in order of relative importance from the highest to the lowest weighted factors. The following factors will be used by the evaluation committee in making the selection.

A. System A: Coin/Card Telephone Service:

Operational standards, station equipment, noncompensatory stations, revenue and commission reports, coin collection and related activities, enclosures and pedestals, and compliance with Americans With Disabilities Act, and Telecommunications Act of 1996.

B. Contractor Qualifications:

Contractor and subcontractor experience in line of business related to this RFP, experience and training of personnel, and quantity and quality of customer base in line of business related to this RFP.

- C. Maintenance: Warranty, maintenance centers, experience level of personnel, standards for repair, liquidated damage clause, preventive maintenance program, and obligation and responsibility for maintenance.
- D. Training: Frequency, adequacy, follow up plan, training material, and specialized training.
- E. Commission: An evaluation of the commission will be performed utilizing the commission figures as presented on Attachment 13 –A Contractor’s Coin/Card Public Telephone Charges and Attachment 13-B Commission Data. The Contractor proposing the highest commissions and the lowest coin/card costs will be awarded the highest number of points. Each other Contractor will be awarded a lesser number of points based upon the relationship of its proposed commissions and lowest coin/card cost to the highest proposed commissions.
- F. Disadvantaged Business Participation: The Disadvantaged Business Participation will evaluate Contractor’s submissions.

1.4-4. Disadvantaged Business Participation Evaluation: The following options will be considered as part of the final criteria for section:

- Priority Rank 1 Proposals submitted by Small Disadvantaged Businesses.
- Priority Rank 2 Proposals submitted from a joint venture with a Small Disadvantaged Business as a joint venture partner.
- Priority Rank 3 Proposals submitted with subcontracting commitments to Small Disadvantaged Businesses.
- Priority Rank 4 Proposals submitted by Socially Disadvantaged Businesses.

Each proposal will be rated for its approach to enhancing the utilization of Small Disadvantaged Businesses. Each approach will be evaluated, with Priority Rank 1 receiving the highest score and the succeeding options receiving scores in accordance with the above-listed priority ranking

To the extent that a proposal is submitted by a Small Disadvantaged Business or a Socially Disadvantaged Business, the Small Disadvantaged Business or Socially Disadvantaged Business cannot enter into subcontract arrangements for more than

40% of the total estimated dollar amount of the contract. If a Small Disadvantaged Business or a Socially Disadvantaged Business subcontracts more than 40% of the total estimated dollar amount of the contract to other Contractors, the Disadvantaged Business Participation scoring shall be proportionally lower for that proposal.

Enterprise Zone Small Business Participation: The following options will be considered as part of the final criteria for selection:

- | | |
|-----------------|--|
| Priority Rank 1 | Proposals submitted by an Enterprise Zone Small Business will receive the highest score. |
| Priority Rank 2 | Proposals submitted by a joint venture with an Enterprise Zone Small Business as a joint venture partner will receive the next highest score for this criterion. |
| Priority Rank 3 | Proposals submitted with a subcontracting commitment to an Enterprise Zone Small Business will receive the lowest score for this criterion. |
| Priority Rank 4 | Proposals with no Enterprise Zone Small Business Utilization shall receive no points under this criterion. |

To the extent that a proposal is submitted as a prime Contractor by an Enterprise Zone Small Business, the Enterprise Zone Small Business cannot enter into contract or subcontract arrangements for more than 40% of the total estimated dollar amount of the contract.

Part 5
System

Part 5
System

1.5-A. System A: Coin/Card Public Telephone Service:

1. General Conditions: Coin/Card Public Telephone Service:

a. No Charge to the Commonwealth: There shall be no charge to the Commonwealth by the Contractor for the telephone lines, station equipment, cabling, telephone directories, Contractor work, associated wiring or any other cost to install and maintain the coin/card public telephone service. For the most part the Commonwealth cabling and conduit is provided, however in some instances Contractor may have to supply what is required to complete the project. At this point that amount cannot be determined. Estimation would be 5% of new coin/card phones installed.

b. Compliance with Regulations and Law: The Contractor shall comply with all applicable regulations and mandates set forth by the Commonwealth of Pennsylvania Public Utilities Commission (PUC) and the Federal Communications Commission (FCC) and must meet all applicable requirements of the Telecommunications Act of 1996 and any updates or replacements of the act. All installations must be in compliance with the Americans With Disabilities Act to include the installation of text telephones (TTY) as required by the law. The Contractor shall not engage in unreasonable practices as specified in FCC regulations.

Attachment 8 is Act 181 of 2002. This bill amends the Dual Party Relay and Telecommunication Device Distribution Program Act (Act 34 of 1995) to expand the definition of "person with disability" to provide telecommunication devices to individuals with a certified disability who requires TTY technology to access telecommunications services.

c. Federal and State Laws, Rules, Regulations, and Codes: The Contractor shall ensure that all services and equipment proposed during the term of the contract complies with all Federal and State laws, rules and regulations including but not limited to rate making, branding, provision of consumer information, access to local, IntraLata, and InterLata carriers, accommodations for individuals with disabilities and any applicable construction, electrical and safety codes.

All parties must also agree to comply with, and hold the Commonwealth of Pennsylvania harmless from, any subsequent rulings or findings of fact by the Federal Communications Commission (FCC) or the Pennsylvania Public Utilities Commission (PUC) regarding compliance with the requirements of an aggregator.

The term "aggregator" as used above is defined in the Telephone Operator Consumer Service Improvement Act of 1990.

- d. Responsibility for Permits, Nomenclature, and Specs: The Contractor is responsible for all permits applicable to the installation, operation, and maintenance of the telephone equipment, enclosures, associated wiring, and dial tone services. The Contractor shall provide the detailed nomenclature of the equipment that shall be used. Technical specifications shall be provided for all station equipment and enclosures proposed.
- e. Equipment may be same as Installed or Equal: Contractors may propose the same type of station equipment and/or enclosures that are currently in place, an approved equal, or an upgrade. If an equal or an upgrade is proposed, documentation shall be submitted to support that fact. Refer Attachment 1 Payphones and Enclosures in Place, Attachment 2 Public Payphone Station Inventory and Attachment 7 Department of Transportation's Roadside Rests and Welcome Centers (RRWC) with the requirement for one (1) TTY at each RRWC facility as listed in the attachment. Refer to Attachment 7 for the TTYs that the Department of Transportation (DOT) owns. Two (2) TTYs are owned by Verizon and would be replaced by DOT with a new Contractor, but the Contractor would install them for the DOT at no charge. When the installed DOT TTYs need to be replaced or new facilities, the Contractor will recommend what type of TTY that DOT should purchase and the Contractor will install them at no charge. As reflected on Attachment 7 DOT has two (2) new facilities (Carbon County & Susquehanna) to open as indicated on the attachment and the amounts of payphones required. DOT does not have plans for other facilities to open, but if they occur during the contract period, the Contractor will be required to install the required payphones requested by DOT depending on the design of the facility.
- f. Responsibility for Costs: The Contractor shall be responsible for all costs and/or penalties associated with the replacement of the existing stations, enclosures, and TTYs installations.
- g. System Responsibility: The Contractor shall be responsible for the complete installation of the complete and tested System A. The Contractor without cost, although not specifically mentioned in this RFP, must provide any required interface equipment, to the Commonwealth. It is to be understood that complete operating systems accepted by the Office of Administration are required in all cases.
2. Other Features: The Contractor shall include in its proposal a listing of any features that are considered advantageous to the Commonwealth that are not listed in this RFP which shall be furnished with the proposed equipment. The listing shall clearly identify that the features are provided at no cost to the Commonwealth.

3. Operational Standards: The coin/card telephone stations shall have the following operational standards:
- a. Coin stations shall provide free calling to emergency service, 911 and 0.
 - b. Shall provide free calls to toll free services 800/888/877/etc numbers.
 - c. Shall provide free access to live operator assistance for collect local, IntraLata and InterLata calls, and other user needs 24 hours a day, seven days a week, 365 days a year.
 - d. Shall provide automatic user access to predetermined primary IntraLata and InterLata carriers. Automatic user access is immediate dial tone to the carrier without dialing any codes.
 - e. Shall provide access to IntraLata and InterLata carriers through 800/888/877/950/10XXX, or any other FCC/PUC approved access codes.
 - f. Contractor shall make available, and shall identify, the cost if any, for calls to Directory Assistance 411 and/or 555-1212 service.
 - g. There shall be no charge for busy, no answer, or incomplete calls regardless of how long the user waits before hanging up.
 - h. Stations shall be continually scanned for malfunction by the Contractor's maintenance operation.
 - i. Coin/card telephone installations shall meet the established standards for use by the physically disabled and hearing impaired as well as the requirements of the Americans With Disabilities Act, the Telecommunications Act of 1996, and Act 181 of 2002 and any updates or replacement of the act.
 - j. The stations shall display the name of the Contractor(s) providing local, IntraLata and InterLata service.
 - k. The stations shall display the telephone number of the station Contractor's repair service. This number is required to be accessible 24 hours a day, 7 days a week, 365 days a year.
 - l. The stations shall have adequate usage instructions and the charge for a local call displayed on the coin/card telephone housing.

- m. Coin/card stations shall NOT require an external power source to remain operational. The telephone line should be the only source of power required for the station to function.
 - n. Coin stations shall accept nickels, dimes, and quarters as payment options.
 - o. Each Contractor shall specify its approximate set-up time in seconds for directly dialed and operator handled calls.
 - p. Coin and/or card stations shall be used, or continue to be used, in locations where they are presently in place.
 - q. Coin stations shall be supplied with current telephone directories; both white and yellow pages which will be mailed to each location for the Commonwealth's distribution for that area payphone(s).
4. Station Equipment: The coin/card telephone shall have physical and design characteristics that include the following:
- a. Dial tone/touch-dial service.
 - b. A steel housing that protects the counting, collecting, storing and electronic components of the telephone.
 - c. Operating ease with concise instructions on the faceplate.
 - d. A weatherproof housing design that resists the most severe weather conditions.
 - e. Industry standard design.
 - f. An armored handset cord that is resistant to stretching and breaking to minimize out-of-service conditions.
 - g. Magnetic coin stops to capture non-coin deposits.
 - h. Automatic locking coin receptacles.
 - i. Security seals on coin receptacles.
 - j. Tamper proof locks - upper and lower housings.
 - k. Discrete tones upon coin deposits.
 - l. Slug rejection chute design.

- m. Chute string cutter to prevent stuffing of chute.
- n. Floating case hardened metal plate to prevent side drilling entry.
- o. Installation reinforced by security studs to prevent theft of telephone.
- p. Meet the requirements of the hearing impaired legislation and the Americans With Disabilities Act, the Telecommunications Act of 1996, and Act 181 of 2002 and any updates or replacement of the act.

5. Unprofitable Coin/Card Telephones:

General: The Commonwealth recognizes that there are coin/card stations installed at Commonwealth locations that are unprofitable. Commonwealth believes that there are no agencies being billed a monthly recurring charge for stations (semi-public). In addition, all public payphones listed on Attachment 2 are all receiving monthly commissions. Under the contract resulting from this RFP, no coin/card stations shall be disconnected or removed without the concurrence of the Commonwealth and there shall be no charge for any coin/card station after the effective date of the contract. All existing payphones fulfill a public policy objective in health, safety and public welfare.

Contractor shall include a statement in its proposal that it agrees to install up to five (5) percent additional stations at potentially unprofitable locations during each year of the contract. This percent growth rate shall be calculated using as a base the number of coin/card stations listed in the total inventory not per using agency group of stations. In the past contract the Office of Administration (OA) worked with the agencies to determine the need by asking the using agency to work with their customer rather than installing a payphone if an existing payphone(s) could be moved to obtain additional profits, etc. Because of the unprofitable payphones, the Commonwealth will work with the awarded Contractor and the agencies to reduce public payphones.

The Commonwealth is looking for ideas from the Contractors on how to add profitable business to our statewide contract, for example adding airports, bus stations, etc. to the Commonwealth contract. Contractor shall include a statement in its proposal that it agrees to find other business to add to the Commonwealth's contract and shall explain how this can be accomplished and also other ideas for obtaining profits.

In Attachment 13-A, the Commonwealth has added components for Contractor to charge for public coin/card payphones. The chargeable components will be used only when Contractor will not install a commission based coin/card payphone because of either the existing or potential low revenues. If an agency still requires

coin/card public payphone services and is willing to pay for the services the Contractor would charge the agency monthly for providing the services this include the payphone, dial tone, repair services, maintenance services and all aspects under the award of Section 1.

6. Payphone Signage: The design and placement of signs indicating the location of coin/card stations shall adhere to Commonwealth policy and regulation as well as conform to a reasonable interpretation of good common sense and propriety. Recognizing that two principal purposes for the public payphones are the convenience of the public and maximization of commission revenue to the Commonwealth, Contractors shall agree to place more location signs than might generally be considered normal in unusual areas such as state parks. The Contractor shall reach agreement with the using agency in these situations. The Commonwealth shall make the decision if the Contractor and the using agency cannot agree on a signage issue.
7. Revenue and Commission Reports: Revenue and commission reports shall be provided by the Contractor to the Commonwealth agencies as specified by the Office of Administration each month. As a minimum, the reports shall include the following:
 - a. Telephone Generated Revenues:
 - (1). Monthly gross revenue generated by each telephone by sent-paid and non-sent-paid categories.
 - (2). Monthly gross revenue generated by each telephone by sent-paid and non-sent-paid categories, summarized by location.
 - (3). Monthly gross revenue generated by each telephone by sent-paid and non-sent-paid categories, summarized by using agency.
 - b. Telephone Generated Commissions:
 - (1). Monthly gross revenue generated by each telephone by revenue category, i.e., local, IntraLata, and InterLata, with accompanying commissions calculated by telephone.
 - (2). Monthly gross revenue generated by each telephone by revenue category, i.e., local, IntraLata, and InterLata, with accompanying commissions calculated by telephone and summarized by location.
 - (3). Monthly gross revenue generated by each telephone by revenue category, i.e., local, IntraLata, and InterLata, with accompanying

commissions calculated by telephone and summarized by using agency.

- c. Custom Reports: The Contractor shall agree to develop additional reports as may be reasonably required by the Commonwealth and to provide the Commonwealth with such reports at a frequency to be mutually agreeable to both parties.
- d. Monthly Inventory and Summary: A monthly report summarizing the statistics for stations in each using agency shall be supplied to the Office of Administration within 30 calendar days after the end of the month. The report will be similar to the reports in Attachment 2 Public Telephone Inventory.
- e. Monthly Detailed Financial Reports: A complete set of the detailed reports shall be supplied to the Office of Administration monthly commencing on a mutually agreeable date about four (4) months after the effective date of the contract. The reports will be similar to the report in Attachment 9, which is mailed to the agencies monthly and emailed to the Office of Administration monthly. In addition, Attachment 10 Summary Revenue and Commissions, this is only sent to the Office of Administration.
- f. Weekly Conference Calls and Reporting: The project manager and its staff shall be responsible to schedule weekly conference calls, throughout the life of the contract, to include a teleconference bridge for all parties to dial into. The bridge may be a non-toll free telephone number for the Office of Administration to dial into. During the weekly conference calls the project manager or staff shall be responsible to report all actions/issues, review the weekly maintenance trouble ticket report and to be followed in an electronic formatted email with current issues discussed and closed issues on same report.
- g. Weekly Maintenance Trouble Ticket Report: The project manager and its staff shall be responsible to email weekly maintenance trouble ticket report to the Office of Administration. Minimum elements of the trouble ticket report on a spreadsheet with ticket number, facility name, date and time received trouble, status, statement of the problem, solution, entry detail text of the problem, closed date and time or status, miscellaneous information, etc.
- h. Route Cause Analysis Log: The project manager and its staff shall be responsible to report through telephone and emails to the Office of Administration when major incidents/outages occur. The route call analysis spreadsheet will have the following minimum elements; date,

time, service area effective, facility name, service impact (time), root cause (problem), action items, and status, etc.

- i. Bi-Monthly Management Meetings: Bi-monthly executive staff meeting shall be scheduled and held in the Harrisburg area. The project manager shall provide the agenda prior to the meeting and have staff and subcontractor(s) at the meeting when appropriate for the current discussions.
- j. End User Forum Meetings: The project manager and staff shall be responsible for scheduling the User Group Forum that will be held yearly if required by the Office of Administration. The forums are held in the Harrisburg, Pennsylvania area. The end user forums are presentations to the agencies Telecommunications Management Officers (TMO) who are located in the Harrisburg area. The Contractor will provide the forum agenda, lecturer staff, training materials, demonstration, presentation, etc. The Contractor shall not be responsible for reimbursing the Commonwealth for the travel expenses of the representatives of the Commonwealth to attend the end user forum meeting.

8. Coin Collection and Related Activities:

- a. Description of Activities: The Contractor shall describe in detail how the following activities are accomplished:
 - (1). The collecting, recording and maintaining of records on the amount of coins collected by station.
 - (2). The updating of the database for commission purposes.
 - (3). The establishment of the collection intervals on a station-by-station basis.
 - (4). The assurance that there is proper accounting of originated revenues generated and that accurate commissions are paid.
- b. Refunds and Complaints: The Contractor shall describe how refunds and customer complaints are handled.
- c. Trouble Detection and Repairs: The Contractor shall describe in detail the trouble detection and repair procedures. It is expected that the detail shall include measurement guidelines such as time objectives for correction of out-service conditions.

- d. Full Coin-Box Condition: The Contractor shall describe the method to be used to detect full coin-in-box conditions.
 - e. Station Inspection and Cleaning:
The Contractor shall describe the plan for periodic coin station inspection, station/booth cleaning, and calling instruction/directory replacement.
9. Enclosures and Pedestals:
- a. General Requirements: All existing coin operated stations and/or card operated stations must be replaced on a one-for-one basis. Refer to Paragraph 1.5-A.1, Attachment 1 Payphones and Enclosures and Attachment 2 Public Payphone Station Inventory. The placement of coin/card telephone stations, enclosures, booths and associated equipment shall, at a minimum, meet existing standards and comply with the Americans With Disabilities Act requirements.
 - b. Enclosures and Pedestals: The Contractor shall offer a variety of enclosure and pedestal types to provide the Commonwealth maximum options. In select locations (e.g. highways and other high traffic areas), enclosures shall provide noise suppression. The following enclosure types shall be offered as a minimum: drive-up, wall, pedestal, booth, flush mount. The Contractor is encouraged to offer a variety of these types, plus additional types.
 - c. Existing Enclosures: The selected Contractor must install new enclosures or refurbished as new those conform to, or are an approved equal to, those listed in Attachment 1 Payphones and Enclosure in Place.
10. Compliance With Americans With Disabilities Act (ADA): The awarded Contractor shall ascertain that all coin/card station installations comply with the ADA, e.g., height of coin slot, accessibility by wheel chair etc. If in-place stations are retained, locations not in compliance must be brought into compliance. In addition, in multiple station locations, if a TTY (text telephone) is required by law, the Contractor shall install an Ultratec Pay Phone TDD M240, M120, OR APPROVED EQUAL, at no cost to the Commonwealth. Attachment 7 references which TTYs are owned by the Commonwealth and which are owned by Verizon.
11. Environmental Considerations:
- a. Complete Description: The Contractor shall include in its proposal a complete description of any special environmental considerations, which may be required to ensure proper operation. The responsibility for the cost of changes/additions required or recommended shall be subject to contract negotiations.

- b. Surge/Lightning Protection: Contractors shall provide and install at no cost to the Commonwealth adequate surge and lightning protection equipment on all lines used as a result of this RFP.

1.5-B. Common Requirements: System A:

1. Call Rate Affordability: The public coin/card telephones will be predominantly utilized by the citizens of, and visitors to, the Commonwealth. Therefore, it is essential that the services be provided at reasonable and customary rates and charges.

The Contractor's rates shall be in compliance with the following specifications:

- a. Reference Attachment 4-A & 4-B for the Verizon current rates. Contractor shall guarantee rates with submission of its proposal for public coin/card telephones on Attachment 13-A will be the maximum charged during the term of the contract and extensions of it.
 - b. Contractor shall provide information on the long distance carrier it has chosen to prove the entire public coin/card phones.
 - c. The public coin rates in Pennsylvania vary because the State is served by both Independent Telephone Companies and Verizon. The local coin rate is non-regulated and presently \$0.50 per call. The Intralata toll rates are found in Attachment 4-A & 4-B for those areas served by an Independent Telephone Company; and tariffed with the PUC for those areas in Verizon territory. By responding to this RFP, Contractors agrees to the rates submitted on Attachment 13-A.
 - d. The Commonwealth shall verify compliance with the above specifications at the time of installation and periodically during the term of the contract.
 - e. If there are questions relative to matters handled by the Pennsylvania Public Utility Commission, Mr. Terrence J. Buda, Assistant Counsel, Law Bureau, PUC, may be contacted at (717) 787-5755. He will answer any questions and provide written rules and regulations as needed.
2. Moves, Changes, Additions, and Deletions: Each using agency participating under this contract may initiate moves, changes, additions, and/or deletions of components of System A. A move is the relocation of existing equipment and it's associated wiring/cabling. Each using agency Telecommunications Management Officer (TMO) shall work with the selected Contractor to establish public telephone locations and the number of stations required at each. These moves, changes, additions and/or deletions shall be accomplished at no cost to the Commonwealth or the initiating using agency. The Contractor will be given a minimum of ten (10) working days notice to complete the service order submitted by the using agency. The service order will be sent electronically to the Contractor by the using agency.

3. Installation, Transition and Implementation: Upon award of a contract, the Commonwealth and the Contract will make any required adjustments to the Contractor's installation, transition and implementation schedule. The Contractor must be ready and able to fully perform the required services included in the contract. The Contractor must adhere to time and deadline requirements. If Contractor foresees any potential timing problem or has knowledge of any factor which may impact timing or delivery and transition or installation date of items to be installed, or service staff to be in place, or for other required services, Contractor shall include such information in the proposal.

4. Schedule of Implementation: Contractor shall submit a complete and detailed schedule of the time required for installation steps, utility coordination, training, cutover, testing and acceptance. The schedule shall include staff charts, date, and any cutover aspects. Note that public coin/card payphone has a higher installation priority than others. The system A shall be installed in a manner and within a time frame designed to minimize disruption of the normal functions of the Commonwealth agencies.

1.5-C. Training:

1. Training General: The selected Contractor shall be required to provide sufficient training to adequately orient selected Commonwealth employees on the proper use of System A as identified in the RFP.

System A: For System A, all training shall be accomplished at a location in Harrisburg to be identified at a later date. The Contractor must be able to provide to all Commonwealth agencies Telecommunications Management Officers (TMO) information regarding the types of equipment and service available under the contract. Training shall also encompass methods by which these TMO's can assess their environments and develop a plan for placement of coin/card telephones that maximizes usage, services, commissions, and addresses special using agency needs. Approximately fifty (50) TMO's would attend the training.

2. Training Description:

- a. Complete Detailed Description: The Contractor shall include in its proposal a complete and detailed description of the training to be provided for System A. The description shall include such details as who should be trained, the length and frequency of the training sessions, recommended class size, audio-visual aids to be employed, written material to be provided and any other information the Contractor deems pertinent to each system.
- b. Follow-Up Training: The Contractor shall also include a description of and, the number of follow up training sessions, which shall be given.

3. Trainer: The Contractor shall include the name and title of the person who shall have the overall responsibility for training. The Contractor shall also include the number of years training experience the person(s) have who shall do the actual training and the number of sessions previously held by each in doing training on the proposed System A.

4. Training Material: Written material/pamphlet, or video utilized in the training programs, all ongoing and new training programs, Contractor shall allow the Commonwealth to make free use of any material provided.

5. End User Forum Meetings: The Contractor's project manager and its staff shall be responsible for scheduling the User Group Forum that will be held yearly if required. The forums are held in Harrisburg, Pennsylvania. The end user forums are presentations to the Telecommunication Management Officers (TMO). The Contractor will provide the forum agenda, lecturer staff, training materials,

RFP #2005-081-011

demonstration, presentation, etc. The Contractor shall not be responsible for the travel expenses for the TMOs.

1.5-D. Maintenance Requirements:

1. General Provisions:

- a. Requirement: The selected Contractor shall provide the necessary labor, parts, materials, and transportation to maintain all proposed coin/card telephones, enclosures in good working order and in compliance with the equipment manufacturer's specifications throughout the life of the contract. This includes responsibility for damages to coin/card public telephones.
- b. No Charge to the Commonwealth: No charge may be made to the Commonwealth or its using agencies for maintenance on System A.

2. Certification: The Contractor shall certify that all equipment, enclosures and software included shall be in good working order at test and acceptance, and that the Contractor shall repair or replace malfunctioning equipment, enclosures and software and return them to good working order in accordance with the requirements of this RFP.

3. Maintenance Plan, Center Location and Personnel Profile:

- a. Maintenance Centers: Contractors shall submit a listing showing information on the locations from which maintenance personnel shall be dispatched to service System A. This information shall include, but not be limited to, the Contractor's utilization of these locations to insure that all requirements of this RFP are met. The Contractor shall explain, in detail, how it shall accomplish this. The Contractor shall submit a detailed plan explaining the geographic locations of the centers, the system and procedures for the integration of maintenance at these centers, the types of parts and equipment being maintained at these centers, and the ease with which the using agency can request maintenance service.
- b. Personnel Profile: The proposal shall also list the names of the maintenance personnel at each location and their experience working with the equipment proposed for System A. Attachment 11 provides the content and format required. It is expected that the Contractor shall only provide the names and experience of maintenance personnel who have been fully trained and qualified on the equipment and software proposed and/or certified by the equipment manufacturer if such certification is required by the manufacturer.

4. Standards For Repair: The Contractor(s) for the coin/card telephones shall adhere to the following minimum standards for repair:

- a. The Contractor shall have sufficient repair personnel to be able to simultaneously respond to multiple repair events on coin/card telephone stations located throughout Pennsylvania. Refer to Attachment 2 for locations.
- b. The Contractor shall provide a free-of-charge repair service number manned by a live, trained attendant(s) to receive trouble reports 24-hours a day, seven days a week, 365 days a year. Extended periods of being placed on hold will not be tolerated. Explain in detail the procedure for services provided.
- c. Out-of-hours and weekend repair service for stations below shall be limited to essential repairs only, as determined by the Commonwealth. However, the Contractor shall respond to these repairs when required. The Contractor shall inform the Commonwealth as soon as possible of any occurrence of an unusual nature that may result in prolonged or serious service interruption. This notification shall go to the using agency in the case of coin/card stations. The Contractor shall perform any work requiring prolonged or serious service interruption at a time, which shall cause minimum disruption to the users in agreement with the designated using agency and at a time mutually agreed upon. Essential repairs are repairs needed to provide safety and security.
- d. It is expected that Contractors shall address their maintenance/repair objectives or measurement standards in the responses to this RFP. Contractors shall provide their expected mean-time-to-respond and mean-time-to-repair for each of the major system A. The Contractor shall be held to maintaining these standards as well as the standards noted in paragraph 5, Maintenance Liquidated Damages.
- e. The coin telephones shall be scheduled for collection so as to prevent full boxes.
- f. Any coin telephone shall be collected within four (4) hours if a full box condition threatens to place the station out of-service regardless of the day of the week or the time of day.
- g. All coin box collectors and repair personnel shall be bonded.
- h. Each coin/card telephone shall be remotely tested each day to determine if it is functioning normally.
- i. The Contractor shall be responsible for ensuring that all coin/card telephone booths, and enclosures are cleaned and sanitized periodically. Each Contractor shall include a cleaning schedule as part of the proposal.

- j. The Contractor shall remove as part of the cleaning noted above, all graffiti, stickers, posters, litter, dust and dirt from within each coin/card station enclosure and/or booth, and from a three (3) foot radius surrounding the terminal, exclusive of private property.

5. Maintenance Liquidated Damages:

a. Minor Emergency.

- (1) The Contractor shall respond, between 8 AM and 5 PM, Monday through Friday, to a minor malfunction of the equipment and cabling within eight (8) working hours after notification between the hours of 8 AM and 5 PM. However, stations at the PennDot Welcome Centers and Roadside Rests shall be repaired within eight (8) working hours after notification 24-hours a day, seven days a week, 365 days a year, reference Attachment 7 for locations. If the Contractor fails to respond within eight (8) working hours, the Contractor agrees to pay to the Commonwealth \$150.00 as an initial liquidated damage, and \$15.00 for each and every hour of delay after the first eight (8) working hours. All repairs or replacements shall be completed within twenty-four (24) working hours following response to notification of a minor emergency malfunction, and the Contractor must exhibit a best efforts approach to the completion of the repairs or replacement during the first twenty-four (24) working hours following response to notification. If the Contractor fails to exhibit best efforts, as determined by the using agency, with the concurrence of the Commonwealth, to complete the repairs or replacement within twenty-four (24) working hours following initial response, the Contractor agrees to pay the Commonwealth as liquidated damages the sum of \$150.00 for each and every calendar day of delay.
- (2) For the purpose of this proposal, a minor emergency shall be defined as; the failure of a stand-alone coin/card station or the failure of up to 49% of those in a bank of stations.

b. Major Emergency

- (1) The Contractor shall respond by arriving at the site on a 24-hour per day basis, 7 days per week, 365 days of the year, to a major failure of a stand-alone coin/card station or the failure of up to 50% of those in a bank of stations within three (3) hours after notification. If the Contractor fails to respond by arriving at the site within three (3) hours, the Contractor agrees to pay to the

Commonwealth \$250.00 as initial liquidated damages and \$15.00 for each and every hour of delay after the first three (3) hours. All repairs or replacements shall be started within the first contiguous twenty-four (24) hours following response to notification of a major system failure, and the Contractor must exhibit a best efforts approach to completion of the repairs or replacement during the first contiguous twenty-four (24) hours following response to the notification. If the Contractor fails to exhibit best efforts, as determined by the using agency, with the concurrence of the Office of Administration, to complete the repairs or replacement within twenty-four (24) hours following initial response, the Contractor agrees to pay the Commonwealth as liquidated damages the sum of \$250.00 for each and every calendar day of delay.

(2) For the purpose of this RFP, a major emergency shall be defined as the failure of over 50% or the entire bank of coin/card stations such as at a Welcome Center or a Roadside Rest.

c. Assessment of Liquidated Damages: Liquidated damage charges specified in the preceding paragraphs shall not be assessed where performance of the Contractor's obligations are prevented or delayed by an act of God, freight embargoes, strikes, fire, or acts of government, provided the successful Contractor notifies the using agency of such circumstances and the using agency, with concurrence of the Office of Administration, reasonably determines that the failure to perform within the specified time was beyond the control and without the fault or negligence of the Contractor.

d. Maintenance Liquidated Damage Major and Minor Monthly Report: Contractor shall furnish a cumulative monthly management report, which will be emailed to the Office of Administration. The Contractor shall provide report design in response for System A. The report shall be associated with its dispatch center(s) logging, tracking, and updating Commonwealth service calls as proposed in the RFP. The Contractor shall also manage the Commonwealth maintenance liquidated damages in the same cumulative monthly report.

6. Preventive Maintenance:

- a. Contractor Responsibilities: The Contractor shall be responsible for preventive maintenance as may be required by the equipment manufacturer and as necessary to maintain the mean-time-to-fail criteria.
- b. Develop Maintenance Logs: The Contractor shall develop a log for coin/card station inspections, and for maintenance work performed on all

stations. The log is to be submitted to the Office of Administration monthly. A sample log must be submitted with the proposal.

7. Maintenance Obligation: Maintenance shall include, but shall not be limited to, the provision of facilities, personnel, transportation, lodging, labor, parts, software, modifications and any other items/services relating to routine and preventive maintenance at no additional charge to the Commonwealth or using agencies. Contractors shall consider these items/services in their proposals.
8. Maintenance Responsibility:
 - a. All Suppliers Responsible Until Problems Identified: Malfunctions which cannot be immediately or unequivocally diagnosed and pinpointed to a certain item of equipment, software, or service shall require the participation of all service suppliers until responsibility for the problem has been unequivocally established.

In no instance shall the failure to resolve the issue of responsibility relieve any of the service suppliers of the mutual obligation to restore system operability with the least impact on the availability of coin/card telephone service.
 - b. Successful Contractor is Point of Contact: As a part of maintenance responsibilities, the successful Contractor shall represent the using agency in contacts with the telephone service provider in order to identify and correct problems with telephone service.
9. Performance Requirements and Reliability/Availability: The Commonwealth requires that the Contractors network meet or exceed all industry standards. On line performance requirements are at 99.999%. The Contractor must also meet certain performance standards such as Mean Time To Respond, Mean Time To Repair and Timely Installation as defined in the Commonwealth Performance Standards. Mean time to respond is located in 1.5-D Maintenance Requirements. Mean time to repair is located in 1.5-D 5 Maintenance Liquidated Damages, a Minor Emergency, b. Major Emergency.
10. Project Manager and Implementation Plan:
 - a. The Contractor shall appoint a project manager to oversee the total installation of service for the over all project. This project manager shall be responsible for all coordination with the existing Local and/or Interexchange Telephone Companies concerning installation and maintenance of all coin/card public telephones. However, the Contractor shall not order or place in service any type of equipment or facility, which

would result in charges to the Commonwealth, without a written order from the Commonwealth.

- b. The Contractor shall be solely responsible for the compatibility of the proposed service and equipment with any and all circuits and facilities as provided by the LEC and all other common carriers to meet the requirements of these specifications.
 - c. It is imperative that the existing levels of service only be minimally interrupted or diminished in each facility. The Contractor shall develop a plan that shall ensure all services provided to this RFP. This plan shall be reviewed and approved by the OA prior to implementation of service.
 - d. The Contractor shall provide a detailed time line schedule for all in service and/or change of service activity. Critical Patch/GANTT charts to end testing on all telephones.
 - e. The coin/card public payphone conversion is requiring completion within six (6) months from the date of the contract award. If Contractor requires additional time include the reasons why and its time for completing the project.
11. New Technology:
- a. After the contract award, additions and/or substitutions shall be allowed provided:
 - i. It is approved in writing by the Director, Bureau of Infrastructure & Operations, Office of Administration.
 - ii. Product/service meets or exceeds performance of the original; and
 - iii. Product/service is compatible with the original.
 - iv. Contractors must cooperate with the Commonwealth if the Commonwealth desires to introduce third party technology.
 - b. If new service, having the same functional purpose of the service under the contract, is developed and comes into standard production after or during the contract award, that service shall be considered for addition and/or replacement for the service under contract. The Contractor must make a written request to Director, Bureau of Infrastructure and Operations, Office of Administration, for new service to be added to the contract. Such written request must include the specifications for the new service, evidencing that the new service serves the same functional purpose and in a close association to the service under contract. The Contractor shall be responsible for reimbursing the Commonwealth for the travel expenses of the representatives of the Commonwealth to attend the demonstration(s).

All proposed additions or replacements are subject to a review and written acceptance the Director, Office of Administration, Bureau of Infrastructure and Operations.

12. Disaster Recovery Plan: The Contractor shall have an alternative detailed plan for resolution of service during a major outage.
13. Minimum Contractor Background Checks Policy: The Contractor shall comply with the Governor's Office of Administration, Office for Information Technology Bulletin (ITB) minimum Contractor background checks policy; refer to the policy in Attachment 12.
14. Storage and Security: Materials, tools, components, and equipment may be stored at the sites only with the permission of the using agencies and at the Contractor's sole risk. The Contractor shall, at all times, maintain adequate protection of all its work against damage or loss and shall protect the Commonwealth's property at the sites against damage or loss arising in connection with the performance of the contract. The Contractor shall protect adjacent property as provided by law and shall provide and maintain all passageways, fences, lights, guards, and other facilities as required by public authority or local conditions. In the event that portable equipment or supplies are located in any room or space at the time the Contractor makes its site visitation, it shall be the Contractor's responsibility to protect all such equipment and supplies while performing under this contract. Should such equipment or supplies interfere with the performance of this contract, it shall be the Contractor's responsibility to remove, store, and protect such equipment or supplies until the work is completed and then replace the same where found or as directed by the using agency.
15. Site Clean Up: The Contractor shall clean up and remove all debris and packaging material resulting from his work as required by the using agency. Upon completion of the installation, the premises shall be left in order and ready for immediate use.

1.5-E. Financial:

1. Best Offer Commission Percentages:

- a. A percentage of the **grossed billed revenue** from the telephone services requested by this RFP shall be offered in the form of commissions to the Commonwealth as a result of competitive bidding in response to this RFP.
- b. Contractors shall submit proposals based upon their best offer commission percentages.

2. Commission Data Submission: Contractors shall provide the commission data in a separately sealed section of the proposal. Refer to Paragraph 1.2-3 Commission Section.

3. Revenue Generation: The commissions will not apply to calls resulting from using 800 to access live or automated operator services, i.e. 800-COLLECT, 800-CALL ATT, etc., nor to calls dialed to, and terminating on, toll free 800/888/877/etc numbers. The Commonwealth requires the Contractor to provide commission payments based upon a percentage of the gross billed revenue, less applicable state or federal taxes, generated at each public coin/card station. Gross revenue is defined as revenue for all billed calls without exception. The following shall be required of each Contractor:

- a. The following payment options and services shall be available to the public when placing calls from coin/card stations:
 - (1) cash station-to-station (only local calls and intraLata)
 - (2) collect station-to-station
 - (3) billed to third number station-to-station (all LEC calling cards, but cannot process proprietary cards)
 - (4) calling card station-to-station
 - (5) time and charge quotations
 - (6) cash person-to-person (local and intraLata only, no cash calls of any type on interLata or interstate)
 - (7) collect person-to-person
 - (8) billed to third number person-to-person

- (9) calling card person-to-person
- (10) calls to toll free 800/888/877/etc numbers
- b. The Contractor shall submit the charges that the public will be charged when using the coin/card payphones under contract to the Commonwealth for each service on Attachment 13-A only.
- c. The Contractor shall submit the projected annual gross billed revenue, the commission percentage, the projected annual dollar commission payment, and the minimum annual dollar guarantee for each service to the Commonwealth on Attachment 13-B only. Refer to paragraph 1.5-E.3.
- d. Each Contractor shall explain in detail, on Attachment 13-C only, how all commissions are determined or calculated. Specify all factors that the Contractor shall use and include them in the response to the RFP.
- e. In addition to any other audit requirements set out in the contract the Contractor must maintain complete and accurate call accounting records for the initial five (5) years of the contract, plus any extension to it, which shall be available for audit at the request of the Office of Administration or designees.

All information should be retrievable in a print format and electronic media. These records shall be retained by the contractor for the life of the contract and transferred to the Commonwealth at the termination of the contract. The electronic media required to read the data may not be proprietary.

- f. The Contractor shall explain, and diagram, a call from off-hook to completion normally used by each Contractor in the operation of its business for a coin call and for a card call.
- g. The Contractor, shall explain in detail, and diagram, how IntraLata and InterLata calls shall be handled.
- h. The Contractor shall explain the billing process for all billed calls and the collection process for the bills for all calls including uncollectible calls.
- i. The Contractor shall provide commission checks on a monthly basis to each Commonwealth using agency or using agency comptroller as required by the Office of Administration. Checks will be accepted from one Contractor who is the prime Contractor. The checks shall be sent to the using agency and shall be accompanied by a report that as a minimum includes:

- (1) Total Commission
- (2) Total Revenue
- (3) Total Messages
- (4) Total Minutes
- (5) Total Stations

- j. The selected Contractor will be provided the name and address of each payee location, the total number of stations, and the telephone numbers after award of the contract.
- k. The Contractor shall maintain an accurate recording and tracking system for substantiating commission payments. A complete explanation of this recording and tracking system such as where it shall be located, how to access it, etc., shall be provided in the response to this RFP.
- l. It is solely the Contractor's responsibility to collect the revenue on the billed calls generated through the coin/card telephones. Uncollected or uncollectible calls are not to be subtracted from the gross revenue base for the purpose of determining the commission payments to the Commonwealth. The Contractor shall state what action(s) are taken in the event that, after a collect call is billed, the billed party refuses to pay the charges.
- m. The Commonwealth shall bear no responsibility for fraudulent calls.
- n. The Commonwealth shall bear no responsibility for theft of funds, and furthermore, no stolen or lost funds shall be deducted from revenue on which commissions are paid to the Commonwealth.
- o. The Commonwealth shall bear no responsibility for unbillable or uncollectible calls.

4. Service Revenues and Commissions:

- a. The total amount of revenue to be generated by this RFP will depend upon the number of Commonwealth agencies or affiliated organizations that choose to participate in the contract which results from this RFP.

The agencies under the jurisdiction of the Governor such as the Departments of Corrections and Department of Transportation will participate. The State Universities may participate at their option.

See Attachment 10-A – 10-C for revenues and the monthly number of messages and minutes billed by the incumbent IntraLata, local and InterLata carrier. The figures are provided for calendar years 2003 and 2004.

- b. It is intended that existing public payphone locations be continuously analyzed for profitability and that new locations be surveyed. The Office of Administration expects recommendations from the Contractor on an ongoing basis.
 - c. The Commonwealth retains the right to audit the calling data and revenues resulting in commissions for System A. The Contractor shall commit to this in its response. The Commonwealth shall furnish the Contractor ten (10) days written notice prior to executing its right to audit. All information necessary for the Commonwealth to complete such an audit shall be maintained within the Commonwealth of Pennsylvania. If travel is required within the Commonwealth of Pennsylvania, the Commonwealth will be responsible for the travel expenses of Commonwealth personnel. All other expenses of the audit will be the responsibility of the Contractor.
5. Commission Data: Attachment 13-A – 13-C establishes the content and format of the commission data required to be included in the cost proposal only.
6. Commission Payments: Each Contractor shall make commission payments to the Commonwealth or to the designated agencies, or organizational elements thereof, which participate in the contract as designated by the Office of Administration. The Office of Administration shall be responsible for providing the "make payable to" information, names of authorized personnel, and the department number(s) in each using agency for the purpose of receiving commission funds.
- Checks from the prime Contractor for payments representing commissions from coin/card public payphones shall be paid monthly by the 30th calendar day (or last day of the month if the has less than 30 days) of the following month to each designed Commonwealth using agency. These payments shall be accompanied by the management report as noted in paragraph 1.5-E, 3.a. above
7. Collection and Security: The Contractor shall explain in detail in the proposal its plan to provide complete revenue collection service capabilities detailing the methods of collection for each type of revenue source (coin and non-coin local, IntraLata and InterLata, etc.). The Contractor shall also explain in detail the

security measures that shall be taken to insure the safety of, and verify the accuracy of, all revenues collected. The contents of this description shall also include information regarding the number and location of collection facilities, a description of the method used to collect and count coins from Contractor terminals, the ratio of coin telephones to route collectors, the frequency of collection and the method used to determine coin-in-box level.

8. Contract Requirements - Disadvantaged Business Participation and Enterprise Zone Small Business Participation:

All contracts containing Disadvantaged Business participation and/or Enterprise Zone Small Business participation must also include a provision requiring the Contractor to meet and maintain those commitments made to Disadvantaged Businesses and/or Enterprise Zone Small Businesses at the time of proposal submittal or contract negotiation, unless a change in the commitment is approved by the BMWBO. All contracts containing Disadvantaged Businesses participation and/or Enterprise Zone Small Business participation must include a provision requiring Small Disadvantaged Business subcontractors, Enterprise Zone Small Business subcontractors and Small Disadvantaged Businesses or Enterprise Zone Small Businesses in a joint venture to perform at least 50 percent of the subcontract or Small Disadvantaged Businesses/Enterprise Zone Small Business participation portion of the joint venture.

Commitments to Disadvantaged Businesses and/or Enterprise Zone Small Businesses made at the time of proposal submittal or contract negotiation must be maintained throughout the term of the contract. Any proposed change must be submitted to BMWBO which will make a recommendation as to a course of action to the contracting officer.

If a contract is assigned to another Contractor, the new Contractor must maintain the Disadvantaged Businesses participation and/or Enterprise Zone Small Business participation of the original contract.

The Contractor shall complete the Prime Contractor's Quarterly Utilization Report (or similar type document containing the same information) and submit it to the contracting officer of the agency that awarded the contract and BMWBO within 10 workdays at the end of each quarter the contract is in force. If there was no activity, the form must also be completed, stating "No activity in this quarter." This information will be used to determine the actual dollar amount paid to Small Disadvantaged Business and/or Enterprise Zone Small Business subcontractors and suppliers, and Small Disadvantaged Businesses and/or Enterprise Zone Small Business participation involved in joint ventures. Also, it is a record of fulfillment of the commitment your firm made and for which it received Disadvantaged Businesses and Enterprise Zone Small Business points.

RFP #2005-081-011

NOTE: EQUAL EMPLOYMENT OPPORTUNITY AND CONTRACT COMPLIANCE STATEMENTS REFERRING TO COMPANY EQUAL EMPLOYMENT OPPORTUNITY POLICIES OR PAST CONTRACT COMPLIANCE PRACTICES DO NOT CONSTITUTE PROOF OF DISADVANTAGED BUSINESSES STATUS OR ENTITLE A PROPOSER TO RECEIVE CREDIT FOR DISADVANTAGED BUSINESSES UTILIZATION.

RFP #2005-081-011

Contract – Part 6*

*Refer to Section 2 Inmate Telephone Services – Contract – Part 6

RFP #2005-081-011

Attachments Section 1 Coin/Card Public Telephone Service

RFP #2005-081-011

- Attachment 1: Payphones and Enclosures in Place
- Attachment 2: Public Payphone Station Inventory
- Attachment 3: Coin/Card Public Telephone Installation and Cutover Schedule
- Attachment 4: Verizon Public Telephone Tariffs (4-A), Commonwealth Public Telephone Charges (4-B)
- Attachment 5: Installed Equipment Form
- Attachment 6: Travel Expenses for Demonstrations
- Attachment 7: Department of Transportation Roadside Rests and Welcome Centers
- Attachment 8: Act 181 of 2002
- Attachment 9: Coin/Card Public Phone Accounts for Seventeen (17) Agencies Monthly Usage Reports with Commissions
- Attachment 10: 2004 Agencies Public Phone Summary Report of Revenue (10-A), 2003 Agencies Statistic Messages and Minutes (10-B), 2004 Agencies Statistic Messages and Minutes (10-C)
- Attachment 11: Maintenance Center Information (System A)
- Attachment 12: Office of Administration Office for Information Technology Information Technology Bulletin (ITB) – Minimum Contractor/Vendor Background Checks Policy
- Attachment 13: Commission Data 5-E Financial Contractor's Coin/Card Public Telephone Charges (13-A), Commission Data 5-E Financial (13-B), and Cost Data 5-E Financial (13-C)

RFP #2005-081-011

Attachment 1 – Section 1
Payphones and Enclosures in Place

The payphones and enclosures inventory is provided as a separate Microsoft Excel file consisting of one (1) tab, attached to this page.



Attachment 7-04.xls

Commonwealth of Pa
Public Telephone Inventory
Pa Turnpike

MAIL COMMISSION STATEMENT/CHECK TO Daniel Dunchock, PO Box 67676, Harrisburg, PA 17106										
ACCT # 115001987										
Telephone #	Cls of Svc	Listed Name	Listed Address	City	Location	LEC	TTY	add	disc	move
								DATE OF ORDER		
(215) 357-9646	1PC	PA TURNPIKE	PA TRNPK & RT 1	TREVOSE	EXIT 28	VZ				
(215) 362-9419	1PC	PA TURNPIKE	SUMNEYTOWN PK	LANSDALE	NEAR RESTROOMS	VZ				
(215) 362-9839	1PC	PA TURNPIKE	SUMNEYTOWN PK	LANSDALE	BOOTH OFF RAMP	VZ				
(215) 536-9808	1PC	PA TURNPIKE	239 PA TURNPIKE	QUAKERTOWN	NB BTW RESTROOMS	VZ				
(215) 536-9809	1PC	PA TURNPIKE	QUAKERTOWN INTERCHANGE	QUAKERTOWN	NB BTW RESTROOMS	VZ				
(215) 646-9189	1PC	PA TURNPIKE	FT WASHINGTON INTERCHANGE	AMBLER	EXIT 26	VZ				
(215) 646-9517	1PC	PA TURNPIKE	FORT WASHINGTON INTERCHANGE	AMBLER	EXIT 26	VZ				
(215) 646-9808	1PC	PA TURNPIKE	FORT WASHINGTON INTERCHANGE	AMBLER	EXIT 26	VZ				
(215) 646-9959	1PC	PA TURNPIKE	FORT WASHINGTON INTERCHANGE	AMBLER	EXIT 26	VZ				
(215) 788-8750	1PC	PA TURNPIKE	DELAWARE VALLEY INTERCHANGE	BRISTOL	EXIT 29	VZ				
(215) 788-9985	1PC	PA TURNPIKE	DELAWARE VALLEY INTERCHANGE	BRISTOL	NEAR EXIT 29 EB	VZ				
(215) 945-9525	1PC	PA TURNPIKE	3581 PENNSYLVANIA TURNPIKE	TULLYTOWN	WESTBOUND	VZ				
(215) 945-9965	1PC	PA TURNPIKE	3581 PENNSYLVANIA TURNPIKE	TULLYTOWN	WESTBOUND	VZ				
(215) 659-9726	1PC	PA TURNPIKE	INTERCHANGE 27	WILLOWGROVE	EXIT	VZ				
(215) 659-9869	1PC	PA TURNPIKE		WILLOWGROVE	ENTRANCE	VZ				
(412) 372-9539	1PC	PA TURNPIKE	PITTSBURGH INTERCHANGE	MONROEVILLE	OD HOLIDAY INN	VZ				
(412) 372-9540	1PC	PA TURNPIKE	PITTSBURGH INTERCHANGE	MONROEVILLE	OD B4 EXIT	VZ				
(412) 372-9724	1PC	PA TURNPIKE	PITTSBURGH INTERCHANGE	MONROEVILLE	OD B4 EXIT	VZ				
(412) 373-9739	1PC	PA TURNPIKE	PITTSBURGH INTERCHANGE	MONROEVILLE	OD HOLIDAY INN	VZ				
(412) 373-9741	1PC	PA TURNPIKE	PITTSBURGH-MONROEVILLE	MONROEVILLE	OD BY OFC	VZ				
(570) 443-9062	1PC	PA TURNPIKE	POCONO INTERCHANGE	WHITEHAVEN	OD	VZ				
(570) 562-9952	1PC	PA TURNPIKE	KEYSER AVE	TAYLOR	SOUTH SIDE	VZ				
(570) 562-9954	1PC	PA TURNPIKE	KEYSER AVE	TAYLOR	NORTH SIDE	VZ				
(570) 654-9463	1PC	PA TURNPIKE	WYOMING VALLEY INTERCHANGE	PITTSTON	AFTER TOLL	VZ				
(570) 654-9464	1PC	PA TURNPIKE	WYOMING VALLEY INTERCHANGE	PITTSTON	LEFT SIDE	VZ				
(570) 829-8340	1PC	PA TURNPIKE	RT 115 BEAR CREEK	WILKES-BARRE	PASS GATE	VZ				
(570) 829-9622	1PC	PA TURNPIKE	WILKES BARRE INTERCHANGE	WILKES-BARRE	OD	VZ				
(570) 586-0425	1PC	PA TURNPIKE	INTERCHANGE #38	CLARKS SUMMIT						
(610) 265-9970	1PC	PA TURNPIKE	VALLEY FORGE INTERCHANGE			VZ				
(610) 265-9976	1PC	PA TURNPIKE	VALLEY FORGE INTERCHANGE			VZ				

Commonwealth of Pa
Public Telephone Inventory
Pa Turnpike

MAIL COMMISSION STATEMENT/CHECK TO Daniel Dunchock, PO Box 67676, Harrisburg, PA 17106										
ACCT # 115001987										
Telephone #	Cls of Svc	Listed Name	Listed Address	City	Location	LEC	TTY	add	disc	move
								DATE OF ORDER		
(610) 377-9908	1PC	PA TURNPIKE	MAHONING VALLEY INTERCHNG	LEHIGHTON	OD	VZ				
(610) 458-5931	1PC	PA TURNPIKE	RT 100 & TRNPK DOWNINGTOWN	EAGLE	ENTRANCE SIDE	VZ				
(610) 458-5938	1PC	PA TURNPIKE	RT 100 & TRNPK DOWNINGTOWN	EAGLE	ENTRANCE SIDE	VZ				
(610) 458-5960	1PC	PA TURNPIKE	RT 100 & TRNPK DOWNINGTOWN	EAGLE	EXITING SIDE	VZ				
(610) 458-5961	1PC	PA TURNPIKE	RT 100 & TRNPK DOWNINGTOWN	EAGLE	EXITING SIDE	VZ				
(610) 530-9758	1PC	PA TURNPIKE	LEHIGH VLY INTERCHANGE	KUHNSVILLE	RIGHT OF UTIL BLDG	VZ				
(610) 530-9759	1PC	PA TURNPIKE	LEHIGH VLY INTERCHANGE	KUHNSVILLE	RIGHT OF UTIL BLDG	VZ				
(610) 825-9804	1PC	PA TURNPIKE	CONSHOHOCKEN INTERCHANGE	CONSHOHOCKEN	POLICE BARRACKS	VZ				
(610) 825-9868	1PC	PA TURNPIKE	MID COUNTY INTERCHANGE	CONSHOHOCKEN	NORTH BOUND	VZ				
(610) 825-9880	1PC	PA TURNPIKE	MID COUNTY INTERCHANGE	CONSHOHOCKEN	NORTH BOUND	VZ				
(610) 825-9969	1PC	PA TURNPIKE	GERMANTOWN PK INTERCH 25A	CONSHOHOCKEN	SOUTH BOUND	VZ				
(610) 913-6216	1PC	PA TURNPIKE	INTERCHANGE #22	MORGANTOWN						
(610) 825-9980	1PC	PA TURNPIKE	GERMANTOWN PIKE INTERCHANGE	CONSHOHOCKEN	EMP ENTR	VZ				
(610) 827-9413	1PC	PA TURNPIKE	8 MILES OFF VALLEY HILL RD	CHESTER SPRINGS	DEVAULT MAINT BLDG	VZ				
610-828-9900	1PC	PA TURNPIKE	INTERCHANGE #25	CONSHOHOCKEN	BY TOLLBOOTH	VZ				
(717) 243-8350	1PC	PA TURNPIKE	1201 WALNUT BOTTOM RD	CARLISLE	OD	UNITED				
(717) 766-9911	1PC	PA TURNPIKE	GETTYSBURG INTERCHANGE	MECHANICSBURG	OD RIGHT SIDE	VZ				
(717) 766-9995	1PC	PA TURNPIKE	GETTYSBURG INTERCHANGE	MECHANICSBURG	OD LEFT SIDE	VZ				
(717) 774-9912	1PC	PA TURNPIKE	R D 1	NEW CUMBERLAND	OD	VZ				
(717) 664-8983	1PC	PA TURNPIKE	INTERCHNAGE #20	MANHEIM						
(717) 939-9121	1PC	PA TURNPIKE	HARRISBURG EAST INTERCHANGE	STEELTON	RIGHT SIDE	VZ				
(717) 939-9136	1PC	PA TURNPIKE	RT 230 BYPASS	HARRISBURG	GROUND FLR	VZ				
(717) 336-8920	1PC	PA TURNPIKE	INTERCHANGE #21	DENVER						
(717) 349-9938	1PC	PA TURNPIKE	INTERCHANGE #14	DRY RUN						
(717) 485-3182	1PC	PA TURNPIKE	INTERCHANGE #13	MCCONNELLBURG						
(724) 274-9892	1PC	PA TURNPIKE	ALLEGHENY VALLEY INTERCHANGE	SPRINGDALE	OD AT OFC	VZ				
(724) 443-9713	1PC	PA TURNPIKE	BUTLER VALLEY INTERCHG #4	GIBSONIA		VZ-GTE			9/2/2003	

Commonwealth of Pa
Public Telephone Inventory
Pa Turnpike

MAIL COMMISSION STATEMENT/CHECK TO Daniel Dunchock, PO Box 67676, Harrisburg, PA 17106										
ACCT # 115001987										
Telephone #	Cls of Svc	Listed Name	Listed Address	City	Location	LEC	TTY	add	disc	move
								DATE OF ORDER		
(724) 658-9479	1PC	PA TURNPIKE	GILMORE RD NORTH BEAVER TWP	NEW CASTLE	SOUTHBOUND	VZ				
(724) 658-9483	1PC	PA TURNPIKE	GILMORE RD	NEW CASTLE	NORTHBOUND	VZ				
(724) 836-8900	1PC	PA TURNPIKE	NEW ROUTE 66	GREENSBURG	BYPASS NORTH RAMP	VZ				
(724) 836-8901	1PC	PA TURNPIKE	NEW ROUTE 66	GREENSBURG	BYPASS SOUTH RAMP	VZ				
(724) 836-8903	1PC	PA TURNPIKE	RTE 30 W	GREENSBURG	OUTDOOR RAMP	VZ				
(724) 836-8971	1PC	PA TURNPIKE	RTE 30 W	GREENSBURG	RAMP DD	VZ-BA				
(724) 843-9540	1PC	PA TURNPIKE	ROUTE 51 INTERCHANGE	BEAVER FALLS	TOLL PLZ NORTH	VZ-BA				
(724) 843-9985	1PC	PA TURNPIKE	RTE 51 INTERCHANGE	BEAVER FALLS	OD SOUTH TOLL	VZ-BA				
(724) 863-9818	1PC	PA TURNPIKE	INTERCHANGE # 7	IRWIN	LEFT SIDE OD	VZ-BA				
(724) 863-9840	1PC	PA TURNPIKE	INTERCHANGE # 7	IRWIN	RIGHT SIDE OD	VZ-BA				
(724) 863-9935	1PC	PA TURNPIKE	INTERCHANGE # 7	IRWIN	RIGHT SIDE ENTR	VZ-BA				
(724) 864-6525	1PC	PA TURNPIKE	INTERCHANGE # 7	IRWIN	OD LEFT SIDE	VZ-BA				
(724) 925-1550	DDC	PA TURNPIKE	NEW STANTON INTERCHANGE #76	NEW STANTON	OD	VZ-BA				
(724) 925-1557	DDC	PA TURNPIKE	NEW STANTON INTERCHANGE #76	NEW STANTON	OD	VZ-BA				
(724) 925-7360	1PC	PA TURNPIKE	NEW STANTON INTERCHANGE #76	NEW STANTON	OD OUTSIDE OF GATE	VZ-BA				
(724) 925-7980	1PC	PA TURNPIKE	NEW STANTON INTERCHANGE #76	NEW STANTON	OD INSIDE OF GATE	VZ-BA				
(724) 940-0171	1PC	PA TURNPIKE	CRANBERRY INTERCHANGE # 3	WARRENDALE		NORTH PITTSBURGH			5/15/2003	
(724) 940-0174	1PC	PA TURNPIKE	CRANBERRY INTERCHANGE # 3	WARRENDALE		NORTH PITTSBURGH			5/15/2003	
(724) 593-9112	1PC	PA TURNPIKE	DONEGAL INTERCHANGE #9	STAHLSTOWN						
(814) 623-5031	1PC	PA TURNPIKE	BEDFORD INTERCHANGE	BEDFORD	OD	UNITED				
(814) 652-9436	1PC	PA TURNPIKE	EVERETT INTERCHANGE	EVERETT	ID POLICE BARRACKS	UNITED				
(814) 735-9661	1PC	PA TURNPIKE	123 S BREEZEWOOD RD	BREEZEWOOD	OD	BREEZEWOOD TEL				
(814) 735-9670	1PC	PA TURNPIKE	124 S BREEZEWOOD RD	BREEZEWOOD	OD	BREEZEWOOD TEL				
# stat's 80										

Commonwealth of Pa
Public Telephone Inventory
Shippensburg University

SUB ACCT	115105008									
MAIL COMMISSION STATEMENT /CHECK TO SHIPPENSBURG UNIVERSITY MICHAEL F. BONAFAIR 1871 OLD MAIN DR. SHIPPENSBURG PA 17257										
MAC 19531										
BTN (717) 532-9712										
Telephone #	Cls of Svc	Listed Name	Listed Address	City	Location	LEC	add	disc	move	DATE OF ORDER
(717) 532-9712	1PC	SHIPPENSBURG UNIV	CUMBERLAND DR	SHIPPENSBURG	MAIN ENTR	SPRINT				
(717) 532-9737	1PC	SHIPPENSBURG UNIV	CUMBERLAND DR	SHIPPENSBURG	BY INFO DESK	SPRINT				
(717) 532-9743	1PC	SHIPPENSBURG UNIV	OLD MAIN DR	SHIPPENSBURG	CENTURY CAFÉ AREA	SPRINT				
(717) 532-9751	1PC	SHIPPENSBURG UNIV	BUCKS DR	SHIPPENSBURG	HEIGHES FIELD HSE RIGHT OF ENTR	SPRINT				
(717) 532-9752	1PC	SHIPPENSBURG UNIV	BUCKS DR	SHIPPENSBURG	HEIGHES FIELD HSE RIGHT OF ENTR	SPRINT				
(717) 532-9777	1PC	SHIPPENSBURG UNIV	DAUPHIN DR	SHIPPENSBURG	LACKHOVE HALL LEFT OF ENTR	SPRINT				
(717) 532-9802	1PC	SHIPPENSBURG UNIV	OD MAIN DR	SHIPPENSBURG	CENTURY CAFÉ AREA	SPRINT				
(717) 532-9814	1PC	SHIPPENSBURG UNIV	ADAMS DR	SHIPPENSBURG	MCLEAN HALL LOBBY	SPRINT				
(717) 532-9817	1PC	SHIPPENSBURG UNIV	ADAMS & CUMBERLAND	SHIPPENSBURG	NAUGLE HALL LOBBY	SPRINT				
(717) 532-9854	1PC	SHIPPENSBURG UNIV	LANCASTER DR	SHIPPENSBURG	KEIFFER HALL RIGHT OF ENTR	SPRINT				
(717) 532-9911	1PC	SHIPPENSBURG UNIV	ADAMS DR	SHIPPENSBURG	MEMORIAL AUDITORIUM BY ENTR	SPRINT				
(717) 532-9912	1PC	SHIPPENSBURG UNIV	LEBANON DR	SHIPPENSBURG	SEAVERS APT LOBBY	SPRINT				
(717) 532-9915	1PC	SHIPPENSBURG UNIV	DAUPHIN DR	SHIPPENSBURG	MATH & COMPUTER CTR LOBBY	SPRINT				
(717) 532-9917	1PC	SHIPPENSBURG UNIV	DELAWARE DR	SHIPPENSBURG	MCCUNE HALL RIGHT OF ENTR	SPRINT				
(717) 532-9941	1PC	SHIPPENSBURG UNIV	CUMBERLAND DR	SHIPPENSBURG	REISNER HALL DINING RM LOUNGE	SPRINT				
(717) 532-9954	1PC	SHIPPENSBURG UNIV	YORK DR	SHIPPENSBURG	HARLEY HALL LOBBY	SPRINT				
(717) 532-9966	1PC	SHIPPENSBURG UNIV	FRANKLIN DR	SHIPPENSBURG	LIBRARY LL OD RM 010	SPRINT				
(717) 532-9980	1PC	SHIPPENSBURG UNIV	CUMBERLAND DR	SHIPPENSBURG	MOWERY HALL RIGHT OF ENTR	SPRINT				
# STAS: 18										

Commonwealth of Pennsylvania
Public Telephone Inventory
Halfway Houses

MAIL COMMISSION STATEMENT/CHECK TO DEPARTMENT OF CORRECTIONS, ATTN TIMOTHY RINGLER, PO BOX 598 LISBURN RD, CAMP HILL PA 17001										
ACCOUNT NMBR 115001976										
BTN	TELEPHONE #	CLS OF SVC	LISTED NAME	LISTED ADDRESS	CITY	LOCATION	LEC	add DATE OF ORDER	disc DATE OF ORDER	move DATE OF ORDER
	(215) 627-9672	1PC	COMMUNITY CORRECTIONS	219 E. HIGH ST	PHILA	LOWER LEVEL	VZ			
	(215) 844-9174	1PC	COMMUNITY CORRECTIONS	219 E. HIGH ST	PHILA		VZ			
	(215) 627-8505	1CC	COMMUNITY CORRECTIONS	407 N 8 ST	PHILA	LOWER LEVEL FACING WEST	VZ			
	(215) 849-9673	1CC	COMMUNITY CORRECTIONS	407 N 8TH ST	PHILA	LOWER LEVEL MIDDLE SET	VZ			
	(215) 922-9181	1CC	COMMUNITY CORRECTIONS	407 N 8TH ST	PHILA	LOWER LEVEL MIDDLE SET	VZ			
	(215) 922-9182	1CC	COMMUNITY CORRECTIONS	407 N 8TH ST	PHILA	UPPER LEVEL	VZ			
	(215) 978-9336	1CC	COMMUNITY SVC CTR	1628 N 15TH ST	PHILA	ENTRANCE RIGHT PHONE	VZ			
	(215) 978-9603	1CC	COMMUNITY SVC CTR	1628 N 15TH ST	PHILA	ENTRANCE LEFT PHONE	VZ			
	(215) 545-9384	1PC	DEPT OF CORRECTIONS	1221 BAINBRIDGE ST	PHILA	LEFT SET, LEFT WALL	VZ			
	(215) 732-9831	1PC	COMMUNITY CORRECTION	1221 BAINBRIDGE ST	PHILA	CENTER 5	VZ		9/10/2003	
	(215) 732-9865	1PC	COMMUNITY CORRECTION	1221 BAINBRIDGE ST	PHILA	CENTER 5	VZ		9/10/2003	
	(215) 732-9893	1PC	COMMUNITY CORRECTION	1221 BAINBRIDGE ST	PHILA	CENTER 5	VZ		9/10/2003	
	(215) 732-9897	1PC	COMMUNITY CORRECTION	1221 BAINBRIDGE ST	PHILA	CENTER 5	VZ		9/10/2003	
	(814) 453-3194	1PC	ERIE COMM. CORRECTIONS	137 W 2ND ST	ERIE	FRONT LOBBY	VZ		10/14/2003	
	(814) 454-3037	1PC	ERIE COMM. CORRECTIONS	137 W 2ND ST	ERIE	2ND FLR	VZ		10/28/2003	
	(814) 454-3989	1PC	ERIE COMM. CORRECTIONS	137 W 2ND ST	ERIE	2ND FLR	VZ		10/28/2003	
	(814) 459-1402	1PC	ERIE COMM. CORRECTIONS	137 W 2ND ST	ERIE	2ND FLR	VZ		10/28/2003	
	(814) 456-2063	1PC	ERIE COMM. CORRECTIONS	137 W 2ND ST	ERIE	3RD FLR	VZ		10/14/2003	
	(814) 456-2216	1PC	ERIE COMM. CORRECTIONS	137 W 2ND ST	ERIE	3RD FLR	VZ		10/14/2003	
	(814) 455-2780	1PC	ERIE COMM. CORRECTIONS	137 W 2ND ST	ERIE	3RD FLR	VZ		10/14/2003	
	(570) 961-8182	PC	COMMUNITY SERVICE CENTER	240 ADAMS AV	SCRANTO	BY SODA MACHINE NR STEPS	VZ			
	(570) 961-8378	PC	COMMUNITY SERVICE CENTER	240 ADAMS AV	SCRANTO	240 ADAMS AV, SCRANTON	VZ			
	(814) 536-9124	1PC	JOHNSTOWN COMM. CORRECTIO	301 WASHINGTON ST	JHNSTN		VZ		9/19/2003	
	(814) 536-9880	1PC	JOHNSTOWN COMM. CORRECTIO	301 WASHINGTON ST	JHNSTN		VZ		9/19/2003	
	(814) 536-9212	1PC	JOHNSTOWN COMM. CORRECTIO	301 WASHINGTON ST	JHNSTN		VZ		9/19/2003	
	(610) 439-9002	PC	COMMUNITY SERVICE CENTER	610 HAMILTON MALL	ALLENTON	FLR 2 HALLWAY RIGHT OF 4	VZ			
	(610) 439-9005	PC	COMMUNITY; SERVICE CTR	610 HAMILTON MALL	ALLENTON	FLR 2 HALLWAY 2ND FROM RIG	VZ			
	(610) 439-9037	PC	COMMUNITY; SERVICE CTR	610 HAMILTON MALL	ALLENTON	FLR 2 HALLWAY 2ND FROM LEF	VZ			
	(610) 439-9405	PC	COMMUNITY; SERVICE CTR	610 HAMILTON MALL	ALLENTON	FLR 2 HALLWAY LEFT OF 4	VZ			

Commonwealth of Pennsylvania
Public Telephone Inventory
Halfway Houses

(717) 255-9475	PC	HARRISBURG CORR CTR	27 N CAMERSON ST	HARRISBU	MAIN DESK AREA	VZ						
(717) 255-9812	PC	HARRISBURG CORR CTR	27 N CAMERSON ST	HARRISBU	BESIDE HESS'S GAS STA	VZ						
(717) 255-9814	PC	HARRISBURG CORR CTR	27 N CAMERSON ST	HARRISBU	REC AREA	VZ						
(717) 255-9816	PC	HARRISBURG CORR CTR	27 N CAMERSON ST	HARRISBU	MAIN LOBBY	VZ						
(724) 983-9955	1CC	SHARON COMM SVC CTR	300 W STATE ST	SHARON	AT COMMUNITY TREATMENT C	VZ						
(724) 983-9956	PC	SHARON COMMUNITY SVC CTR	300 W STATE ST	SHARON	ON STAIRS	VZ						
(412) 361-8999	PC	COMMUNITY TREATMENT CTR	501 N NEGLEY AVE	EAST LIBE	HALL CLOSET NR STAIRS	VZ						
(412) 361-9876	PC	COMMUNITY TREATMENT CTR	501 N NEGLEY AVE	EAST LIBE	LWR LVL	VZ						
(412) 682-9494	PC	WOMEN'S COMMUNITY SVC CTR	535 S AIKEN AVE	PITTSBUR	OPP PROF BLDG	VZ						
(412) 231-8916	PC	PRE-RELEASE CENTER	915 RIDGE AVE.	PITTSBUR	BSMNT LAUNDRY LFT SET	VZ						
(412) 231-8973	PC	PRE RELEASE CENTER	915 RIDGE AVE	PITTSBUR	BSMNT UNDR STPS	VZ						
(412) 231-9172	PC	PRE RELEASE CENTER	915 RIDGE AVE	PITTSBUR	BSMNT LNDRY RM RGT SET	VZ						
(717) 845-9015	PC	YORK COMM. CORRECTIONS	317 W MARKET ST	YORK		VZ						
(717) 845-9977	PC	YORK COMM. CORRECTIONS	317 W MARKET ST	YORK		VZ						
#of stats 43												

Commonwealth of Pennsylvania
Public Telephone Inventory
Game Commission

MAC 19501			AGENCY CODE 023							
BTN (717) 255-9802										
ACCT # 115001983										
MAIL COMMISSION STATEMENT/CHECK TO: Mr. Thomas Wylie, Game Commission, 2001 Elmerton Avenue, Harrisburg, PA 17110-9797										
								add	disc	move
Account #	Tel. Number	Cls of Svc	Listed Name	Listed Address	City	Location	LEC	DATE OF ORDER		
	(717) 255-9802	1PC	PENNA GAME COMMISSION	2001 ELMERTON AVE	HARRISBURG	2001 ELMERTON, SUSQUEENNA	VZ			
	(717) 255-9803	1PC	PENNA GAME COMMISSION	2001 ELMERTON AVE	HARRISBURG	LFT PAST RECEP, DOWN HALLWAY, UPSTAIRS	VZ			
# Slas: 2										

Commonwealth of Pennsylvania
 Public Telephone Inventory
 Labor Industry

Account 106007648		MAC							
MAIL COMMISSION STATEMENT/CHECK TO: Mr. John Hagstrom, Labor & Industry Bldg, 7th and Forster Street, Room 212, Harrisburg, PA 17120									
						add	disc	move	
Account #	Tel Number	Listed Name	Listed Address	Location	LEC	DATE OF ORDER			PIC CHANGE
	(814) 255-9900	Dept of Labor and Industry	727 Goucher St Johnstown Pa		VZ				
	(814) 255-9904	Dept of Labor and Industry	727 Goucher St Johnstown Pa		VZ				9/9/2003
	(814) 255-9932	Dept of Labor and Industry	727 Goucher St Johnstown Pa		VZ				9/9/2003
	(814) 255-9948	Dept of Labor and Industry	727 Goucher St Johnstown Pa		VZ				9/9/2003
	(814) 255-9952	Dept of Labor and Industry	727 Goucher St Johnstown Pa		VZ				9/9/2003
	(814) 255-9959	Dept of Labor and Industry	727 Goucher St Johnstown Pa		VZ				9/9/2003
	(814) 255-9960	Dept of Labor and Industry	727 Goucher St Johnstown Pa		VZ				9/9/2003
	(814) 255-9970	Dept of Labor and Industry	727 Goucher St Johnstown Pa		VZ				9/9/2003
	(814) 255-9974	Dept of Labor and Industry	727 Goucher St Johnstown Pa		VZ				9/9/2003
	(814) 255-9992	Dept of Labor and Industry	727 Goucher St Johnstown Pa		VZ				9/9/2003
	(814) 255-9995	Dept of Labor and Industry	727 Goucher St Johnstown Pa		VZ				9/9/2003
# STAT'S 11									

Attachment 2 – Section 1
Public Payphone Station Inventory

The public payphone station inventory is provided as a separate Microsoft Excel file consisting of nineteen (19) tabs, attached to this page. One (1) tab is a summary page of the approximately 902 public payphones and approximately forty-two (42) TTYs installed throughout Pennsylvania, following by eighteen (18) tabs broken down by Commonwealth Agencies. All tabs total thirty-seven (37) pages.



PA 2004 inventory
10-25-04.xls

Attachment 3 – Section 1
Coin/Card Public Telephone
Installation and Cutover Schedule

The coin/card public telephone service technical requirements are listed in Section 1.5-A of this RFP. These requirements are to be considered minimum and must be included in any proposal, regardless of what other services the Contractor includes in its proposal. All coin/card public telephone service shall be installed using a procedure such that there shall be no interruption of the existing coin/card telephone service. The Contractor will use the coin/card inventory from Attachment 2 to develop its installation schedule, which will be used to evaluate the Contractor's cutover schedule and plan. Each responding Contractor must submit a detailed cutover schedule with its proposal, including time frames for the various stages of installation, including tests, acceptance by the Commonwealth including ending time of the project.

Attachment 4-A -- Section 1
Verizon Public Telephone Tariffs



PA Vz North Section
5.pdf



PUC #500 Section
36A.pdf



PA Comp Svc 500
Tariff Section 35B.pdf



Vz North PA Section
34.pdf



Vz North PA Section
18.pdf



PUC #500 Section
40A.pdf



PUC #500 Section
38A.pdf



PUC #500 Section
39A.pdf



PUC #500 Section
37A.pdf

1. MESSAGE TOLL TELEPHONE SERVICE

A. APPLICATION

Part 1 of this tariff applies to message toll telephone service originated from a General Telephone Company of Pennsylvania rate center which terminates within a Local Access and Transport Area (LATA) and within the State of Pennsylvania. The points between which service is furnished on a local basis are indicated by the Local General Tariffs governing the rates for exchange service.

B. GENERAL REGULATIONS

1. DEFINITION

Message toll telephone service is that of furnishing facilities for telephone communication between telephones in different local service areas of the same LATA in accordance with the regulations and system of charges specified in Part 1 of this tariff. The toll service charges specified in Part 1 of this tariff are in payment for all service furnished between the calling and called telephones.

2. UNDERTAKING OF TELEPHONE COMPANY

The Telephone Company does not transmit messages, but offers, subject to the terms and conditions specified in Part 1 of this tariff, the use of its facilities where available for communication between customers.

3. PRIORITY OF SERVICE

In case a shortage of facilities exists at any time either for temporary or protracted periods, the furnishing of message toll telephone service shall take precedence over the use of trunk lines between central offices for the furnishing of the following types of channels: extension, branch exchange station, tie, private, teletypewriter, program transmission, short period talking, secretarial, toll terminal and foreign exchange.

4. LIABILITY OF TELEPHONE COMPANY

The liability of the Telephone Company for damages arising out of mistakes, omissions, interruptions, delays, or errors or defects in transmission, or failures or defects in the Telephone Company's equipment occurring in the course of furnishing service or other facilities and not caused by the negligence of the customer, or of the Telephone Company in failing to maintain proper standards of maintenance and operation and to exercise reasonable supervision, shall in no event exceed an amount equivalent to the proportionate charge to the customer for the period of service during which such mistake, omission, interruption, delay, or error or defect in transmission, or failure or defect in the Telephone Company's equipment occurs. Adjustments within the limits provided herein may be made by direct payment to the customer or by credit to the customer's account.

1. MESSAGE TOLL TELEPHONE SERVICE

B. GENERAL REGULATIONS (Cont'd)

5. USE

a. Use of Service

Service is provided for use by the customer and may be used by others, when so authorized by the customer, provided that all such usage shall be subject to the provisions of Part 1 of this tariff.

b. Use of Service for Unlawful Purposes

Service is furnished subject to the condition that it will not be used for an unlawful purpose. Service will not be furnished if any law enforcement agency, acting within its jurisdiction, advises that such service is being used or will be used in violation of the law, or if the Telephone Company receives other evidence that such service is being or will be so used.

c. Use of Service With Customer-Provided Equipment

Customer-provided terminal equipment and communications systems may be connected to exchange facilities of the Telephone Company subject to the regulations and rates applicable to the connection of such facilities to the local and long distance Telecommunications System of the Telephone Company as provided by Tariffs Telephone-Pa. P.U.C. Nos. 1, 3, 4 and 6.

6. SERVICE USED FOR DATA TRANSMISSION

a. Message toll telephone service is available for use on a two-point service basis with data transmitting and/or receiving equipment for the transmission and reception of data signals.

b. The regulations and rates for each call made for the purpose of transmitting data signals are those applicable for message toll telephone station-to-station and person-to-person services according to the connection established.

7. RESALE OF SERVICE

When Message Toll Telephone Service is provided for resale, a discount of 5% (five percent) will apply. This discount applies only to two-point service and does not include associated services. Verizon North Discount Calling Service, Verizon North Between Friends and Selective Exchange Calling Plan Service are available for resale at tariffed rates and must be applied on a per customer (end user) basis. The resale provisions will be available upon completion of Company and reseller arrangements. Services and facilities will be provided to resellers that have been duly authorized to transact business within the Commonwealth of Pennsylvania on a non discriminatory basis.

8. INTRALATA PRIMARY INTEREXCHANGE CARRIER (IPIC) FEE CREDIT

A credit per line for the amount charged by a company other than Verizon North for IntraLATA Message Toll Telephone Service will be issued to customers for IPIC change charge when changing their IPIC to Verizon North.

C. TWO-POINT SERVICE

1. DEFINITIONS

Bill to Third Party

The term "Bill to Third Party" denotes a billing arrangement by which a call may be charged to an authorized station as determined by the Telephone Company other than the station originating the call or the station where the call is terminated.

(C) Indicates Change

Issued: November 25, 2002

Effective: November 26, 2002

1. MESSAGE TOLL TELEPHONE SERVICE

C. TWO-POINT SERVICE (Cont'd)

1. DEFINITIONS (Cont'd)

Calling Card

The term "Calling Card" denotes a billing arrangement by which a call may be charged to an authorized Telephone Company Calling Card Number.

Collect Call

The term "Collect Call" denotes a billing arrangement by which the charge for a call may be reversed provided the charge is accepted at the called station. A collect call may be billed to a Calling Card or third party number. In the case of a collect call to a pay telephone, the charge must be billed to a calling card or third-party number, or the call may be reoriginated from the called station.

Operator Person-to-Person

The term "Operator Person-to-Person" denotes that service where the person originating the call specifies to the Telephone Company operator a particular person to be reached, a particular mobile station to be reached through a Miscellaneous Common Carrier attendant, or a particular station, department, or office to be reached through a Centrex or PBX attendant.

When, after the station, Miscellaneous Common Carrier mobile radio system, Centrex, or PBX called has been reached and while the connection remains established, the person originating the call requests or agrees to talk to any person other than the person specified, or to any other person or mobile station to be reached through a Miscellaneous Common Carrier attendant, or to any other station, department or office to be reached through a Centrex or PBX attendant, the classification of the call remains person-to-person.

When the person originating the call wishes arrangements made in advance with a particular party or station for the establishment of a connection at a specified time (appointment call), the call is classified as person-to-person.

1. MESSAGE TOLL TELEPHONE SERVICE

C. TWO-POINT SERVICE (Cont'd)

1. DEFINITIONS (Cont'd)

Operator Person-to-Person (Cont'd)

The Telephone Company does not undertake in connection with person-to-person service to bring to a station a called person who cannot be reached at a station connected to the General Telephone Company of Pennsylvania. However, at the request of the calling party, the Telephone Company, when possible, will arrange on behalf of the calling party, for messenger service; that is, a messenger or other means to notify the called party of the call. The Telephone Company shall be reimbursed by the calling party for the amount expended for such messenger service, such charges being subject to prior authorization by the calling party to the extent that they can be determined in advance. Such charges for messenger service are in addition to the tariff charges for the message.

Station

The term "Station" denotes the network control signaling unit and any other equipment provided in accordance with Telephone Exchange Service Tariffs of this Company's concurring and connecting carriers, or Tariffs of this Company's other participating carriers, or furnished by foreign telephone administrations, at a customer's premises or at pay telephone locations which enables a customer to establish communications connections and to effect communications through such connections.

Station-to-Station

The term "Station-to-Station" denotes that service where the person originating the call dials the telephone number desired or gives to the Telephone Company operator the telephone number of the desired station, Miscellaneous Common Carrier connecting circuit, Centrex, PBX, Centrex station, or PBX station which is reached directly rather than through a Centrex or PBX attendant, or gives only the name and address under which the number of the desired station, Miscellaneous Common Carrier connecting circuit, Centrex or PBX is listed and does not specify a particular person to be reached, nor a particular mobile station to be reached through a Miscellaneous Common Carrier attendant, nor a particular station, department or office to be reached through a Centrex or PBX attendant.

1. MESSAGE TOLL TELEPHONE SERVICE

C. TWO-POINT SERVICE (Cont'd)

1. DEFINITIONS (Cont'd)

Station-to-Station (Cont'd)

The classes of station-to-station service offered are as follows:

"Dial Station-to-Station" is that station-to-station service where the person originating the call from other than a pay telephone dials the telephone number desired and the call is completed without the assistance of a Telephone Company operator and the call is not billed to a number other than the originating number, except: when an operator records the originating telephone number where no automatic recording equipment is available; when an operator reaches the called telephone number where facilities are not available for dial completion; when an operator places a call for a calling party who identifies himself as being handicapped and unable to dial the call because of his handicap; and when an operator reestablishes a call which has been interrupted after the called number has been reached.

"Coin Paid Customer Dialed" is that station-to-station service where the person originates the call from a pay telephone, dials "1" plus the called number, and pays for the call by depositing the coins in the coin telephone.

"Calling Card Customer Dialed" is that station-to-station service where the person originating the call charges the call to an authorized Telephone Company Calling Card Number.

"Operator Station" is that station-to-station service where the person originating the call dials "0" plus the called number and charges the call to a third number, special billing number or makes the call collect. "Operator Station" is also that station-to-station service where the person originating the call dials "0" and requests the operator to dial the desired number and charge the call to a Calling Card, third number, special billing number, make it a collect call or pay for the call. All Station Time and Charge Requests are also included in this category.

1. MESSAGE TOLL TELEPHONE SERVICE

C. TWO-POINT SERVICE (Cont'd)

2. PROCEDURE FOR DETERMINING A RATE

- a. In order to determine the rate for a given class of service between two points in the State of Pennsylvania, the steps to be followed are:
- (1) Refer to Part 1 of this tariff and note the V and H coordinates for the rate centers involved, together with any other rate information in the V-H coordinate columns. In accordance with the instructions therein, determine the rate airline distance between the rate centers involved.
 - (2) For Harrisburg, Philadelphia, and Pittsburgh, to points for which the direct distance is 40 miles or less from the respective zones, toll rates are based on the airline distance between the points. To points for which the direct distances to the respective zones are more than 40 miles, toll rates are based on the distances to Zone 1 with a minimum of 41 miles.
 - (3) Refer to the appropriate rate table in 9. following. Opposite the mileage step which includes the mileage determined as in (1) above will be found the rates for all classes of service between the rate centers involved.

3. METHOD OF APPLYING RATES

Message toll telephone service rates between points within a LATA in Pennsylvania are based on the airline distance between rate centers. In general, each point is designated as a rate center except that certain small towns or communities are assigned adjacent rate centers with which they are closely associated for communication purposes or by community of interest and in the large metropolitan areas there are several rate centers. Each exchange area has one rate center except the Harrisburg, Philadelphia, Pittsburgh, Philadelphia Suburban and Pittsburgh Suburban exchange areas which are divided into zones each of which has a separate rate center.

For the purpose of determining rate distances, a vertical (V) and horizontal (H) coordinate system is used. The V-H system consists of a series of coordinates which represent a theoretical grid of vertical and horizontal lines covering the State of Pennsylvania. The spacing between these lines is about 1,670 feet and an intersection of any two grid lines represents the center of an area approximately one-tenth of a square mile designated by the two coordinates.

1. MESSAGE TOLL TELEPHONE SERVICE

C. TWO-POINT SERVICE (Cont'd)

3. METHOD OF APPLYING RATES (Cont'd)

The location of a rate center expressed in latitude and longitude can be converted mathematically to its grid location, i.e., vertical (V) and horizontal (H) coordinates. These coordinates permit calculation of the distance between any two such rate centers. The rate applicable for the distance so obtained is as provided in 9. following.

The V and the H coordinates for each rate center, and the rate center for each central office, in the State of Pennsylvania are listed in the Rate Guide in Part 3 of this tariff.

When service is available to a point not listed in this tariff, the rate center is the rate center for the central office through which exchange telephone service at the point is furnished.

4. CLASSES OF SERVICE

Service is offered on a Dial Station-to-Station; Coin Paid Customer Dialed, Calling Card Customer Dialed, Operator Station, or Operator Person-to-Person basis.

Charges for messages within these classes of service are based upon the day of the week and the time of day that each initial minute or additional minute begins.

Peak and Off-Peak Rate Periods - Peak rates apply from 7:00 a.m. to and including 6:59 p.m., Monday thru Friday. Off-Peak rates apply during all other time periods, including Saturdays, Sundays and the holidays listed in paragraph 1.C.8. of this Tariff.

1. MESSAGE TOLL TELEPHONE SERVICE

C. TWO-POINT SERVICE (Cont'd)

5. INITIAL MINUTE, ADDITIONAL MINUTES AND DISCOUNTS

Rates are quoted in terms of initial minute and additional minutes.

a. All Calls

Initial minute rates given in the rate table in 9.a. following are for connections of one minute or any fraction thereof.

b. All additional minute rates given in the rate table in 9.a. following are for each additional minute or any fraction thereof that the connection continues beyond the initial minute.

6. TIMING OF MESSAGES

a. The time when connection is established, (determined in accordance with the time-standard or daylight saving - observed at the location of the rate center of the calling station) determines whether Peak or Off-Peak rates apply. This rule applies whether the call is sent as paid or collect.

(1) In cases where a message begins in one rate period and ends in another, the rate in effect at the time the connection is established applies to the initial minute. The rate for each additional minute is the rate in effect at the beginning of each additional minute of usage.

(2) On Station-to-Station messages, chargeable time begins when connection is established between the calling station and the called station, Miscellaneous Common Carrier mobile radio system or PBX.

1. MESSAGE TOLL TELEPHONE SERVICE

C. TWO-POINT SERVICE (Cont'd)

6. TIMING OF MESSAGES (Cont'd)

- (3) On Person-to-Person messages, chargeable time begins when connection is established between the calling person and the particular person or station specified or an agreed alternate.
- b. Chargeable time ends when the calling station "hangs up" thereby releasing the network connection. If the called station "hangs up" but the calling station does not, chargeable time ends when the network connection is released either by automatic timing equipment in the telephone network or by the Telephone Company operator.
- c. Chargeable time does not include time lost because of faults or defects in the service.
- d. When exchange telephone service used for Message Toll Telephone Service is connected through a Service Terminating Arrangement or Connecting Arrangement at a customer's premises to a communications system, chargeable time for all calls begins when a call from the telecommunications network terminates in or passes through the first terminal equipment on that communications system. It is the customer's responsibility to furnish answer supervision so that chargeable time may begin.

7. REVERSAL OF CHARGES (COLLECT CALLS)

The regularly established Operator Station-to-Station or Operator Person-to-Person rates apply.

8. RATES APPLICABLE ON CERTAIN HOLIDAYS

On Christmas Day (December 25), New Year's Day (January 1), Independence Day (July 4), Thanksgiving Day and Labor Day, the rate applicable is the Off-Peak rate, unless a lower rate would normally apply.

VERIZON North Incorporated

Section 5
Original Sheet 10

1. MESSAGE TOLL TELEPHONE SERVICE

C. TWO-POINT SERVICE (Cont'd)

9. TABLE OF RATES

a. Dial Station-to-Station Calls -

- (1) The following rates are applicable to exchanges governed by Tariffs Telephone-Pa. P.U.C. Nos. 5 and 6.

Rate Mileage	Peak		Off Peak	
	Initial Minute	Each Additional Minute	Initial Minute	Each Additional Minute
1-10	\$.130	\$.130	\$.065	\$.065
11-16	.130	.130	.065	.065
17-22	.160	.160	.080	.080
23-30	.160	.160	.080	.080
31-40	.160	.160	.080	.080
41-55	.160	.160	.080	.080
56-70	.160	.160	.080	.080
71-124	.160	.160	.080	.080
125-196	.160	.160	.080	.080
197-292	.160	.160	.080	.080
293-354	.160	.160	.080	.080

- (2) The following rates are applicable to exchanges governed by Tariffs Telephone-Pa. P.U.C. Nos. 1 and 3.

Rate Mileage	Peak		Off Peak	
	Initial Minute	Each Additional Minute	Initial Minute	Each Additional Minute
1-10	\$.130	\$.130	\$.065	\$.065
11-16	.130	.130	.065	.065
17-22	.160	.160	.080	.080
23-30	.160	.160	.080	.080
31-40	.160	.160	.080	.080
41-55	.160	.160	.080	.080
56-70	.160	.160	.080	.080
71-124	.160	.160	.080	.080
125-196	.160	.160	.080	.080
197-292	.160	.160	.080	.080
293-354	.160	.160	.080	.080

- (3) The following service charges are applicable to exchanges governed by Tariffs Telephone-Pa. P.U.C. Nos. 1, 3, 5 and 6.

Dialed Station	Rate	Schedule Charge	Plus:
Calling Card Customer Dialed			\$.65 **
Operator Station-to-Station*			1.20
Person-to-Person			3.00

- (4) Rate Application Periods

Peak rates apply from 7:00 a.m. to and including 6:59 p.m., Monday thru Friday. Off-Peak rates apply during all other time periods, including Saturdays, Sundays and the holidays listed in paragraph 1.C.8. of this Tariff.

*Includes all Time and Charge calls.

**Rates for calls originated from Coin Telephones are on Sheet 12E.

(C) Indicates Change

(D) Indicates Decrease

Issued: November 25, 2002

Effective: November 26, 2002

VERIZON North Incorporated

1. MESSAGE TOLL TELEPHONE SERVICE

C. TWO-POINT SERVICE (Cont'd)

9. TABLE OF RATES (Cont'd)

1. MESSAGE TOLL TELEPHONE SERVICE

C. TWO-POINT SERVICE (Cont'd)

9. TABLE OF RATES (Cont'd)

c. Rates for Calls Placed with the Assistance of an Operator -

- (1) The following rates are applicable to exchanges governed by Tariffs Telephone-Pa. P.U.C. Nos. 5 and 6.

Rate Mileage	Peak		Off Peak	
	Initial Minute	Each Additional Minute	Initial Minute	Each Additional Minute
1-10	\$.130	\$.130	\$.065	\$.065
11-16	.130	.130	.065	.065
17-22	.160	.160	.080	.080
23-30	.160	.160	.080	.080
31-40	.160	.160	.080	.080
41-55	.160	.160	.080	.080
56-70	.160	.160	.080	.080
71-124	.160	.160	.080	.080
125-196	.160	.160	.080	.080
197-292	.160	.160	.080	.080
293-354	.160	.160	.080	.080

- (2) The following rates are applicable to exchanges governed by Tariffs Telephone-Pa. P.U.C. Nos. 1 and 3.

Rate Mileage	Peak		Off Peak	
	Initial Minute	Each Additional Minute	Initial Minute	Each Additional Minute
1-10	\$.130	\$.130	\$.065	\$.065
11-16	.130	.130	.065	.065
17-22	.160	.160	.080	.080
23-30	.160	.160	.080	.080
31-40	.160	.160	.080	.080
41-55	.160	.160	.080	.080
56-70	.160	.160	.080	.080
71-124	.160	.160	.080	.080
125-196	.160	.160	.080	.080
197-292	.160	.160	.080	.080
293-354	.160	.160	.080	.080

- (3) The following service charges are applicable to exchanges governed by Tariffs Telephone-Pa. P.U.C. Nos. 1, 3, 5 and 6.

Operator Assistance Rate Schedule Charge Plus:

Calling Card Customer Dialed	\$.65
Operator Station-to-Station*	1.20
Person-to-Person	3.00

- (4) Rate Application Periods

Peak rates apply from 7:00 a.m. to and including 6:59 p.m., Monday thru Friday. Off-Peak rates apply during all other time periods, including Saturdays, Sundays and the holidays listed in paragraph 1.C.8. of this Tariff.

- (5) Public Payphone Usage Surcharge

In addition to any applicable Operator Handled Service Charge, this surcharge applies to all completed Local and IntraLata long distance calls that are made from a payphone and are not paid by coins being placed in the payphone coin box.

This surcharge does not apply to calls made to emergency numbers (911), calls to a telecommunications relay service, or local calls for which the caller has made the required coin deposit.

Public Payphone Usage, per call surcharge \$0.25

*Includes all Time and Charge calls.

**Rates for calls originated from Coin Telephones are on Sheet 12E.

(C) Indicates Change

Issued: November 25, 2002

Effective: November 26, 2002

1. MESSAGE TOLL TELEPHONE SERVICE

C. TWO-POINT SERVICE (Cont'd)

9. TABLE OF RATES (Cont'd)

d. Rates for Calls Placed Using a Calling Card -

(1) The following rates are applicable to exchanges governed by Tariffs Telephone-Pa. P.U.C. Nos. 5 and 6.

Rate Mileage	Peak		Off Peak	
	Initial Minute	Each Additional Minute	Initial Minute	Each Additional Minute
1-10	\$.130	\$.130	\$.065	\$.065
11-16	.130	.130	.065	.065
17-22	.160	.160	.080	.080
23-30	.160	.160	.080	.080
31-40	.160	.160	.080	.080
41-55	.160	.160	.080	.080
56-70	.160	.160	.080	.080
71-124	.160	.160	.080	.080
125-196	.160	.160	.080	.080
197-292	.160	.160	.080	.080
293-354	.160	.160	.080	.080

(2) The following rates are applicable to exchanges governed by Tariffs Telephone-Pa. P.U.C. Nos. 1 and 3.

Rate Mileage	Peak		Off Peak	
	Initial Minute	Each Additional Minute	Initial Minute	Each Additional Minute
1-10	\$.130	\$.130	\$.065	\$.065
11-16	.130	.130	.065	.065
17-22	.160	.160	.080	.080
23-30	.160	.160	.080	.080
31-40	.160	.160	.080	.080
41-55	.160	.160	.080	.080
56-70	.160	.160	.080	.080
71-124	.160	.160	.080	.080
125-196	.160	.160	.080	.080
197-292	.160	.160	.080	.080
293-354	.160	.160	.080	.080

(3) The following service charges are applicable to exchanges governed by Tariffs Telephone-Pa. P.U.C. Nos. 1, 3, 5 and 6.

Calling Card Rate Schedule Charge Plus:

Calling Card Customer Dialed	\$.65 **
Operator Station-to-Station*	1.20
Person-to-Person	3.00

(4) Rate Application Periods

Peak rates apply from 7:00 a.m. to and including 6:59 p.m., Monday thru Friday. Off-Peak rates apply during all other time periods, including Saturdays, Sundays and the holidays listed in paragraph 1.C.8. of this Tariff.

*Includes all Time and Charge calls.

**Rates for calls originated from Coin Telephones are on Sheet 12E.

(C) Indicates Change

(D) Indicates Decrease

1. MESSAGE TOLL TELEPHONE SERVICE

C. TWO-POINT SERVICE (Cont'd)

9. TABLE OF RATES (Cont'd)

e. Rates for Person-to-Person Calls -

(1) The following rates are applicable to exchanges governed by Tariffs Telephone-Pa. P.U.C. Nos. 5 and 6.

Rate Mileage	Peak		Off Peak	
	Initial Minute	Each Additional Minute	Initial Minute	Each Additional Minute
1-10	\$.130	\$.130	\$.065	\$.065
11-16	.130	.130	.065	.065
17-22	.160	.160	.080	.080
23-30	.160	.160	.080	.080
31-40	.160	.160	.080	.080
41-55	.160	.160	.080	.080
56-70	.160	.160	.080	.080
71-124	.160	.160	.080	.080
125-196	.160	.160	.080	.080
197-292	.160	.160	.080	.080
293-354	.160	.160	.080	.080

(2) The following rates are applicable to exchanges governed by Tariffs Telephone-Pa. P.U.C. Nos. 1 and 3.

Rate Mileage	Peak		Off Peak	
	Initial Minute	Each Additional Minute	Initial Minute	Each Additional Minute
1-10	\$.130	\$.130	\$.065	\$.065
11-16	.130	.130	.065	.065
17-22	.160	.160	.080	.080
23-30	.160	.160	.080	.080
31-40	.160	.160	.080	.080
41-55	.160	.160	.080	.080
56-70	.160	.160	.080	.080
71-124	.160	.160	.080	.080
125-196	.160	.160	.080	.080
197-292	.160	.160	.080	.080
293-354	.160	.160	.080	.080

(3) The following service charges are applicable to exchanges governed by Tariffs Telephone-Pa. P.U.C. Nos. 1, 3, 5 and 6.

Person-to-Person Rate Schedule Charge Plus:

Calling Card Customer Dialed	\$.65
Operator Station-to-Station*	1.20
Person-to-Person	3.00

(4) Rate Application Periods

Peak rates apply from 7:00 a.m. to and including 6:59 p.m., Monday thru Friday. Off-Peak rates apply during all other time periods, including Saturdays, Sundays and the holidays listed in paragraph 1.C.8. of this Tariff.

*Includes all Time and Charge calls.

**Rates for calls originated from Coin Telephones are on Sheet 12E.

(C) Indicates Change

(D) Indicates Decrease

Issued: November 25, 2002

Effective: November 26, 2002

VERIZON North Incorporated

Section 5
Original Sheet 15

1. MESSAGE TOLL TELEPHONE SERVICE

C. TWO-POINT SERVICE (Cont'd)

9. TABLE OF RATES (Cont'd)

f. Rates for Coin Telephone Originated Calls.

(1) The following rates are applicable to exchanges governed by Tariffs Telephone-Pa. P.U.C. Nos. 5 and 6.

Rate Mileage	Peak		Off Peak	
	Initial Minute	Each Additional Minute	Initial Minute	Each Additional Minute
1-10	\$.138	\$.138	\$.069	\$.069
11-16	.138	.138	.069	.069
17-22	.198	.198	.099	.099
23-30	.198	.198	.099	.099
31-40	.198	.198	.099	.099
41-55	.198	.198	.099	.099
56-70	.198	.198	.099	.099
71-124	.198	.198	.099	.099
125-196	.198	.198	.099	.099
197-292	.198	.198	.099	.099
293-354	.198	.198	.099	.099

(2) The following rates are applicable to exchanges governed by Tariffs Telephone-Pa. P.U.C. Nos. 1 and 3.

Rate Mileage	Peak		Off Peak	
	Initial Minute	Each Additional Minute	Initial Minute	Each Additional Minute
1-10	\$.130	\$.130	\$.065	\$.065
11-16	.130	.130	.065	.065
17-22	.180	.180	.090	.090
23-30	.180	.180	.090	.090
31-40	.180	.180	.090	.090
41-55	.180	.180	.090	.090
56-70	.180	.180	.090	.090
71-124	.180	.180	.090	.090
125-196	.180	.180	.090	.090
197-292	.180	.180	.090	.090
293-354	.180	.180	.090	.090

(3) The following service charges are applicable to exchanges governed by Tariffs Telephone-Pa. P.U.C. Nos. 1, 3, 5 and 6.

Coin Telephone Originated Rate Schedule Charge Plus:

Calling Card Customer Dialed	\$.65
Coin Paid Customer Dialed	\$.40
Operator Station-to-Station*	1.20
Person-to-Person	3.00

(4) Rate Application Periods

Peak rates apply from 7:00 a.m. to and including 6:59 p.m., Monday thru Friday. Off-Peak rates apply during all other time periods, including Saturdays, Sundays and the holidays listed in paragraph 1.C.8. of this Tariff.

*Includes all Time and Charge calls.

(C) Indicates Change

Issued: November 25, 2002

Effective: November 26, 2002

1. MESSAGE TOLL TELEPHONE SERVICE

C. TWO-POINT SERVICE (Cont'd)

10. RATES APPLICABLE ON MESSAGES PLACED BY CERTIFIED SPEECH AND/OR HEARING HANDICAPPED

On messages placed by certified speech and/or hearing handicapped customers who are incapable of verbal communication and use a telecommunications device (e.g. teletypewriter or similar keyboard communications terminal device) for communicating over the Message Toll Network, the rates in 11. following will apply.

Certification of the speech and/or hearing handicap requires the completion of an application form certified by an agency designated by the Telephone Company, or physician, otolaryngologist or licensed speech-language pathologist or audiologist.

11. TABLE OF RATES APPLICABLE TO MESSAGES PLACED BY CERTIFIED SPEECH AND/OR HEARING HANDICAPPED RESIDENCE CUSTOMERS

a. Dial Station-to-Station

Rate Mileage	Peak		Off Peak	
	Initial Minute	Each Additional Minute	Initial Minute	Each Additional Minute
1-10	\$.78	\$.78	\$.039	\$.039
11-16	.78	.78	.039	.039
17-22	.96	.96	.048	.048
23-30	.96	.96	.048	.048
31-40	.96	.96	.048	.048
41-55	.96	.96	.048	.048
56-70	.96	.96	.048	.048
71-124	.96	.96	.048	.048
125-196	.96	.96	.048	.048
197-292	.96	.96	.048	.048
293-354	.96	.96	.048	.048

b. Rate Application Periods

Peak rates apply from 7:00 a.m. to and including 6:59 p.m., Monday thru Friday. Off-Peak rates apply during all other time periods, including Saturdays, Sundays and the holidays listed in paragraph 1.C.8. of this Tariff.

(D) Indicates Decrease

Issued: November 25, 2002

Effective: November 26, 2002

1. MESSAGE TOLL TELEPHONE SERVICE

D. CONFERENCE SERVICE

1. TOLL CONFERENCE SERVICE

a. Definition

Message toll conference service is that of furnishing connections between three or more main lines on one connection at the same time.

b. Conditions Under Which Service is Furnished

- (1) Service is furnished where and to the extent that facilities permit.
- (2) All lines on a conference connection may be so interconnected that each may communicate with all the others, or arrangements may be made whereby one line will be the transmitting line and all others receiving lines.
- (3) One class of service only is offered whether the call is to specified persons or specified telephones.
- (4) The Telephone Company, upon request, will attempt to arrange for the establishment of a conference connection at a specified time.

c. Reversal of Charges (Collect Calls)

Charges for conference calls may, upon request, be reversed provided:

- (1) The total charge will be billed against one called line.
- (2) The charge is accepted at the designated line.

d. Timing of Messages

- (1) Chargeable time begins when connection is established between all lines on the conference.
- (2) Chargeable time ends on a given two-point connection of a conference call when the connection is terminated by the originating line of the called line.
- (3) Chargeable time does not include time lost because of faults or defects in the service.

e. Rates and Charges

The rates for a conference call are the sum of:

- (1) the two-point initial minute and additional minute charges determined in accordance with C. preceding for a call between the originating line and each called line on the conference, and
- (2) a service charge of \$2.50 for each called line.

2. LOCAL CONFERENCE SERVICE

a. Definition

At points where the special equipment required for conference connections is in service, the Telephone Company will undertake to establish local conference connections between more than two lines, all of which are within the same local service area on one connection at the same time, all such lines being so interconnected that each may communicate with all the others. The total number of lines connected will be determined by equipment limitations.

These connections will be established on either a person-to-person or station-to-station basis. The Telephone Company, at the request of a customer, will undertake to arrange for the establishment of a conference connection at a specified time.

Reversal of Charges (Collect Calls)

Charges for conference calls may, upon request, be reversed, provided:

- (1) The total charge will be billed against one line.
- (2) The charge is accepted at the designated line.

1. MESSAGE TOLL TELEPHONE SERVICE

D. CONFERENCE SERVICE (Cont'd)

2. LOCAL CONFERENCE SERVICE (cont'd)

b. Rates and Charges

Where all lines in a conference connection are within the same local service area, the following rates apply:

- (1) Usage Charge:
For each line in excess of the originating line:
Each one minute or fraction thereof \$.05
- (2) Service Charge:
For each called line \$2.50

E. MOBILE TELEPHONE SERVICE

1. APPLICATION OF REGULATIONS AND RATES

The regulations and rates set forth below apply for intrastate message toll Mobile Telephone Service furnished through the mobile telephone service base stations listed in 3. following.

2. GENERAL REGULATIONS

a. Definition

Message Toll Mobile Telephone Service is a communication service through a mobile telephone service base station between a mobile unit and a wire telephone located outside the mobile service area associated with such mobile telephone service base station or between two mobile units served through mobile telephone service base stations having different rate centers.

Message Toll Mobile Telephone Service also includes service through a mobile telephone service base station between a wire telephone or a mobile unit, and another station which is authorized by the Federal Communications Commission to communicate with the mobile telephone service base station, or between two such other stations.

In the application of regulations and rates, stations other than mobile units which are authorized by the Federal Communications Commission to communicate with a mobile telephone service base station are considered as mobile units.

b. Availability of Service

Mobile Telephone Service is available to mobile units equipped for this service when within range of a mobile telephone service base station through which such service is furnished, and subject to transmission, atmospheric and like limitations.

c. Class of Service

Calls may be filed either to a specified person or to a specified telephone.

d. Registry of Mobile Unit

The party on the mobile unit placing or receiving a toll call shall inform the mobile service operator, upon request, as to the place of registry of the mobile unit placing the call.

3. RATES

The rates applicable for calls from or to mobile units served by the base stations listed below, are station-to-station Peak or Off-Peak rates or person-to-person rates as set forth in C. preceding.

(C) Indicates Change

1. MESSAGE TOLL TELEPHONE SERVICE

E. MOBILE TELEPHONE SERVICE (Cont'd)

3. RATES (Cont'd)

BASE STATIONS

Station Code	Rate Center	V-H Coordinates	
		V	H
Allwn	Allentown, Pa.	5166	1585
Atoon	Altoona, Pa.	5460	1972
Butr	Butler, Pa. (The United Telephone Company of Pennsylvania)	5334	2221
Chbg	Chambersburg, Pa. (The United Telephone Company of Pennsylvania)	5495	1799
Cnvl	Connellsville, Pa.	5660	2078
Don	Donora, Pa.	5656	2133
Eph-P	Ephrata, Pa. (Dryer and Ephrata Telephone and Telegraph Company)	5311	1625
Erie (1)	Erie, Pa. (VZ North Incorporated)	5321	2397
Exr	Export, Pa. (The Murraysville Telephone Company)	5591	2130
FrCy	Forest City, Pa. (The North-Eastern Telephone Company)	4979	1721
Gall	Galliee, Pa. (VZ North Incorporated)	4935	1688
Gib	Gibsonia, Pa. (North Pittsburgh Telephone Company)	3582	2203
Gnbg-P	Greensburg, Pa.	5605	2105
Hanv	Hanover, Pa. (The United Telephone Company of Pennsylvania)	5455	1689
Hbg	Harrisburg, Pa. (Zone 1)	5363	1733
Hztn	Hazleton, Pa.	5153	1700
Ind	Indiana, Pa.	5510	2089
Jntn-P (1)	Johnstown, Pa. (VZ North Incorporated)	5542	2021
Kitng	Kittanning, Pa. (ALLTEL Pennsylvania, Inc.)	5509	2164
Lanc	Lancaster, Pa.	5348	1626
Mdvl	Meadville, Pa. (ALLTEL Pennsylvania, Inc.)	5413	2349
Nwin	New Bethlehem, Pa. (Citizens Utilities Company of Pennsylvania)	5455	2158
Oicy (1)	Oil City, Pa. (VZ North Incorporated)	5412	2264
Phla	Philadelphia, Pa.	5251	1458
Pitb	Pittsburgh, Pa.	5621	2165
Pmtn	Palmerton, Pa. (Palmerton Telephone Company)	5146	1630
Rdg	Reading, Pa.	5258	1612
Roch-P	Rochester, Pa.	5597	2254
Stcl	State College	5360	1933
Unin	Uniontown, Pa.	5694	2082
Wash-P	Washington, Pa.	5692	2137
WkBr-Scrn	Pittston, Pa.	5069	1720
Wmpt	Williamsport, Pa.	5200	1873
York-P (1)	York, Pa. (VZ North Incorporated)	5402	1674

(1) In accordance with the Verizon North Incorporated Tariffs Telephone-Pa. P.U.C.O. Nos. 1, 3, 4 and 6, the following radio service charge applies in addition to the applicable toll message charges for messages to or from mobile units registered through other base stations.

For the initial period of three-minutes or fraction thereof \$1.00
For each additional minute or fraction thereof .30

(C) Indicates Change

Issued: November 25, 2002

Effective: November 26, 2002

1. MESSAGE TOLL TELEPHONE SERVICE

F. SERVICE THROUGH MISCELLANEOUS COMMON CARRIERS (as defined in Part 21 of the F.C.C. Rules)

Interconnected message toll telephone service is available to and from two-way mobile and to one-way paging units of the Miscellaneous Common Carriers specified below.

<u>Name of Carrier</u>	<u>Wire Telephone Rate Center</u>	<u>Carrier's Tariff</u>
Airsignal International of Philadelphia, Pa., Inc.	Philadelphia Zone 3	P.U.C. No. 1
Airsignal International of Philadelphia, Pa., Inc.	Philadelphia Zone 4	P.U.C. No. 1
Airsignal International of Philadelphia, Pa., Inc.	Canonsburg	P.U.C. No. 1
Airsignal International of Philadelphia, Pa., Inc.	Pittsburgh Zone 1	P.U.C. No. 1
Altoona Telephone Message Center	Altoona	P.U.C. No. 1
Anserphone Inc.	New Castle	P.U.C. No. 1
Commonwealth Telephone Company	Wilkes-Barre	P.U.C. No. 1
Denver and Ephrata Telephone and Telegraph Company	Lancaster	P.U.C. No. 1
Digital Paging Systems of Pittsburgh, Inc.	Pittsburgh Zone 1	P.U.C. No. 1
Digital Paging Systems of Pittsburgh, Inc.	Pittsburgh Zone 5	P.U.C. No. 1
Digital Paging Systems of Pittsburgh, Inc.	Pittsburgh Suburban Zone 10	P.U.C. No. 1
Digital Paging Systems of Pittsburgh, Inc.	Greensburg	P.U.C. No. 1
Digital Paging Systems of Pittsburgh, Inc.	New Kensington	P.U.C. No. 1
Hazle-Tone Communications, Inc.	Wilkes-Barre	P.U.C. No. 1
Joines Telephone Answering Service	Beaver Falls	P.U.C. No. 1
Joines Telephone Answering Service	Rochester	P.U.C. No. 1
K Communications	Bloomsburg	P.U.C. No. 1
Kimmel, A. F.	Sunbury	P.U.C. No. 1
Lancaster Radio Paging Corporation	Lancaster	P.U.C. No. 1
Lebanon Mobilfone	Lebanon	P.U.C. No. 1
Lehigh Valley Mobile Telephone Company	Allentown	P.U.C. No. 1
M M Answering Service, Inc.	Bradford	P.U.C. No. 1
Mobilfone of Northeastern Pennsylvania, Inc.	Pittston	P.U.C. No. 1
Mobilfone of Northeastern Pennsylvania, Inc.	Scranton	P.U.C. No. 1
Mobilfone of Northeastern Pennsylvania, Inc.	Wilkes-Barre	P.U.C. No. 1
Mobil Talk, Inc.	Uniontown	P.U.C. No. 1
Mobile Communications Services, Inc.	Clarion	P.U.C. No. 1
Mobile Communications Services, Inc.	Greenville	P.U.C. No. 1
Modern Communications Corporation	State College	P.U.C. No. 1
Penna Radio Telephone Corp.	Reading	P.U.C. No. 1
Philadelphia Mobile Telephone Company	Philadelphia Zone 3	P.U.C. No. 1
Philadelphia Mobile Telephone Company	Philadelphia Zone 4	P.U.C. No. 1
Pocono Mobile Radio Telephone Co., Inc.	Mt. Pocono	P.U.C. No. 1
Professional Communications, Inc.	Russell	P.U.C. No. 1
RCC of Pennsylvania, Inc.	Washington	P.U.C. No. 1
Radio Broadcasting Co.	Allentown	P.U.C. No. 1
Radio Broadcasting Co.	Malvern	P.U.C. No. 1
Radio Broadcasting Co.	Paoli	P.U.C. No. 1
Radio Broadcasting Co.	Philadelphia Zone 1	P.U.C. No. 1
Radio Broadcasting Co.	Philadelphia Zone 2	P.U.C. No. 1
Radio Broadcasting Co.	Philadelphia Suburban Zone 11	P.U.C. No. 1
Radio Broadcasting Co.	Philadelphia Suburban Zone 24	P.U.C. No. 1
Radio Broadcasting Co.	Philadelphia Suburban Zone 28	P.U.C. No. 1
Radio Broadcasting Co.	Philadelphia Suburban Zone 30	P.U.C. No. 1
Radio Broadcasting Co.	Philadelphia Suburban Zone 38	P.U.C. No. 1
Radio Broadcasting Co.	Philadelphia Suburban Zone 44	P.U.C. No. 1
Schuylkill Mobile Fone, Inc.	Frackville	P.U.C. No. 1
Schuylkill Mobile Fone, Inc.	Hazleton	P.U.C. No. 1
Schuylkill Mobile Fone, Inc.	Minersville	P.U.C. No. 1
Schuylkill Mobile Fone, Inc.	Pottsville	P.U.C. No. 1
Schuylkill Mobile Fone, Inc.	St. Clair	P.U.C. No. 1
Schuylkill Mobile Fone, Inc.	Shanandoah	P.U.C. No. 1
Scott Communications, Inc.	Philadelphia Suburban Zone 30	P.U.C. No. 1
Slocum, Charles L.	Youngsville	P.U.C. No. 1
Susquehanna Mobile Communications, Inc.	Harrisburg Zone 1	P.U.C. No. 1
The Medical-Dental Bureau, Inc.	New Castle	P.U.C. No. 1
Tri-State Radio Corporation of Pennsylvania, Inc.	Harrisburg Zone 1	P.U.C. No. 1

VERIZON North Incorporated

Section 5
Original Sheet 21

1. MESSAGE TOLL TELEPHONE SERVICE

F. (Cont'd)

<u>Name of Carrier</u>	<u>Wire Telephone Rate Center</u>	<u>Carrier's Tariff</u>
Williamsport Mobile Telephone Company	Lock Haven	P.U.C. No. 1
Williamsport Mobile Telephone Company	Milton	P.U.C. No. 1
Williamsport Mobile Telephone Company	Williamsport	P.U.C. No. 1

The message toll rates between the applicable wire telephone rate center and the rate center of the Miscellaneous Common Carrier are as set forth in Paragraph C., Two-Point Service preceding. The Miscellaneous Common Carrier rate center is the wire telephone rate center shown above. Additional charges which the Miscellaneous Common Carrier applies to its customers for its portion of the interconnected service are as set forth in the Carrier's tariff on file with the Pennsylvania Public Utility Commission.

Telephone - Pa. P.U.C. No. 11

VERIZON North Incorporated

Section 5
Original Sheet 22

OPERATOR SERVICES

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(C)

A. GENERAL

The following regulations and rates apply to local message calls placed through an Operator or Customer Dialed Calling Card, Operator Station-to-Station and Mechanized Station-to-Station calls between points in the local calling area.

B. REGULATIONS

1. The following rates schedules apply to calls placed through a Residence Dial Tone Line, Business Dial Tone Line, and Pay Telephone Line.
2. All other applicable rates, charges and regulations can be found in other tariffs of the Company.
3. The local calling areas of each Exchange Area are those which appear in this tariff under "Exchange Areas or Zones".
4. Local Calling Areas and Exchange Area Maps are contained in D. and E. preceding.

Operator Services

C. RATES

The rates for originating messages are listed below.

1. To points to which the Local General Tariffs for each Exchange Area indicate service is furnished on a Local Area Unlimited Usage Package basis, rates per message are:

Calling Card Customer Dialed, Initial 3 Minutes.....	\$.75	
Operator Station-to-Station†, Initial 3 Minutes.....	2.50	
Mechanized Station-to-Station, Initial 3 Minutes.....	2.50	
Mechanized Station-to-Station Corrections Collect Call, Initial 3 Minutes.....	1.75 (I)	(C)
Operator All Types Operator Person-To-Person, Initial 3 Minutes..	4.50	
All Classes of Service Overtime, Each 3 Minutes.....	.05	

2. To points to which the Local General Tariffs for each Exchange Area indicate that local service is offered on a measured local use basis, the following rates apply for Coin Calls in addition to the Dialed Station-to-Station Measured Local Use rates in C.4 following:

Coin Paid Customer Dialed.....	\$.25
Calling Card Customer Dialed, Initial 3 Minutes.....	.75
Operator Station-to-Station†.....	2.50
Mechanized Station-to-Station.....	2.50
Mechanized Station-to-Station Corrections Collect Call.....	1.75 (I)
Person-To-Person.....	4.50

NOTE:

† Includes Collect, Special Billing Number, Bill To A Third Number calls and Hotel/Motel Guest originated operator completed calls. The live operator surcharge will be waived for victims of domestic violence, the staffs of domestic violence program agencies (when involved in domestic violence counseling) and emergency services personnel (while in the performance of their jobs).

OPERATOR SERVICES
MESSAGE TOLL SERVICE

A. APPLICATION OF TARIFF

This Tariff applies to Operator Message Toll Service between points within a Local Access and Transport Area (LATA) and within the State of Pennsylvania. The points between which service is furnished on a local basis are indicated by the Local General Tariffs governing the rates for exchange service.

B. GENERAL REGULATIONS

1. DEFINITION

Operator Message Toll Service is that of furnishing facilities for communication between stations in different local service areas of the same LATA in accordance with the regulations and system of rates specified in this tariff. The rates specified in this tariff are in payment for all service furnished between the calling and called stations. (C)

2. UNDERTAKING OF TELEPHONE COMPANY

The Telephone Company offers, subject to the terms and conditions specified in this tariff, the use of its facilities where available for communication between customers. (C)

3. PRIORITY OF SERVICE

In case a shortage of facilities exists at any time either for temporary or protracted periods, the furnishing of message toll service shall take precedence over the use of lines between central offices for the furnishing of special services.

4. LIABILITY OF TELEPHONE COMPANY

The liability of the Company for damages arising out of mistakes, omissions, interruptions, delays, or errors or defects in transmission, or failures or defects in the Company's equipment occurring in the course of furnishing service or other facilities and not caused by the negligence of the customer, or of the Company in failing to maintain proper standards of maintenance and operation and to exercise reasonable supervision, shall in no event exceed an amount equivalent to the proportionate charge to the customer for the period of service during which such mistake, omission, interruption, delay, or error or defect in transmission, or failure or defect in the Company's equipment occurs. Adjustments within the limits provided herein may be made by direct payment to the customer or by credit to the customer's account.

OPERATOR SERVICES
MESSAGE TOLL SERVICE

B. GENERAL REGULATIONS (Cont'd)

5. USE

Use of Service for Unlawful Purposes

Service is furnished subject to the condition that it will not be used for an unlawful purpose. Service will not be furnished if any law enforcement agency, acting within its jurisdiction, advises that such service is being used or will be used in violation of the law, or if the Telephone Company receives other evidence that such service is being or will be so used.

6. SERVICE USED FOR DATA TRANSMISSION

- a. Message toll service is available for use on a two-point service basis with data transmitting and/or receiving equipment for the transmission and reception of data signals.
- b. The regulations and rates for each call made for the purpose of transmitting data signals are those applicable in this tariff for Operator Services. (C)

C. OPERATOR MESSAGE TOLL SERVICE

1. DEFINITIONS

Bill to Third Party

The term "Bill to Third Party" denotes a billing arrangement by which a call may be charged to an authorized station as determined by the Telephone Company other than the station originating the call or the station where the call is terminated.

OPERATOR SERVICES
MESSAGE TOLL SERVICE

(C)

C. OPERATOR MESSAGE TOLL SERVICE (Cont'd)

1. DEFINITIONS (Cont'd)

Calling Card

The term "Calling Card" denotes a billing arrangement by which a call may be charged to an authorized Telephone Company Calling Card Number.

Collect Call

The term "Collect Call" denotes a billing arrangement by which the charge for a call may be reversed provided the charge is accepted at the called station. A collect call may be billed to a Calling Card or third party number. In the case of a collect call to a pay telephone the charges must be billed to a Calling Card or third party number, or the call may be reoriginated from the called station.

Operator Person-to-Person

The term "Operator Person-to-Person" denotes that service where the person originating the call specifies to the Company operator a particular person to be reached, a particular mobile station to be reached through a Miscellaneous Common Carrier attendant, or a particular station, department, or office to be reached through customer provided equipment (CPE).

When, after the station called has been reached and while the connection remains established, the person originating the call requests or agrees to talk to any person other than the person specified, or to any other person or mobile station to be reached through a Miscellaneous Common Carrier attendant, or to any other station, department or office to be reached through a Centrex or PBX attendant, the classification of the call remains person-to-person.

Station

The term "Station" denotes the network control signaling unit and any other equipment provided in accordance with Telephone Exchange Service Tariffs of the Telephone Company's concurring and connecting carriers, or Tariffs of this Telephone Company's other participating carriers, or furnished by foreign telephone administrations, at a customer's premises or at pay telephone locations which enables a customer to establish communications connections and to effect communications through such connections.

Station-to-Station

The term "Station-to-Station" denotes that service where the person originating the call dials the telephone number desired or gives to the Telephone Company operator the telephone number of the desired station, Miscellaneous Common Carrier connecting circuit, Centrex, PBX, Centrex station, or PBX station which is reached directly rather than through a Centrex or PBX attendant, or gives only the name and address under which the number of the desired station, Miscellaneous Common Carrier connecting circuit, Centrex or PBX is listed and does not specify a particular person to be reached, nor a particular mobile station to be reached through a Miscellaneous Common Carrier attendant, nor a particular station, department or office to be reached through a Centrex or PBX attendant.

OPERATOR SERVICES
MESSAGE TOLL SERVICE

(C)

C. OPERATOR MESSAGE TOLL SERVICE (Cont'd)

1. DEFINITIONS (Cont'd)

The classes of service offered are as follows:

"Coin Paid Customer Dialed" is that service where the person originates the call from a Network Controlled Coin Line telephone, dials "1" plus the called number, and pays for the call by depositing the coins in the coin telephone.

"Calling Card Customer Dialed" is that service where the person originating the call dials "0" plus the called number and charges the call to an authorized Telephone Company Calling Card Number.

"Operator Station" is that service where the person originating the call dials "0" plus the called number and charges the call to a third number, special billing number or makes the call collect. "Operator Station" is also that service where the person originating the call dials "0" and requests the operator to dial the desired number and charge the call to a Calling Card, third number, special billing number, make it a collect call or pay for the call. All Station Time and Charge Requests are also included in this category.

"Mechanized Station" is that service where the person originating the call dials "0" plus the called number and charges the call to a third number or makes the call collect by following the instructions of the automated operator rather than requesting the assistance of the live operator.

OPERATOR SERVICES
MESSAGE TOLL SERVICE

(C)

C. OPERATOR MESSAGE TOLL SERVICE (Cont'd)

2. PROCEDURE FOR DETERMINING A RATE

a. In order to determine the rate for a given class of service between two points within a LATA and within the State of Pennsylvania, the steps to be followed are:

- (1) Refer to the Telephone Company's Tariff Pa. P.U.C.-Toll No. 2C and note the V and H coordinates for the rate centers involved, together with any other rate information in the V-H coordinate columns. In accordance with the instructions therein determine the rate airline distance between the rate centers involved.
- (2) For Harrisburg, Philadelphia, and Pittsburgh, to points for which the direct distance is 40 miles or less from the respective zones, toll rates are based on the airline distance between the points. To points for which the direct distances to the respective zones are more than 40 miles, toll rates are based on the distances to Zone 1 with a minimum of 41 miles.
- (3) Refer to the appropriate Table of Rates in 8. following. Opposite the rate mileage step which includes the mileage determined as in (1) preceding will be found the rates for service between the rate centers involved.

3. METHOD OF APPLYING RATES

Message toll service rates between points within a LATA in Pennsylvania are based on the airline distance between rate centers. In general, each point is designated as a rate center except that certain small towns or communities are assigned adjacent rate centers with which they are closely associated for communication purposes or by community of interest and in the large metropolitan areas there are several rate centers. Each exchange area has one rate center except the Harrisburg, Philadelphia, Pittsburgh, Philadelphia Suburban and Pittsburgh Suburban exchange areas which are divided into zones each of which has a separate rate center.

For the purpose of determining the rate distances a vertical (V) and horizontal (H) coordinate system is used. The V-H system consists of a series of coordinates which represent a theoretical grid of vertical and horizontal lines covering the State of Pennsylvania. The spacing between these lines is about 1670 feet and an intersection of any two grid lines represents the center of an area approximately one-tenth of a square mile designated by the two coordinates.

OPERATOR SERVICES
MESSAGE TOLL SERVICE

(C)

C. OPERATOR MESSAGE TOLL SERVICE (Cont'd)

3. METHOD OF APPLYING RATES (Cont'd)

The location of a rate center expressed in latitude and longitude can be converted mathematically to its grid location, i.e., vertical (V) and horizontal (H) coordinates. These coordinates permit calculation of the distance between any two such rate centers. The rate applicable for the distance so obtained is as provided in 8A. following.

The V and H coordinates for each rate center, and the rate center for each central office, within the LATA'(s) within the State of Pennsylvania are listed in the Rate Guide, Tariff Pa. P.U.C.-Toll No. 2C.

When service is available to a point not listed in Tariff Pa. P.U.C.-Toll No. 2C, the rate center is the rate center for the central office through which exchange telephone service is furnished.

Rates for messages are based upon the day of the week and the time of day that each initial minute or additional minute begins.

4. INITIAL MINUTE AND ADDITIONAL MINUTES

Rates are provided in terms of initial minute and additional minutes for Day, Evening (Off-Peak) and Night & Weekend rate periods.

a. Message Toll Service

Initial minute rates given in the Table of Rates in 8A. following are for connections of one minute or any fraction thereof.

b. All additional minute rates given in the Table of Rates in 8A. following are for each additional minute or any fraction thereof that the connection continues beyond the initial minute.

5. TIMING OF MESSAGES

a. The time when the connection is established, (determined in accordance with the time - standard or daylight saving - observed at the location of the rate center of the calling station) determines whether Day, Evening (Off-Peak) or Night & Weekend rates apply.

(1) In cases where a message begins in one rate period and ends in another, the rate in effect at that time the connection is established applies to the initial minute. The rate for each additional minute is the rate in effect at the beginning of each additional minute of usage.

(2) On person-to-person messages, chargeable time begins when connection is established between the calling person and the particular person or station specified, or an agreed alternate.

OPERATOR SERVICES
MESSAGE TOLL SERVICE

C. OPERATOR MESSAGE TOLL SERVICE (Cont'd)

5. TIMING OF MESSAGES (Cont'd)

- b. Chargeable time ends when the calling station "hangs up" thereby releasing the network connection. If the called station "hangs up" but the calling station does not, chargeable time ends when the network connection is released by automatic timing equipment in the network.
- c. Chargeable time does not include time lost because of faults or defects in the service.
- d. When exchange service used for Operator Services Message Toll Service is connected through a Service Terminating Arrangement or Connecting Arrangement at a customer's premises to a communications system, chargeable time for all calls begins when a call from the telecommunications network terminates in or passes through the first terminal equipment on that communications system. It is the customer's responsibility to furnish answer supervision so that chargeable time may begin.

6. REVERSAL OF CHARGES (COLLECT CALLS)

The regularly established Operator Station-to-Station or Operator Person-to-Person rates apply.

7. RATES APPLICABLE ON CERTAIN HOLIDAYS

On Christmas Day (December 25), New Year's Day (January 1), Independence Day (July 4), Thanksgiving Day and Labor Day the rate applicable is the Evening (Off-Peak) rate, unless a lower rate would normally apply.

8. TABLE OF RATES

a. Toll Rate Schedule

Rate Mileage	DAY		EVENING (OFF-PEAK)		NIGHT & WEEKEND	
	Init. Minute	Each Add'l Minute	Init. Minute	Each Add'l. Minute	Init. Minute	Each Add'l. Minute
1-10	\$.16	\$.08	\$.12	\$.05	\$.07	\$.03
11-16	.18	.10	.15	.07	.09	.05
17-22	.20	.11	.17	.08	.10	.06
23-30	.22	.14	.19	.10	.12	.07
31-40	.26	.16	.21	.13	.13	.08
41-55	.27	.16	.21	.13	.14	.09
56-70	.27	.16	.21	.13	.14	.09
71-124	.27	.16	.21	.13	.14	.09
125-196	.27	.16	.21	.13	.14	.09

OPERATOR SERVICES
MESSAGE TOLL SERVICE

C. OPERATOR MESSAGE TOLL SERVICE (Cont'd)

8. TABLE OF RATES (Cont'd)

a. Toll Rate Schedule (Cont'd)

FOR OPERATOR-ASSISTED CALLS,
THE FOLLOWING SERVICE
CHARGES APPLY:

<u>Rate Schedule</u>	
<u>Charge Plus:</u>	
Calling Card Customer Dialed+.....	\$.75
Coin Paid Customer Dialed.....	\$.65
Operator Station-to-Station*.....	\$ 2.50
Mechanized Station-to-Station.....	\$ 2.50
Mechanized Station-to-Station Corrections Collect Call...	\$ 1.75 (I)
Person-to-Person.....	\$ 4.50

b. TIME SCHEDULE:

Day, Evening and Night/Weekend Rates Apply As Follows:

- (1) Day: 8:00 AM to 5:00 PM, Monday through Friday
- (2) Evening: 5:00 PM to 10:00 PM, Monday through Friday
- (3) Night/Weekend: 10:00 PM to 8:00 AM, All Days
8:00 AM to 10:00 PM, Saturday and Sunday

c. Charges Paid for by Coin Deposits in a Network Controlled Coin Line telephone.

The charge for a call paid for by coin deposit in a Network Controlled Coin Line telephone is the sum, rounded to the nearer multiple of \$.05, of the appropriate initial minute rate, additional minute charges and Operator Service Charge.

d. Corrections Collect Call - IntraLATA Toll Rate

(C)

All periods Applies to directly dialed station-to-station calls placed Sunday through Saturday, all time periods.

The rate is \$.20 per minute or fraction thereof.

NOTES:

- * Includes all Time and Charge request calls. Includes collect, special billing number, bill to a third number calls and Hotel/Motel Guest originated operator completed calls. The live operator surcharge will be waived for victims of domestic violence, the staffs of domestic violence program agencies (when involved in domestic violence counseling) and emergency services personnel (while in the performance of their jobs).
- + Toll calls originating from payphones made through a Telecommunications Relay Service (TRS) will not exceed the rate applicable for a similar non-TRS toll call made using coin sent-paid service.

OPERATOR SERVICES
MESSAGE TOLL SERVICE

(C)

C. OPERATOR MESSAGE TOLL SERVICE (Cont'd)

9. RATES APPLICABLE ON MESSAGES PLACED BY CERTIFIED SPEECH AND/OR HEARING HANDICAPPED SPEECH AND/OR HEARING DISABLED

On calls placed by certified speech and/or hearing disabled customers who are incapable of verbal communication and use a telecommunications device (e.g. teletypewriter or similar keyboard communications terminal device) for communicating over the Message Toll Network, the rates in 10a. following will apply.

Certification of the speech and/or hearing disability requires the completion of an application form certified by an agency designated by the Telephone Company, or physician, otolaryngologist or licensed speech-language pathologist or audiologist.

The rates in 10a. following also apply on all intraLATA toll calls placed through the Pennsylvania Relay Service. No certification is required for such rate application.

10. TABLE OF RATES APPLICABLE TO MESSAGES PLACED BY CERTIFIED SPEECH AND/OR HEARING DISABLED RESIDENCE CUSTOMERS

a. Toll Rate Schedule

Rate Mileage	DAY		EVENING (OFF-PEAK)		NIGHT & WEEKEND	
	Init. Minute	Each Add'l Minute	Init. Minute	Each Add'l. Minute	Init. Minute	Each Add'l. Minute
1-10	\$.11	\$.06	\$.07	\$.03	\$.04	\$.02
11-16	.13	.07	.09	.04	.06	.03
17-22	.14	.09	.11	.05	.06	.03
23-30	.16	.10	.13	.07	.08	.04
31-40	.18	.11	.14	.08	.08	.05
41-55	.19	.12	.15	.09	.09	.06
56-70	.20	.13	.16	.09	.10	.06
71-124	.21	.14	.16	.10	.10	.07
125-196	.22	.15	.17	.11	.11	.08

b. TIME SCHEDULE:

Day, Evening and Night/Weekend Rates Apply As Follows:

- (1) Day: 8:00 AM to 5:00 PM, Monday through Friday
- (2) Evening: 5:00 PM to 10:00 PM, Monday through Friday
- (3) Night/Weekend: 10:00 PM to 8:00 AM, All Days
8:00 AM to 10:00 PM, Saturday and Sunday

OPERATOR SERVICES
MESSAGE TOLL SERVICE

(C)

C. OPERATOR MESSAGE TOLL SERVICE (Cont'd)

11. Public Payphone Usage Surcharge

In addition to any applicable Operator Handled Service Charge, this fee applies to all completed Local and IntraLATA long distance calls that are made from a payphone and are not paid by coins being placed in the payphone box.

This fee does not apply to calls made to emergency numbers (911), calls to a telecommunications relay service, or local calls for which the caller has made the required coin deposit.

Rates and Charges, per access line

	<u>Per Call</u>
Public Payphone Usage.....	\$.25

OPERATOR SERVICES
MESSAGE TOLL SERVICE

(C)

D. CONFERENCE SERVICE

1. TOLL CONFERENCE SERVICE

a. Definition

Message toll conference service is that of furnishing connections between three or more main lines on one connection at the same time.

b. Conditions Under Which Service Is Furnished

- (1) Service is furnished where and to the extent that facilities permit.
- (2) All lines on a conference connection may be so interconnected that each may communicate with all the others, or arrangements may be made whereby one line will be the transmitting line and all others receiving lines.
- (3) One class of service only is offered whether the call is to specified persons or specified telephones.
- (4) The Telephone Company, upon request, will attempt to arrange for the establishment of a conference connection at a specified time.

c. Reversal of Charges (Collect Calls)

Charges for conference calls may, upon request, be reversed, provided:

- (1) The total charge will be billed against one called line.
- (2) The charge is accepted at the designated line.

d. Timing of Messages

- (1) Chargeable time begins when connection is established between all the lines on the conference.
- (2) Chargeable time ends on a given two-point connection of a conference call when the connection is terminated by the originating line or the called line.
- (3) Chargeable time does not include time lost because of faults or defects in the service.

OPERATOR SERVICES
MESSAGE TOLL SERVICE

(C)

D. CONFERENCE SERVICE (Cont'd)

1. TOLL CONFERENCE SERVICE (Cont'd)

e. Rates and Charges

The rates for a conference call are the sum of:

- (1) the two-point initial minute and additional minute charges determined in accordance with C. preceding for a call between the originating line and each called line on the conference, and
- (2) a service charge of \$3.00 for each called line.

2. LOCAL CONFERENCE SERVICE

a. Definition

At points where the special equipment required for conference connections is in service, the Telephone Company will undertake to establish local conference connections between more than two lines, all of which are within the same local service area on one connection at the same time, all such lines being so interconnected that each may communicate with all the others. The total number of lines connected will be determined by equipment limitations.

These connections will be established on either a person-to-person or station-to-station basis. The Telephone Company, at the request of a customer, will undertake to arrange for the establishment of a conference connection at a specified time.

Reversal of Charges (Collect Calls)

Charges for conference calls may, upon request, be reversed, provided:

- (1) The total charge will be billed against one line.
- (2) The charge is accepted at the designated line.

b. Rates and Charges

Where all lines in a conference connection are within the same local service area, the following rates apply:

- (1) Usage Charge:
For each line in excess of the originating line:
Each one minute or fraction thereof \$.05
- (2) Service Charge:
For each called line 3.00

GTE North Incorporated

Telephone-Pa. P.U.C. No. 4

Section 34
First Revised Sheet 1
Canceling Original Sheet 1

OPERATOR SERVICES

A. (Reserved for Future Use)

(C)

(C)

OPERATOR SERVICES

B. LOCAL OPERATOR SERVICES

1. Operator Assisted Local Calls

These charges are applicable for operator assistance when placing a call within the exchange's local calling area.

a. The charges for each type of operator assisted local call are as follows:

(1) Calling Card Customer Dialed	\$.65
(2) Operator Station to Station*	1.20 (I)
(3) Person to Person*	3.00 (I)

2. (Reserved for future use)

(C)

3. Line Status Verification Service

Upon customer request, the operator will verify and provide the line status condition subject to a charge of \$2.00 for (I) each request.

No charge will apply for a line status verification when a trouble condition is indicated on the line.

4. Call Interruption Service

Upon customer request, the Telephone Company operator will verify the line status condition and interrupt a call in progress to notify the party on the call that another caller is attempting to contact the line. The charge for call interruption is \$3.40 for each request. This charge includes the line status verification and call interruption. (I)

* Includes collect, special billing number, bill to a third number, operator dialed calling card and all time and charge request calls.

(C) Indicates Change (I) Indicates Increase

Issued: August 14, 1996

Effective: August 15, 1996

OPERATOR SERVICES

B. LOCAL OPERATOR SERVICES (Cont'd)

5. Directory Assistance Service

a. General

Directory Assistance Service is furnished upon customer request for assistance in determining telephone numbers. The regulations and rates set forth below apply when customers of this Company request assistance in determining telephone numbers with the same Numbering Plan Area designation or for Local Service points in a contiguous Numbering Plan Area.

b. Regulations

(1) Monthly Call Allowance

An allowance of two direct dialed Directory Assistance calls per month without charge is permitted for each: residence exchange service line, residence dormitory line and residence trunk line. Call allowances or calls are not transferable between separate accounts of the same customer.

(2) Exemptions

Charges for Directory Assistance Service are not applicable to the following types of calls to Directory Assistance:

(a) (Reserved for future use)

(b) Calls from patients in hospitals, skilled nursing homes and convalescent homes which have been properly licensed by the Commonwealth of Pennsylvania and which have as their predominant undertaking the surgical, medical and nursing care of the sick and disabled.

(c) Calls placed from residence telephones where a member of the customer's household has been certified by a registered physician or a designated agency as unable to use a directory because of a visual or physical handicap, or from the business telephone of a certified handicapped customer where assistance is otherwise not available.

(3) Multiple Number Request

A maximum of two requested telephone numbers per call are permitted.

OPERATOR SERVICES

B. LOCAL OPERATOR SERVICES (Cont'd)

5. Directory Assistance Service (Cont'd)

c. Rates

	<u>Per Call</u>	
(1) Where the customer direct dials Directory Assistance, except as shown in (2) below	\$.70	
(2) Charge to a caller for Directory Assistance calls placed from a Pay Telephone Line Service access line	.25	(C)
(3) * * * * *		(C)
(4) Where the customer places a call to the Directory Assistance attendant via a Telephone Company operator	.45 Plus the Directory Assistance charges shown above.	

OPERATOR SERVICES

B. LOCAL OPERATOR SERVICES (Cont'd)

6. Directory Assistance Call Completion (DACC) Service

Directory Assistance Call Completion (DACC) Service provides a Directory Assistance customer requesting an intraLATA number the ability to be automatically connected to the requested number. A mechanized announcement offers call completion to the customer. The call is completed on a sent paid basis.

a. Regulations

- (1) DACC will only be furnished where facilities and operating conditions permit.
- (2) This offering provides call completion of intraLATA calls only.
- (3) DACC will not complete calls to the following services: WATS Services, 800 Services, 900 Services or 976 Services.
- (4) DACC Service is not available with person-to-person, collect, conference, calling card, third number or any other calls requiring operator assistance or with calls placed from Pay Telephone Line Service access lines. (C)
- (5) Usage associated with calls completed via DACC will be subject to any applicable discounts relative to optional calling plan discounts to which the caller subscribes. The DACC charge is not eligible for any such discounts.
- (6) DACC Service is furnished solely for the telephone calling purposes of the caller. The Company assumes no responsibility or liability for any errors in the information furnished. The caller shall indemnify the Company and hold it free and harmless of and from any and all claims, demands, or damages that shall arise from the use of the service. Provisions concerning limitations of liability and allowance for interruption in service are set forth in Section 2 of this tariff.

b. Rates and Charges

- (1) The following rate is in addition to the rates and charges for other tariff services including, but not limited to, any applicable local or toll call charges.

	<u>RATE</u>
Directory Assistance Call Completion, per call completed	\$.035

OPERATOR SERVICES

C. NATIONAL DIRECTORY ASSISTANCE/CUSTOMER NAME AND ADDRESS SERVICE

(C)

1. GENERAL

National Directory Assistance (NDA) will provide the customer with directory listings from GTE's directory assistance database. This database will make all GTE listings available to any operator workstation along with national listings from other provider database(s). GTE will provide listings for residential, business, government, GTE 1-800, and GTE local emergency numbers. Customer Name and Address (CNA) Service is a reverse search feature which allows the caller to request a customer's name and/or address after giving the directory assistance operator a complete phone number.

2. CONDITIONS

- a. The customer will receive a maximum up to two listings per call, i.e., two NDA numbers, one NDA number and one CNA listing or two CNA listings.
- b. Customers who make operator assisted calls to National Directory Assistance or to obtain Customer Name and Address Service will be charged the NDA/CNA rate plus the applicable operator surcharge as set forth in the Company's tariff.
- c. The Company shall not be liable for any errors or omissions, whether arising through negligence or otherwise, in the information furnished; and the customer shall indemnify and save the Company harmless against all claims (including costs and attorney's fees) that may arise from the use of such information.
- d. The customer will have access to any in- or out-of-franchise, number/address listing within the continental United States, Alaska and Hawaii, with the exception of non-published listings. When a non-published number/address is requested, the message "Non-published number/address" or "NP" is displayed and no information will be available.
- e. Charges for National Directory Assistance/Customer Name and Address Service are not applicable to calls placed from hospitals, or to calls placed by customers who certify they are unable to use a directory because of visual or physical handicap.
- f. National Directory Assistance and Customer Name and Address Service will be available where technology permits.

3. RATES

- a. For each call to the National Directory Assistance/
Customer Name and Address Service \$.95

(C) Indicates Change

Issued: November 20, 1998

Effective: February 1, 1999

PAY TELEPHONE LINE SERVICE

A. GENERAL

1. Pay Telephone Line Service is one-party exchange service for use by pay telephone providers, location owners and interexchange carriers and is furnished solely for connection with coin, coinless, or combination coin/coinless pay telephone equipment to the Telephone Company's network.
2. Pay Telephone Line Service:
 - a. Is available in all exchanges of the Company; foreign exchange service is not available to these lines.
 - b. Provides for one listing in the white pages and one listing in the yellow pages of the Telephone Company directory for each Pay Telephone Line furnished. Non-Published Number Service or Non-Listed Number Service are available at no charge to Pay Telephone Line Service customers.
 - c. Only one coin-operated or coinless public access telephone unit may be connected to each Pay Telephone Line.
 - d. Will be provided on a dial-tone-first basis to enable end users to dial certain calls without requiring coin deposits, i.e., all emergency calls, telecommunications relay service calls and non-sent-paid calls.
 - e. Service will be provided on a two-way basis, except lines for which a specific exemption has been granted by the Pennsylvania Public Utility Commission.
 - f. The pay telephone provider is responsible for meeting all federal, state and local statutes with respect to provision of pay telephones in accordance with all hearing impaired and handicapped person requirements.
 - g. Temporary suspension of service (vacation service) is not available for Pay Telephone Line Service.
 - h. Pay telephones connected to a Pay Telephone Line must be registered in compliance with Part 68 of the FCC's Rules and Regulations.
 - i. Each pay telephone connected to a Pay Telephone Line must be capable of providing user call completion to 911 Universal Emergency Service, if available. If 911 service is not available, the pay telephone must permit access to an operator.
 - j. Failure of the subscriber to comply with the provisions of this Tariff may result in the suspension or disconnection of the subscriber's service.

B. REGULATIONS AND RATES

1. Pay Telephone Line Service is provided at the Pay Telephone Line Service access line rate for the exchange in which the Pay Telephone Line Service is located. The measured local usage rates will apply when a measured line for coin operated telephones is technically feasible. In the interim, an unlimited local usage monthly charge of \$8.42 will apply.
2. The measured service rates apply to Pay Telephone Line Service as shown in P.U.C. No. 5 Basic Exchange (C) Service.
3. Applicable service order charges for the exchange in which Pay Telephone Line Service is provided apply.
4. Local directory assistance charges of \$.25 per call apply to Pay Telephone Line Service.

(C) Indicates Change

Issued: March 28, 2002

Effective: April 29, 2002

PAY TELEPHONE LINE SERVICE

B. REGULATIONS AND RATES (Cont'd)

6. Pay Telephone Line Service customers will not be charged for Non-Published or Non-Listed telephone numbers. However, applicable service order charges apply for each change of telephone number required to establish a non-published or non-listed number.
7. All subscribers to Pay Telephone Line Service shall have the right to select their presubscribed intraLATA toll provider when intraLATA presubscription becomes available in the Company's service territory.
8. The Company shall not be liable for shortages of coins deposited and/or collected from the Pay Telephone Line Service subscriber's equipment.
9. The Company shall not be liable for end-user fraud associated with failure of the subscriber's equipment to perform.
10. Operator assisted sent-paid local calls will be rated to the end user at the rate of \$.25 per message, plus the appropriate operator services charges as specified in this tariff. Non sent-paid local calls will be rated to the end-user at the rate of \$.25 per message and the appropriate operator service charges as specified in this tariff.
11. Operator assisted sent-paid IntraLATA toll calls will be rated to the end-user at the long distance rate, plus the appropriate operator surcharges as specified in tariff Telephone-Pa. P.U.C. No. 8. Non-sent paid IntraLATA toll calls will be rated to the end user at the long distance rate and the appropriate operator service charges as specified in tariff Telephone-Pa. P.U.C. No. 8.

C. AVAILABLE FEATURES FOR PAY TELEPHONE LINE SERVICE

1. Optional call screening/blocking/coin supervision/answer supervision functions, as listed below are provided at the monthly rates stated. The non-recurring charges shown below do not apply to subsequent requests made by the customer.
 - a. Billed Number Screening - prevents the completion of collect or third number billed calls to the Pay Telephone Line Service access line, (C)
 - b. Selective Class of Call Screening - restricts outgoing calls from the Pay Telephone Line Service access line to non sent-paid calls only (coinless).
 - c. Incoming Call Blocking - prevents all incoming calls.
 - d. Coin Supervision -
 1. Provides for the collection, return, recognition, announcements and pre-prompting for overtime.
 2. Monitors signals from the pay telephone equipment to identify when and what denomination of coins are deposited.
 3. Identifies the status of attempted calls and sends a signal to the pay telephone equipment to collect the appropriate coins when calls are completed.
 4. Returns coins when calls are not completed.
 - e. Answer Supervision -
 1. Is the line side functionality that provides an electrical signal to the calling end of a switched telephone connection when the called line goes off-hook.
 2. Is provided to Pay Telephone Line Service customers to assist them in determining when billing for a specific call should commence.

PAY TELEPHONE LINE SERVICE

C. AVAILABLE FEATURES FOR PAY TELEPHONE LINE SERVICE (Cont'd)

2. Rates and Charges, per access line

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>	
a. Billed Number Screening*		\$.35 (D)	**
b. Selective Class of Call Screening*		1.91 (D)	**
c. Incoming Call Blocking*		5.00	**
d. Coin Supervision.		9.70 (I)	N/A
e. Answer Supervision.		9.70 (I)	N/A

(C)

* Applicable only for exchanges governed by tariffs Telephone-Pa. P.U.C. Nos. 5 and 6. Refer to tariffs Telephone-Pa. P.U.C. Nos. 1 and 3, Section 9, for appropriate blocking and screening rates for exchanges governed by those tariffs.

** The Nonrecurring Charges shown in Section 3 of this tariff will apply when these services are installed after the installation of the Pay Telephone Service access line.

PAY TELEPHONE LINE SERVICE

(C)

D. Public Payphone Usage Surcharge

(C)

In addition to any applicable Operator Handed Service Charge, this surcharge applies to all completed Local and IntraLata long distance calls that are made from a payphone and are not paid by coins being placed in the payphone coin box.

This surcharge does not apply to calls made to emergency numbers (911), calls to a telecommunications relay service, or local calls for which the caller has made the required coin deposit.

1. Rates and Charges, per access line

- a. Public Payphone Usage, per call Surcharge \$0.25 (I)

GTE North Incorporated

Telephone-Pa. P.U.C. No. 4

Section 18
First Revised Sheet 5
Canceling Original Sheet 5

(RESERVED FOR FUTURE USE)

(C)

* * * * * (C)

OPERATOR SERVICES

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A. GENERAL

The following regulations and rates apply to local message calls placed through an Operator or Customer Dialed Calling Card, Operator Station-to-Station and Mechanized Station-to-Station calls between points in Metro Call Bands 1 through 5.

B. REGULATIONS

1. The following rate schedules apply to calls placed through a Business Dial Tone Line and Pay Telephone Line.
2. All other applicable rates, charges and regulations can be found in other tariffs of the Telephone Company.
3. The local calling areas of each Exchange Area are those which appear in the Pa. P.U.C.-No. 185C Tariff under "Exchange Areas or Zones".
4. Local Calling Areas and Exchange Area Maps are contained in the Pa. P.U.C.-No. 185C Tariff.

Operator Services

C. RATES

The rates for originating messages are listed below.

- To points to which the Local General Tariffs for each Exchange Area indicate service is furnished on a Local Area Unlimited Usage Package basis, rates per message are:

Calling Card Customer Dialed, Initial 3 Minutes	\$.75	
Operator Station-to-Station†, Initial 3 Minutes	\$ 2.50	
Mechanized Station-to-Station, Initial 3 Minutes	\$ 2.50	
Corrections Collect Call Surcharge - Local/IntraLATA Initial 3 Minutes	\$ 1.75(I)	(C)
Operator All Types Operator Person-To-Person, Initial 3 Minutes	\$ 4.50	
All Classes of Service Overtime, Each 3 Minutes	\$.05	

- To points to which the Local General Tariffs for each Exchange Area indicate that local service is offered on a measured local use basis, the following rates apply for Coin Calls in addition to the Dialed Station-to-Station Measured Local Use rates in C.4 following:

Coin Paid Customer Dialed	\$.25	
Calling Card Customer Dialed	\$.75	
Operator Station-to-Station†	\$ 2.50	
Mechanized Station-to-Station	\$ 2.50	
Corrections Collect Call Surcharge - Local/IntraLATA Person-To-Person	\$ 1.75(I)	(C)
	\$ 4.50	

3. OPERATOR LOCAL CALLS - ALL SCHEDULES

Calls placed through the operator between points in the local calling area are charged the following Operator Service Charges:

Calling Card Customer Dialed	\$.75
Operator Station-to-Station #	\$ 2.50
Mechanized Station-to-Station	\$ 2.50
Corrections Collect Call Surcharge - Local/IntraLATA Person-to-Person	\$ 1.75(I)
	\$ 4.50

NOTE:

† Includes Collect; Special Billing Number, Bill To A Third Number calls and Hotel/Motel Guest originated operator completed calls. The live operator surcharge will be waived for victims of domestic violence, the staffs of domestic violence program agencies (when involved in domestic violence counseling) and emergency services personnel (while in the performance of their jobs).

Operator Services

C. RATES (Cont'd)

3. OPERATOR LOCAL CALLS - ALL SCHEDULES (Cont'd)

For Metro Call Bands 2-5 the following rates apply in addition to the Dialed Station-to-Station rate.

Calling Card Customer Dialed	\$.75
Operator Station-to-Station #	\$ 2.50
Mechanized Station-to-Station	\$ 2.50
Mechanized Station-to-Station Corrections Collect Call	\$ 1.75(I)
Person-to-Person	\$ 4.50

4. DIAL STATION-TO-STATION MEASURED LOCAL USE RATES

a. Dial Station-To-Station Calls - Metro Call Band 1

Weekday Rate: applies to directly dialed local messages placed, Monday through Friday, 8:00 a.m.* to 10:00 p.m.*.

The rate is \$.07 per message.

Night and Weekend Rate: applies to directly dialed local messages placed Monday through Friday, 10:00 p.m.* to 8:00 a.m.* and all day Saturday and Sunday.

The rate is \$.028 per message.

b. Metro Call Bands 2-5 Rates

Metro Call Band	Metro Call Bands 2-5 Rates					
	DAY		EVENING (OFF-PEAK)		NIGHT and WEEKEND	
	Initial Minute	Additional Minute	Initial Minute	Additional Minute	Initial Minute	Additional Minute
2	\$.09	\$.03	\$.05	\$.02	\$.03	\$.01
3	.12	.04	.07	.03	.04	.01
4	.15	.06	.09	.04	.05	.02
5	.18	.07	.11	.04	.05	.02

NOTE:

Includes Special Billing Number, operator dialed and completed calls and all Time and Charge request calls (except Hotel/Motel Guest originated as provided in Pa. P.U.C.-No. 1). The live operator surcharge will be waived for victims of domestic violence, the staffs of domestic violence program agencies (when involved in domestic violence counseling) and emergency services personnel (while in the performance of their jobs).

Operator Services

(C)

C. RATES (Cont'd)

4. DIAL STATION-TO-STATION MEASURED LOCAL USE RATES (Cont'd)

Rate Application Periods

- DAY RATE - applies to directly dialed station-to-station calls placed Monday through Friday, 8:00 a.m.* to 5:00 p.m.*.
- EVENING RATE - applies to directly dialed station-to-station calls placed Monday through Friday, 5:00 p.m.* to 10:00 p.m.*.
- NIGHT AND WEEKEND RATE - applies to directly dialed station-to-station calls placed Monday through Friday, 10:00 p.m.* to 8:00 a.m.*, and all day Saturday and Sunday.

* The time shown indicates the termination of one rate application period and the beginning of the "next". Calls connected at exactly the time shown are considered in the "next" period.

OPERATOR SERVICES

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(C)

A. GENERAL

The following regulations and rates apply to local message calls placed through an Operator or Customer Dialed Calling Card, Operator Station-to-Station and Mechanized Station-to-Station calls between points in Metro Call Bands 1 through 6.

B. REGULATIONS

1. The following rate schedules apply to calls placed through a Business Dial Tone Line and Pay Telephone Line.
2. All other applicable rates, charges and regulations can be found in other tariffs of the Telephone Company.
3. The local calling areas of each Exchange Area are those which appear in Pa. P.U.C.-No. 182A under "Exchange Areas or Zones".
4. Local Calling Areas and Exchange Area Maps are contained in Pa. P.U.C.-No. 182A.

Operator Services

C. RATES

The rates for originating messages are listed below.

1. To points to which the Local General Tariffs for each Exchange Area indicate service is furnished on a Local Area Unlimited Usage Package basis, rates per message are:

Calling Card Customer Dialed, Initial 3 Minutes	\$.75	
Operator Station-to-Station†, Initial 3 Minutes	2.50	
Mechanized Station-to-Station, Initial 3 Minutes	2.50	
Mechanized Station-to-Station Corrections Collect Call, Initial 3 Minutes	1.75 (I)	(C)
Operator All Types Operator Person-To-Person, Initial 3 Minutes	4.50	
All Classes of Service Overtime, Each 3 Minutes #	.05	

2. To points to which the Local General Tariffs for each Exchange Area indicate that local service is offered on a measured local use basis, the following rates apply for Coin Calls in addition to the Dialed Station-to-Station Measured Local Use rates in C.4 following:

Coin Paid Customer Dialed	\$.25
Calling Card Customer Dialed	.75
Operator Station-to-Station†	2.50
Mechanized Station-to-Station	2.50
Mechanized Station-to-Station Corrections Collect Call	1.75 (I)
Person-To-Person	4.50

3. OPERATOR LOCAL CALLS - ALL SCHEDULES

Calls placed through the operator between points in the local calling area are charged the following Service Charges:

Calling Card Customer Dialed	\$.75
Operator Station-to-Station #	2.50
Mechanized Station-to-Station	2.50
Mechanized Station-to-Station Corrections Collect Call	1.75 (I)
Person-to-Person	4.50

NOTES:

- † Includes Collect, Special Billing Number, Bill To A Third Number calls and Hotel/Motel Guest originated operator completed calls. The live operator surcharge will be waived for victims of domestic violence, the staffs of domestic violence program agencies (when involved in domestic violence counseling) and emergency services personnel (while in the performance of their jobs).

Operator Services

C. RATES (Cont'd)

3. OPERATOR LOCAL CALLS - ALL SCHEDULES (Cont'd)

For Metro Call Bands 2-6 the following rates apply in addition to the Dialed Station-to-Station rate.

Calling Card Customer Dialed	\$.75
Operator Station-to-Station #	2.50
Mechanized Station-to-Station	2.50
Mechanized Station-to-Station Corrections Collect Call	1.75(I)
Person-to-Person	4.50

4. DIAL STATION-TO-STATION MEASURED LOCAL USE RATES

a. Dial Station-To-Station Calls - Metro Call Band 1

Weekday Rate: applies to directly dialed local messages placed, Monday through Friday, 8:00 a.m.* to 10:00 p.m.*.

The rate is \$.07 per message.

Night and Weekend Rate: applies to directly dialed local messages placed Monday through Friday, 10:00 p.m.* to 8:00 a.m.* and all day Saturday and Sunday.

The rate is \$.028 per message.

b. Metro Call Bands 2-6 Rates

Metro Call Band	Metro Call Bands 2-6 Rates					
	DAY		EVENING (OFF-PEAK)		NIGHT and WEEKEND	
	Initial Minute	Additional Minute	Initial Minute	Additional Minute	Initial Minute	Additional Minute
2	\$.09	\$.03	\$.05	\$.02	\$.03	\$.01
3	.12	.04	.07	.03	.04	.01
4	.15	.06	.09	.04	.05	.02
5	.18	.07	.11	.04	.05	.02
6	.21	.08	.12	.05	.06	.02

NOTE:

Includes Special Billing Number, operator dialed and completed calls and all Time and Charge request calls (except Hotel/Motel Guest originated as provided in Pa. P.U.C.-No. 1). The live operator surcharge will be waived for victims of domestic violence, the staffs of domestic violence program agencies (when involved in domestic violence counseling) and emergency services personnel (while in the performance of their jobs).

Operator Services

(C)

C. RATES (Cont'd)

4. DIAL STATION-TO-STATION MEASURED LOCAL USE RATES (Cont'd)

Rate Application Periods

- DAY RATE - applies to directly dialed station-to-station calls placed Monday through Friday, 8:00 a.m.* to 5:00 p.m.*.
- EVENING RATE - applies to directly dialed station-to-station calls placed Monday through Friday, 5:00 p.m.* to 10:00 p.m.*.
- NIGHT AND WEEKEND RATE - applies to directly dialed station-to-station calls placed Monday through Friday, 10:00 p.m.* to 8:00 a.m.*, and all day Saturday and Sunday.

* The time shown indicates the termination of one rate application period and the beginning of the next. Calls connected at exactly the time shown are considered in the "next" period.

OPERATOR SERVICES

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(C)

A. GENERAL

The following regulations and rates apply to local message calls placed through an Operator or Customer Dialed Calling Card, Operator Station-to-Station and Mechanized Station-to-Station calls between points in Metro Call Bands 1 through 4.

B. REGULATIONS

1. The following rate schedules apply to calls placed through a Business Dial Tone Line and Pay Telephone Line.
2. All other applicable rates, charges and regulations can be found in other tariffs of the Telephone Company.
3. The local calling areas of each Exchange Area are those which appear in the Pa. P.U.C.-No. 185B Tariff under "Exchange Areas or Zones".
4. Local Calling Areas and Exchange Area Maps are contained in the Pa. P.U.C.-No. 185B Tariff.

Operator Services

C. RATES

The rates for originating messages are listed below.

1. To points to which the Local General Tariffs for each Exchange Area indicate service is furnished on a Local Area Unlimited Usage Package basis, rates per message are:

Calling Card Customer Dialed, Initial 3 Minutes	\$.75	
Operator Station-to-Station†, Initial 3 Minutes	2.50	
Mechanized Station-to-Station, Initial 3 Minutes	2.50	
Mechanized Station-to-Station Corrections Collect Call, Initial 3 Minutes	1.75 (I)	(C)
Operator All Types Operator Person-To-Person, Initial 3 Minutes	4.50	
All Classes of Service Overtime, Each 3 Minutes	.05	

2. To points to which the Local General Tariffs for each Exchange Area indicate that local service is offered on a measured local use basis, the following rates apply for Coin Calls in addition to the Dialed Station-to-Station Measured Local Use rates in C.4 following:

Coin Paid Customer Dialed	\$.25
Calling Card Customer Dialed	.75
Operator Station-to-Station†	2.50
Mechanized Station-to-Station	2.50
Mechanized Station-to-Station Corrections Collect Call	1.75 (I)
Person-To-Person	4.50

3. OPERATOR LOCAL CALLS - ALL SCHEDULES

Calls placed through the operator between points in the local calling area are charged the following Operator Service Charges:

Calling Card Customer Dialed	\$.75
Operator Station-to-Station #	2.50
Mechanized Station-to-Station	2.50
Mechanized Station-to-Station Corrections Collect Call	1.75 (I)
Person-to-Person	4.50

NOTE:

- † Includes Collect, Special Billing Number, Bill To A Third Number calls and Hotel/Motel Guest originated operator completed calls. The live operator surcharge will be waived for victims of domestic violence, the staffs of domestic violence program agencies (when involved in domestic violence counseling) and emergency services personnel (while in the performance of their jobs).

Operator Services

C. RATES (Cont'd)

3. OPERATOR LOCAL CALLS - ALL SCHEDULES (Cont'd).

For Metro Call Bands 2-5 the following rates apply in addition to the Dialed Station-to-Station rates

Calling Card Customer Dialed	\$.75
Operator Station-to-Station #	2.50
Mechanized Station-to-Station	2.50
Mechanized Station-to-Station Corrections Collect Call	1.75(I)
Person-to-Person	4.50

4. DIAL STATION-TO-STATION MEASURED LOCAL USE RATES

a. Dial Station-To-Station Calls - Metro Call Band 1

Weekday Rate: applies to directly dialed local messages placed, Monday through Friday, 8:00 a.m. to 10:00 p.m..

The rate is \$.07 per message.

Night and Weekend Rate: applies to directly dialed local messages placed Monday through Friday, 10:00 p.m. to 8:00 a.m. and all day Saturday and Sunday.

The rate is \$.028 per message

b. Metro Call Bands 2-4 Rates

Metro Call Band	Metro Call Bands 2-4 Rates					
	DAY		EVENING (OFF-PEAK)		NIGHT and WEEKEND	
	Initial Minute	Additional Minute	Initial Minute	Additional Minute	Initial Minute	Additional Minute
2	\$.09	\$.03	\$.05	\$.02	\$.03	\$.01
3	.12	.04	.07	.03	.04	.01
4	.15	.06	.09	.04	.05	.02

NOTE:

Includes Special Billing Number, operator dialed and completed calls and all Time and Charge request calls (except Hotel/Motel Guest originated as provided in Pa. P.U.C.-No. 1). The live operator surcharge will be waived for victims of domestic violence, the staffs of domestic violence program agencies (when involved in domestic violence counseling) and emergency services personnel (while in the performance of their jobs).

Operator Services.

(C)

C. RATES (Cont'd)

4. DIAL STATION-TO-STATION MEASURED LOCAL USE RATES (Cont'd)

Rate Application Periods

- DAY RATE - applies to directly dialed station-to-station calls placed Monday through Friday, 8:00 a.m.* to 5:00 p.m.*.
- EVENING RATE - applies to directly dialed station-to-station calls placed Monday through Friday, 5:00 p.m.* to 10:00 p.m.*.
- NIGHT AND WEEKEND RATE - applies to directly dialed station-to-station calls placed Monday through Friday, 10:00 p.m.* to 8:00 a.m.*, and all day Saturday and Sunday.

* The time shown indicates the termination of one rate application period and the beginning of the "next". Calls connected at exactly the time shown are considered in the "next" period.

OPERATOR SERVICES

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(C)

A. GENERAL

The following regulations and rates apply to local message calls placed through an Operator or Customer Dialed Calling Card, Operator Station-to-Station and Mechanized Station-to-Station calls between points in Metro Call Bands 1 through 5.

B. REGULATIONS

1. The following rate schedules apply to calls placed through a Business Dial Tone Line and Pay Telephone Line.
2. All other applicable rates, charges and regulations can be found in other Tariffs of the Telephone Company.
3. The local calling areas of each Exchange Area are those which appear in the Pa. P.U.C.-No. 182 Tariff under "Exchange Areas or Zones".
4. Local Calling Areas and Exchange Area Maps are contained in Pa. P.U.C.-No. 182.

Operator Services

C. RATES

The rates for originating messages are listed below.

1. To points to which the Local General Tariffs for each Exchange Area indicate service is furnished on a Local Area Unlimited Usage Package basis, rates per message are:

Calling Card Customer Dialed, Initial 3 Minutes	\$.75	
Operator Station-to-Station†, Initial 3 Minutes	2.50	
Mechanized Station-to-Station, Initial 3 Minutes	2.50	
Mechanized Station-to-Station Corrections Collect Call, Initial 3 Minutes	1.75 (I)	(C)
Operator All Types Operator Person-To-Person, Initial 3 Minutes	4.50	
All Classes of Service Overtime, Each 3 Minutes	.05	

2. To points to which the Local General Tariffs for each Exchange Area indicate that local service is offered on a measured local use basis, the following rates apply for Coin Calls in addition to the Dialed Station-to-Station Measured Local Use rates in C.4 following:

Coin Paid Customer Dialed	\$.25
Calling Card Customer Dialed	.75
Operator Station-to-Station†	2.50
Mechanized Station-to-Station	2.50
Mechanized Station-to-Station Corrections Collect Call	1.75 (I)
Person-To-Person	4.50

3. OPERATOR LOCAL CALLS - ALL SCHEDULES

Calls placed through the operator between points in the local calling area are charged the following Operator Service Charges:

Calling Card Customer Dialed	\$.75
Operator Station-to-Station #	2.50
Mechanized Station-to-Station	2.50
Mechanized Station-to-Station Corrections Collect Call	1.75 (I)
Person-to-Person	4.50

NOTES:

- † Includes Collect, Special Billing Number, Bill To A Third Number calls and Hotel/Motel Guest originated operator completed calls. The live operator surcharge will be waived for victims of domestic violence, the staffs of domestic violence program agencies (when involved in domestic violence counseling) and emergency services personnel (while in the performance of their jobs).

Operator Services

C. RATES (Cont'd)

3. OPERATOR LOCAL CALLS - ALL SCHEDULES (Cont'd)

For Metro Call Bands 2-5 the following rates apply in addition to the Dialed Station-to-Station rate.

Calling Card Customer Dialed	\$.75
Operator Station-to-Station #	2.50
Mechanized Station-to-Station	2.50
Mechanized Station-to-Station Corrections Collect Call	1.75 (I)
Person-to-Person	4.50

4. DIAL STATION-TO-STATION MEASURED LOCAL USE RATES

a. Dial Station-To-Station Calls - Metro Call Band 1

Weekday Rate: applies to directly dialed local messages placed, Monday through Friday, 8:00 a.m. to 10:00 p.m. The rate is \$.07 per message.

Night and Weekend Rate: applies to directly dialed local messages placed Monday through Friday, 10:00 p.m. to 8:00 a.m. and all day Saturday and Sunday.

The rate is \$.028 per message.

b. Metro Call Bands 2-5 Rates

Metro Call Band	Metro Call Bands 2-5 Rates					
	DAY		EVENING (OFF-PEAK)		NIGHT and WEEKEND	
	Initial Minute	Additional Minute	Initial Minute	Additional Minute	Initial Minute	Additional Minute
2	\$.09	\$.03	\$.05	\$.02	\$.03	\$.01
3	.12	.04	.07	.03	.04	.01
4	.15	.06	.09	.04	.05	.02
5	.18	.07	.11	.04	.05	.02

NOTES:

Includes special billing number, operator dialed and completed calls and all Time and Charge request calls (except hotel/motel guest originated as provided in Pa. P.U.C.-No. 1). The live operator surcharge will be waived for victims of domestic violence, the staffs of domestic violence program agencies (when involved in domestic violence counseling) and emergency services personnel (while in the performance of their jobs).

Operator Services

(C)

C. RATES (Cont'd)

4. DIAL STATION-TO-STATION MEASURED LOCAL USE RATES (Cont'd)

Rate Application Periods

<u>DAY RATE</u> -	applies to directly dialed station calls placed Monday through Friday, 8:00 a.m.* to 5:00 p.m.*.
<u>EVENING RATE</u> -	applies to directly dialed station-to-station calls placed Monday through Friday, 5:00 p.m.* to 10:00 p.m.*.
<u>NIGHT AND WEEKEND RATE</u> -	applies to directly dialed station-to-station calls placed Monday through Friday, 10:00 p.m.* to 8:00 a.m.*, and all day Saturday and Sunday.

* The time shown indicates the termination of one rate application period and the beginning of the "next". Calls connected at exactly the time shown are considered in the next period.

Attachment 4-B – Section 1
Commonwealth Public Telephone Charges

Type: Independent Local and Intralata Toll Calling – Public Telephones

	<u>VSSI*</u>
Rate Per Minute	\$0.45
Collect – Automated	\$3.50
Billed to Third Party – Automated	\$3.45
Calling Card Automated	\$0.80
Credit Card Automated	\$3.50
Collect Operator Assist	\$3.50
Billed to Third-Party – Operator Assist	\$3.45
Person-to-Person Operator Assist	\$3.50
Calling Card – Operator Assist	\$3.50
Credit Card – Operator Assist	\$3.50
Operator Dialed	\$3.50
Directory Assistance	\$1.00
Per Call Compensation	\$0.30

Type: Interstate Calling – Public Telephones

	<u>VSSI*</u>
Rate Per Minute	\$0.99
Collect – Automated	\$5.99
Billed to Third Party – Automated	\$6.99
Calling Card Automated	\$7.50
Credit Card Automated	\$7.50
Collect Operator Assist	\$7.50
Billed to Third-Party – Operator Assist	\$7.50
Person-to-Person Operator Assist	\$12.50
Calling Card – Operator Assist	\$7.50
Credit Card – Operator Assist	\$7.50
Operator Dialed	\$7.50
Directory Assistance	\$2.00
Per Call Compensation	\$10.5% of gross value of call (for example: \$10.00 call would be and additional \$1.05 charge) (pass through to the federal government – no commission paid on USF fee)

Type: Interlata Calling – Public Telephones

	<u>VSSI*</u>
Rate Per Minute	\$0.59
Collect – Automated	\$3.99
Billed to Third Party – Automated	\$3.99
Calling Card Automated	\$3.99
Credit Card Automated	\$3.99
Collect Operator Assist	\$5.20
Billed to Third-Party – Operator Assist	\$5.50
Person-to-Person Operator Assist	\$6.50
Calling Card – Operator Assist	\$5.20
Credit Card – Operator Assist	\$5.20
Operator Dialed	\$1.20
Directory Assistance	\$1.00
Per Call Compensation	\$0.30

* Verizon Select Services, Inc. (VSSI) rates.

The local coin rate is non-regulated and presently \$0.50 per call.

Attachment 5 - Section 1
Installed Equipment Form*

System A

(1) A minimum list of five customers located in the United States with coin/card stations, enclosures, mounting pedestals etc. of the type proposed in the RFP.

<u>Date Installed</u>	<u>Customer</u>	<u>Contact & Telephone #</u>	<u>Number Coin/Card Stations</u>
1.			
2.			
3.			
4.			
5.			

* This form may be reproduced in a many copies as necessary to present the requested information.

Attachment 6 – Section 1
Travel Expenses For Demonstrations

Commonwealth expenses incurred are in the below three (3) areas: (1) lodging, (2) subsistence and (3) transportation. Under the Commonwealth of Pennsylvania Governor's Office Management Directive 230.10 amended November 1, 2000 Travel and Subsistence Allowances:

1. Lodging.

a. General.

(1). Normally, expenses for lodging will not be allowed at the place of an employee's official headquarters or residence nor at sites located within 50 miles of the employee's official headquarters or residence. Agencies are authorized, when provided with adequate written justification, to approval exceptions when employees required lodging with 50 miles of their official headquarters or residence. Written justification must include details concerning itinerary, weather, time constraints, or other valid reasons to support the using agency's decision. To ensure timely reimbursement of submitted Travel Expense Vouchers (TEV), a copy of the written justification signed by a using agency head or designed deputy MUST be attached to the employee's TEV.

Note: Approval authority may not be delegated below the deputy level. In this instance, no other publication is applicable.

- (2) Government rates must be requested by all travelers and confirmed at the time reservations are made and at time of check-in.
- (3) Hotel charges will not be reimbursed if the employee is negligent in canceling reservations in accordance with the hotel's policy.
- (4) Claims for lodging that include meals will be allowed when contracted for at the minimum rate, and when incurred by employees residing at a host establishment while attending a conference or convention on official business. Hotel orders or credit cards may be used to obtain accommodations under the hotel meal plan; however, the meals provided cannot be claimed for subsistence.
- (5) With Bureau of Commonwealth Payroll Operations (BCPO) concurrence, hotel orders may be issued to persons who are not Commonwealth employees, who render a service to the Commonwealth. This doesn't include persons who are being reimbursed for their services under contract with the Commonwealth.

- (6) The Commonwealth's authorized travel agent will arrange reservations at the government rate or special conference rate, whichever is lower. Employees will be responsible for providing the corporate card or hotel order to the hotel at the time of check-in.

Note: Management Directive 230.13, Commonwealth Corporate Card Program, Revision No. 1, contains a copy of the Pennsylvania Exemption Certificate to be used with the corporate card to exempt employees traveling on official business from local occupancy taxes.

b. Lodging Rate Allowances.

- (1) The per night lodging rate allowances listed below are to be used by employees authorized to incur overnight lodging expenses:

City Location	County	Allowance
Allentown	Lehigh	\$75 plus tax
Beaver Falls	Beaver	\$75 plus tax
Chester/Radnor	Delaware	\$100 plus tax
Gettysburg	Adams	\$75 plus tax
Harrisburg	Dauphin	\$65 plus tax
King of Prussia/Fort Washington	Montgomery	\$100 plus tax
Lancaster	Lancaster	\$75 plus tax
Mechanicsburg	Cumberland	\$75 plus tax
Mercer	Mercer	\$75 plus tax
Philadelphia	Philadelphia	\$100 plus tax
Pittsburgh	Allegheny	\$100 plus tax
Reading	Berks	\$75 plus tax
Scranton	Lackawanna	\$75 plus tax
Warminster	Bucks	\$75 plus tax
Valley Forge/Malvern	Chester	\$100 plus tax
All Other Locations	PA/U.S.	\$50 plus tax

Note: The above lodging rate allowances are not flat allowances. Employees will only be reimbursed for actual expenses incurred. Copies of the employee's hotel receipt, hotel order, charge card receipt, etc., are to be attached to the STD-191 form when requesting reimbursement. Employees obtaining lodging within the above allowances will not be required to provide written justification on their STD-191 form for the selection of the lodging facility.

- (2) In those instances when lodging cannot be secured within the established lodging rate allowance, employees may exceed the allowance if

written justification is provided on the STD-191 form. Employees are required to provide, on the STD-191 form, the reason for selecting the lodging facility (e.g., closest lodging facility to worksite – next hotel 25 miles away; no rooms available at hotel with lowest rate; lodging facility booked by Commonwealth Travel Center; inclement weather; lateness of the hour; etc.). Although employees are not required to list lodging establishments contacted, they are, however, still expected to secure lodging at the available facility offering the best lodging rate within the immediate area of the travel assignment.

(3) Lodging rate allowances may be exceeded when an employee must stay at a specific lodging facility where rooms within the allowance are not available and where the employee's presence is required by the nature of the official business (e.g., location of conference, training course, convention). A written explanation must be provided on the STD-191 form.

(4) Lodging accommodations obtained by Commonwealth employees traveling on official business can be subject to several different taxes. The most frequently encountered taxes are listed below with guidelines for travelers regarding the Commonwealth's obligation to pay:

(a) The Commonwealth is subject to the following tax which must be paid and will be reimbursed: *Hotel Occupancy Tax (*72 P. S. § 7209 et seq.*) A six percent room rental excise tax applicable to every room occupancy.

(b) The Commonwealth is not subject to the following taxes and employees should make every effort to have them eliminated. However, if the tax must be paid, the Commonwealth will reimburse the employee for actual expenses incurred. Comptrollers should delete these taxes from the hotel/motel invoice when a Hotel Order is used.

*Hotel Room Rental Tax (*53 P. S. § 16223*) *Pennsylvania Convention Center*

Authority Act. A local hotel room rental tax imposed by first class cities or first class counties to fund construction of convention centers (Allegheny, Bucks, Delaware, Montgomery, and Philadelphia). The amount of the tax can range from one to six percent.

*Local Sales, Use, and Hotel Occupancy Tax authorized by the *Pennsylvania Intergovernmental Cooperation Authority Act for Cities of the First Class (53 P. S. § 12720.501 et seq.)* and the *Second Class County Code (16 P. S. § 6152-B)*. The one percent tax is imposed in a taxable county on the occupancy of hotel/motel rooms (Philadelphia, Allegheny).

Note: *Management Directive 230.13, Commonwealth Corporate Card Program, Revision No. 1*, contains a copy of the Pennsylvania Exemption Certificate to be used with the Corporate Card to exempt employees traveling on official business from local occupancy taxes.

2. SUBSISTENCE.

a. General.

(1) The allowances for subsistence do not require receipts unless specifically stated. However, they are not flat allowances and only amounts actually expended may be claimed.

(2) Employees who reside at a place other than official headquarters will not be eligible for reimbursement of subsistence expenses while at a residence or headquarters, unless specifically provided for in this directive.

(3) Reimbursement for the cost of noonday meals is not permissible for employees not engaged in overnight travel except as specifically provided for in this directive, in collective bargaining agreements or memoranda of understanding.

(4) Nonpaid members of boards, commissions, and councils in no overnight travel status will be eligible for reimbursement of the actual cost of meals up to the following maximums: breakfast, \$6.00; lunch, \$6.00; dinner, \$16.00.

(5) Increased subsistence allowances are available in out-of-state locations designated as high cost areas by the Bureau of Financial Management, Office of the Budget.

(6) No subsistence will be allowed for employees who have been granted short-term lodging agreements.

b. Overtime.

An employee who works more than two hours past his scheduled quitting time while at headquarters will be reimbursed for the cost of a meal up to a maximum of \$8.00 only if the employee has not been given notice of the overtime requirement at least two hours before commencement of the regular shift. An employee must state their normal work hours on the STD-191 and certify that the required notice had not been given.

c. Nonovernight Travel Status.

(1) An employee in a nonovernight travel assignment that takes the employee 50 miles or more from both residence and headquarters who works more than two hours past scheduled quitting time with or without prior notice will be reimbursed for the cost of a meal up to a maximum of \$8.00. The employee must state his normal work hours on the STD-191.

(2) An employee in a nonovernight travel assignment that is less than 50 miles from residence and headquarters who works more than two hours past scheduled quitting time and was not given notice at least two hours prior to the commencement of the regular shift will be reimbursed for a meal up to a maximum of \$8.00. An employee must state his normal work hours on the STD-191 and certify that the required notice had not been given.

(3) An allowance of \$7.00 is granted for half or more of each six-hour period spent in a required nonovernight travel assignment on a day not part of an employee's regular work schedule, that is, a holiday or scheduled day off. The six-hour period need not have been immediately preceded by and in connection with a 24-hour travel period. Such allowances cannot exceed the full-day rate of \$28.00. Reimbursement is calculated as follows:

0 to less than 3 hours – \$0.00
3 to less than 9 hours – \$7.00
9 to less than 15 hours – \$14.00
15 to less than 21 hours – \$21.00
21 to 24 hours – \$28.00

d. Overnight Travel Status.

(1) While in overnight travel status, reimbursement for meals and other subsistence expenses is allowed to a maximum of \$28.00, which includes tips and sales tax, for each 24-hour period spent in a continuous overnight travel status. The 24-hour period begins at any time of day or night that the employee leaves headquarters or residence to embark upon overnight travel on official business. This allowance covers all meals and subsistence expenses not specifically provided for elsewhere.

(2) Overnight travel not part of a full 24-hour period will be divided into six-hour periods. The six-hour periods need not have been immediately preceded by and in connection with a 24-hour travel period. An employee on overnight travel status under these conditions shall be eligible for an allowance of \$7.00 for half or more of each six-hour period. Reimbursement is calculated as follows:

0 to less than 3 hours – \$ 0.00
3 to less than 9 hours – \$ 7.00
9 to less than 15 hours – \$14.00

15 to less than 21 hours – \$21.00

21 to 24 hours – \$28.00

(a) Example 1. An employee leaves headquarters on Monday at 8:00 a.m. and returns on Tuesday at 2:00 p.m. The employee is entitled to a \$28.00 subsistence allowance for the 24-hour period from 8:00 a.m. Monday until 8:00 a.m. Tuesday. The employee is also entitled to an additional \$7.00 allowance for a six-hour time period from 8:00 a.m. Tuesday to 2:00 p.m. Tuesday. The total subsistence for the entire period will then be \$35.00.

(b) Example 2. An employee leaves headquarters at 8:00 a.m. on Monday and returns at 5:00 p.m. on Tuesday. The employee is entitled to a \$28.00 subsistence allowance for the time period from 8:00 a.m. Monday to 8:00 a.m. Tuesday. The employee is entitled to an additional \$14.00 for the nine-hour time period between 8:00 a.m. Tuesday and 5:00 p.m. Tuesday. The total allowance for the entire time period would then be \$42.00.

(c) Example 3. An employee leaves headquarters at 10:00 p.m. Monday and returns at 11:00 a.m. Tuesday. The employee is entitled to \$14.00 for the 13-hour time period.

(3) The subsistence allowance of employees in overnight travel status attending luncheon meetings, dinner meetings, seminars, or conventions at which meals are provided shall have their total subsistence allowance reduced by the following amounts for meals provided at such meetings: breakfast, \$6.00; lunch, \$6.00; dinner, \$16.00.

(4) Subsistence will not be reimbursed if the employee is registered in a hotel which provides all meals which are included in lodging costs.

e. Luncheon or Dinner Meetings.

(1) Luncheon or dinner meetings sponsored by the Commonwealth will be paid under contract; therefore, no claims for such expenses may be presented on Travel Expense Vouchers.

(2) Employees on official business attending luncheon or dinner meetings not sponsored by the Commonwealth are entitled to receive reimbursement for actual costs incurred. This applies whether the engagement is held at residence or official headquarters. Luncheon or dinner meetings must meet the following criteria:

(a) The luncheon or dinner meeting must be planned in advance, must include persons who are not employed by the Commonwealth, and must be approved by a using agency head or designated deputy using agency head.

(b) The meal must be an integral part of the meeting.

(c) The meal must be served at the same establishment that hosts the meeting.

(d) The purpose of the meeting must be to discuss business and the nature of the business must be stated on the STD-191.

(3) Employees in overnight travel status while attending a luncheon or dinner meeting, seminar, or convention, at which meals are provided, shall have their total subsistence claims reduced by the following amounts for meals provided at such meetings: breakfast, \$6.00; lunch, \$6.00; dinner, \$16.00.

Example: An employee leaves headquarters on Monday at 7:00 p.m. to attend a meeting on Tuesday at which lunch is provided. The employee returns home Tuesday at 10:00 p.m. and is entitled to a \$28.00 subsistence allowance for the 24-hour period from 7:00 p.m. Monday until 7:00 p.m. Tuesday, and \$7.00 for the three hours from 7:00 p.m. to 10:00 p.m., for a total of \$35.00. The \$35.00 must be reduced by \$6.00 for the lunch that was provided. The total subsistence allowed, therefore, is \$29.00.

(4) Employees and members of boards, commissions, and councils who are required to attend a non-Commonwealth sponsored luncheon or dinner meeting will have actual costs reimbursed. A receipt is required.

f. Reimbursement of Expenses Incurred on Behalf of Others.

(1) Using agency heads are authorized to incur reasonable expenses on behalf of others who are not Commonwealth employees in the course of their official duties. Using agency heads are further authorized to approve reasonable expenses incurred by their deputies on behalf of others in the course of their official duties.

(2) Using agency heads are authorized to incur reasonable subsistence expenses, and to approve reasonable expenses incurred by their deputies, on behalf of other Commonwealth employees when the expenses are incurred as part of a business meeting under the following circumstances:

(a) The purpose of the meeting is to discuss official business.

(b) The meeting includes either persons who are not employed by the Commonwealth or employees of other Commonwealth agencies whose attendance is relative to the official business being conducted.

(c) The meal is an integral part of the meeting.

(3) Other classes of employees covered by this section, such as employees required to transfer patients or prisoners, are at times required to spend money in the course of their official duties to satisfy expenses incurred on behalf of others. Using agency heads are responsible for submitting to their using agency comptroller a list of employees eligible to incur expenses on behalf of others under this section.

(4) Complete justification for incurring expenses must be included on Travel Expense Vouchers. Justification should include but not be limited to:

(a) A list of names, positions, and agencies of the individuals for whom the expenses were incurred.

(b) An explanation of the nature and circumstances requiring the incurring of expenses on behalf of others.

(c) Itemized receipts for the expenses incurred.

(5) Using agency heads may request approval for additional using agency personnel to incur expenses on behalf of others by submitting to the using agency comptroller a request containing full justification for the exception.

3. TRANSPORTATION.

Management Directive 230.10 Revision Number 4 Commonwealth of Pennsylvania Governor's Office Travel and Subsistence Allowances, dated January 17, 2002:

a. Personal Automobile. Paragraph (1), change the second sentence to read:

Effective January 2003, the mileage reimbursement allowance for personal automobiles shall be 36 cents per mile.

The Commonwealth's mileage reimbursement allowance for personal automobiles has increased to **40.5 cents per mile, effective February 4, 2005.**

SAP has been configured to reflect the increased rate. Mileage claims for travel that occurred before February 4 will be reimbursed at 37.5 cents per mile.

Mileage claims for travel that occurred February 4 or later will be reimbursed at 40.5 cents per mile.

**MANAGEMENT
DIRECTIVE
COMMONWEALTH OF PENNSYLVANIA
GOVERNOR'S OFFICE**

Distribution:

Subject:

By Direction Of: Date:

Robert A. Bittenbender, Secretary of the Budget

Martin F. Horn, Secretary of Administration

Travel and Subsistence Allowances

230.10

Revision No. 3

Number

(Financial Management, OB, 717/783-3073 or 783-7886) Page 1 of 1

The following pen and ink changes should be annotated to *Management*

Directive 230.10, dated November 1, 2000.

These changes become effective the date of this revision.

B

06 CASH ADVANCEMENTS. Page 4, paragraph b, 5th line, change \$500.00 to \$1,000.

The amount is increased from \$500.00 to \$1,000 for those instances which require the approval of the agency head or designee and the agency comptroller.

07 RECEIPTS. Page 4, paragraph a.(1), change \$15.00 to \$35.00.

Increases the dollar amount from \$15.00 to \$35.00 for those instances where a receipt is required.

09 TRANSPORTATION.

* * * * *

h. Local Transportation. (Page 10). Paragraph (2); second line, change \$15.00 to \$35.00.

Increases the dollar amount from \$15.00 to \$35.00 for those instances where a receipt is required.

November 27, 2001

**MANAGEMENT
DIRECTIVE
COMMONWEALTH OF PENNSYLVANIA
GOVERNOR'S OFFICE**

Subject:

By Direction Of: Date:

Distribution: B

Travel and Subsistence Allowances

230.10

Revision No. 6

Number

Effective January 1, 2004, the mileage reimbursement allowance for personal

automobiles increased to 37.5 cents per mile.

Revision No. 5 dated February 18, 2003, is rescinded.

Michael J. Masch, Secretary of the Budget
Robert S. Barnett, Secretary of Administration
Please make the following pen and ink change to page 6 of subject directive dated November 1, 2000, to reflect the new personal automobile reimbursement allowance which became effective January 1, 2004.

* * * * *

09 TRANSPORTATION.

* * * * *

c. **Personal Automobile.** Paragraph (1), fourth line, change the second sentence to read:
... Effective **January 1, 2004**, the mileage reimbursement allowance for personal automobiles shall be **37.5 cents per mile**. ...

* * * * *

January 27, 2004

Attachment 7 – Section 1
Department of Transportation
Roadside Rests and Welcome Centers

Ultratec M240FS & M120					
County	Roadside Rests (RR) & Welcome Centers (WC)	Address Interstate	PennDot Site No.	Amount of Payphones	Amount of TTY's
Allegheny	RR	I-79 NB	11	5	1 (*PennDot)
Allegheny	RR	I-79 SB	12	5	1 (*PennDot)
Bucks	RR	I-95 SB	P	6	1 (*PennDot)
Carbon County to open a <u>new facility</u> 2006		unknown	unknown	4 (to be supplied)	1 (*PennDot)
Centre	RR	I-80 WB	30	3	1 (*PennDot)
Centre	RR	I-80 EB	29	3	1 (*PennDot)
Clinton	RR	I-80 EB	33	5	1 (**Verizon)
Clinton	RR	I-80 WB	34	5	1 (**Verizon)
Columbia	RR	I-80 EB	37	5	1 (*PennDot)
Columbia	RR	I-80 WB	38	5	1 (*PennDot)
Crawford	RR	I-79 NB	19	3	1 (*PennDot)
Crawford	RR/WC	I-79 SB	20	3	1 (*PennDot)
Cumberland	RR	I-81 NB	45	4	1 (*PennDot)
Cumberland	RR	I-81 SB	46	4	1 (*PennDot)
Dauphin	RR	I-81 NB	47	3	1 (*PennDot)
Dauphin	RR	I-81 SB	48	4	1 (*PennDot)
Delaware	RR/WC	I-95 NB	N	6	1 (*PennDot)
Erie	RR	I-90 EB	L	3	1 (*PennDot)
Erie	RR	I-90 WB	M	2	1 (*PennDot)
the present Erie facility is being remodeled and tentative to be reopen October 2005.					
Franklin	RR/WC	I-81 NB	G	4	1 (*PennDot)
Fulton	RR/WC	I-70 NB	B	2	1 (*PennDot)
Fulton	RR	I-70 SB	3	3	1 (*PennDot)
Jefferson	RR	I-80 EB	25	3	1 (*PennDot)
Jefferson	RR	I-80 EB	25	3	1 (*PennDot)
Green	RR/WC	I-79 NB	D	4	1 (*PennDot)
Lackawanna	RR	I-81 NB	55	2	1 (*PennDot)
Lawrence	RR	I-79 NB	15	3	1 (*PennDot)
Lawrence	RR	I-78 SB	16	4	1 (*PennDot)
Luzerne	RR	I-80 EB	39	3	1 (*PennDot)
Luzerne	RR	I-81 NB	53	5	1 (*PennDot)
Luzerne	RR	I-81 SB	54	5	1 (*PennDot)
Mercer	RR/WC	I-80 EB	E	7	1 (*PennDot)
Mercer	RR	I-79 NB	17	3	1 (*PennDot)
Mercer	RR	I-79 SB	18	3	1 (*PennDot)
Monroe	RR	I-80 WB	F	2	1 (*PennDot)
the Monroe facility was closed 9/21/04 to be destroyed and replaced with a new facility at the same site with a tentative reopening date November, 2005.					

Attachment 7 (continued) -- Section 1
Department of Transportation
Roadside Rests and Welcome Centers

Ultratec M240FS & M120					
County	Roadside Rests (RR)		PennDot	Amount of	Amount of
	& Welcome Centers (WC)	Interstate	Site No.	Payphones	TTY's
Monroe	RR	I-80 EB	41	5	1 (* PennDot)
Montour	RR	I-80 EB	35	3	1 (* PennDot)
Montour	RR	I-80 WB3	6	4	1 (* PennDot)
N Hampton	RR/WC	I-78	C	6	1 (* PennDot)
Pike	RR	I-84 EB	61	3	1 (* PennDot)
Pike	RR	I-84 WB	62	3	1 (* PennDot)
Pike	RR/WC	Rts. 6 & 209	K	2	1 (* PennDot)
Susquehanna	RR/WC	I-81 SB	56	3	1 (* PennDot)
Susquehanna is to open a new facility 2005			H	4 (to be supplied)	1 (*PennDot)
Tioga	RR/WC	I-15 SB	T	6	1 (* PennDot)
Venango	RR	I-80 EB	21	3	1 (* PennDot)
Venango	RR	I-80 WB	22	3	1 (* PennDot)
Washington	RR/WC	I-70 EB	A	3	1 (* PennDot)
York	RR/WC	I-83 NB	J	5	1 (* PennDot)

* TTY's owned by PennDot

** TTY's owned by Verizon. PennDot will supply the two (2) TTYs for Clinton RR and the Contractor will install them. Any new TTYs will be supplied by PennDot and the Contractor will install them as part of the contract.

Attachment 8 – Section 1

Act 181 of 2002

Official Advance Copy

SESSION OF 2002

Act 2002-181

1437 No. 2002-181

AN ACT

HB 2424

Amending the act of July 6, 1995 (P.L.255, No.34), entitled "An act providing for dual party relay services and for telecommunication device distribution," further defining "persons with a disability" or "people with disabilities."

The General Assembly of the Commonwealth of Pennsylvania hereby enacts as follows:

Section 1. The definition of "persons with a disability" or "people with disabilities" in section 2 of the act of July 6, 1995 (P.L.255, No.34), known as the Dual Party Relay Service and Telecommunication Device Distribution Program Act, is amended to read:
Section 2. Definitions.

The following words and phrases when used in this act shall have the meanings given to them in this section unless the context clearly indicates otherwise:

"Persons with a disability" or "people with disabilities." A person certified [as being deaf, deaf-blind, hard-of-hearing, having a hearing - I~ or speech impaired] by a licensed physician, audiologist, speech pathologist or a qualified State using agency[.]:

(1) *As being deaf, deaf-blind, hard of hearing, having a hearing loss or being speech impaired.*

(2) *As having a disability and who requires technology to independently access telecommunications services.*

Section 2. This act shall take effect in 60 days.

APPROVED-The 9th day of December, A.D. 2002.

MARK S.

SCHWEIKER

Attachment 9 A – Section 1

March 2004 Coin/Card Public Phone Accounts for Seventeen (17) Agencies Monthly Usage Reports with Commissions



March115001981.xls



march115001988.xls



march115001987.xls



march115001984.xls



march115001980.xls



march115001979.xls



march115001978.xls



115001976.xls



march115001974.xls



March115001973.xls



marchcommonwealth
115001972.xls



March106007648.xls

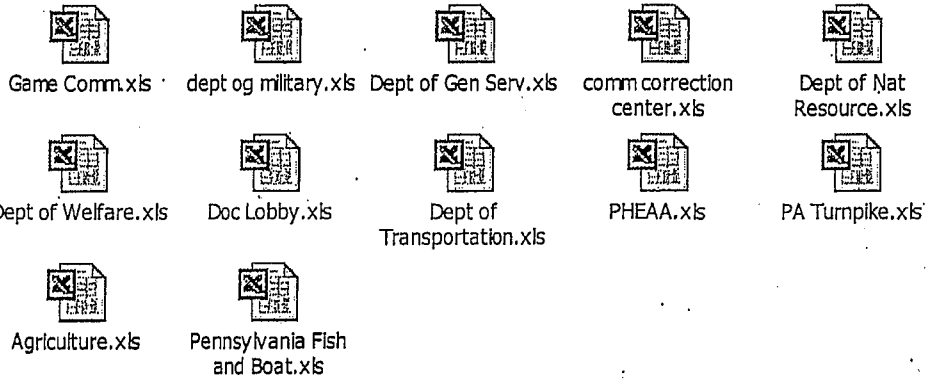


March115105008.xls

No monthly usage reports were issued for the four (4) below agencies the month of March 2004. If a monthly commission check does not reach \$10.00 for the public coin payphones, the commissions are held for and would be included in the following month. If by the third month, the cumulative commissions still do not reach \$10.00, a commission check is forced through the Verizon system and sent to a using agency.

- 115001983 Game Commission (2 phones)
- 116002871 Fish Commission (3 phones)
- 115001975 Liquor Control Board (LCB) (4 phones)
- 115001985 Insurance (1 phone)

Attachment 9 B – Section 1
June 2004 Coin/Card Public Phone Account for Seventeen (17) Agencies
Monthly Usage Reports with Commission



No monthly usage reports were issued for the five (5) below agencies the month of June 2004. If a monthly commission check does not reach \$10.00 for the public coin payphones, the commissions are held for and would be included in the following month. If by the third month, the cumulative commissions still do not reach \$10.00, a commission check is forced through the Verizon system and sent to a using agency.

- 115105008 Shippensburg University (18 phones)
- 115001972 PA State Police (PSP) (7phones)
- 116002871 Fish Commission (3 phones)
- 115001975 Liquor Control Board (LCB) (4 phones)
- 115001985 Insurance (1 phone)
- 106007648 Dept. of Labor & Industry (L&I)

Attachment 10-A- Section 1
2004 Agencies Public Phone Summary Report of Revenue

Commonwealth of Pennsylvania Public Phone Summary Report Revenue, 2004 - Section 1 (1/04 - 7/04)

Account #	Agency	January '04 Revenue	February '04 Revenue	March '04 Revenue	April '04 Revenue	May '04 Revenue	June '04 Revenue	July '04 Revenue
116005242	Labor and Industry	\$354.90	\$ 65.57	\$8.27	\$626.62	\$451.43	\$692.66	\$532.70
115001972	PA State Police	\$11.52	\$22.15	\$98.25	\$0.85	\$50.00	\$10.78	\$27.65
115001973	Military & Veterans Affairs	\$845.97	\$802.15	\$673.05	\$863.82	\$451.87	\$575.99	\$791.54
115001974	General Services	\$939.40	\$787.80	\$928.07	\$972.51	\$1,105.66	\$654.74	\$707.60
115001975	Liquor Control Board	\$18.94	\$33.48	\$47.21	\$137.28	\$ 9.33	\$9.33	
115001976	Community Correction Centers	\$1,362.46	\$2,256.05	\$7,864.09	\$8,484.71	\$7,653.18	\$8,320.62	\$8,735.67
115001978	Dept. of Natural Resources	\$1,841.03	\$1,065.57	\$425.20	\$536.86	\$2,821.26	\$5,083.17	\$9,048.53
115001979	Dept of Public Welfare	\$6,617.66	\$6,495.52	\$7,855.92	\$7,594.37	\$7,374.30	\$8,856.47	\$7,759.02
115001980	DOC - Lobby	\$19,391.53	\$23,193.78	\$12,202.73	\$13,512.63	\$12,207.92	\$11,314.79	\$11,907.21
115001981	Dept. of Transportation	\$6,851.83	\$4,907.61	\$5,824.38	\$6,599.18	\$5,600.11	\$8,589.60	\$8,774.72
115001983	Game Commission	none	none	none	\$5.17	none	\$46.50	none
115001984	PHEAA	\$114.38	\$267.80	\$341.08	\$3.80	\$313.30	\$143.85	\$151.55
115001985	Insurance	none	none	none	none	none	none	none
115001987	PA Turnpike	\$614.75	\$534.78	\$566.87	\$490.75	\$405.00	\$665.44	\$810.62
115001988	Agriculture	\$463.76	\$598.42	\$1,586.96	\$94.42	\$551.68	\$532.05	
116005245	Shippensburg Univ.	none	\$127.90	none	none	none	none	\$340.82
116002871	PA Fish and Boat Commission	none	none	\$6.28	none	none	\$41.18	\$23.03
AGENCY SUB-TOTALS		\$39,428.13	\$41,158.58	\$38,428.36	\$39,922.97	\$38,995.04	\$45,537.17	\$49,610.66

Footnote

* Denotes commission is
cumulative for carry over periods

Attachment 10-A-- Section 1
2004 Agencies Public Phone Summary Report of Revenue

Commonwealth of Pennsylvania Public Phone Summary Report Revenue 2004 - Section 1
 (8/04 - 12/04)

Account #	Agency	August '04 Revenue	September '04 Revenue	October '04 Revenue	November '04 Revenue	December '04 Revenue
116005242	Labor and Industry	316.28	20.58	\$337.71	198.92	\$80.08
115001972	PA State Police	\$32.90	\$145.50	\$29.90	23.38	44.01
115001973	Military & Veterans Affairs	\$263.15	\$413.20	\$833.91	\$815.69	\$491.44
115001974	General Services	\$621.99	\$1,178.65	\$1,163.22	\$422.47	\$954.29
115001975	Liquor Control Board				\$3.25	\$70.25
115001976	Community Correction Centers	\$8,040.83	\$9,404.73	\$8,204.95	\$10,684.83	\$11,561.19
115001978	Dept. of Natural Resources	\$8,314.84	\$7,371.71	\$3,981.80	\$3,186.06	\$2,468.99
115001979	Dept of Public Welfare	\$7,994.32	\$6,818.19	\$6,444.93	\$6,425.45	\$7,162.89
115001980	DOC - Lobby	\$10,694.07	\$10,764.33	\$10,715.53	\$11,283.40	\$9,139.80
115001981	Dept. of Transportation	\$9,447.09	\$8,548.31	\$8,311.97	\$6,891.21	\$5,142.13
115001983	Game Commission	none	none	none	none	none
115001984	PHEAA	\$297.50	\$71.50	\$138.10	\$138.10	\$290.30
115001985	Insurance	none	\$1.25	none	none	none
115001987	PA Turnpike	\$786.47	\$694.84	\$1,247.36	\$746.58	\$679.63
115001988	Agriculture	\$165.28	\$9.95	\$344.11	\$84.73	\$987.39
116005245	Shippensburg Univ.	\$411.87	\$671.05	\$184.25	\$56.96	\$53.20
116002871	PA Fish and Boat Commission	\$25.80	\$92.45	\$46.74	\$26.83	none
AGENCY SUB-TOTALS		\$ 47,096.11	\$46,185.66	\$41,984.48	\$40,987.86	\$39,125.59

Footnote

- * Denotes commission is
cumulative for carry over periods

(The below spreadsheet has the same information as listed above)



PA public
v-Commission sumn

Attachment 10-B Section 1
2003 Agencies Statistic Messages and Minute

COMMONWEALTH OF PENNSYLVANIA - MONTHLY STATISTIC MESSAGE AND MINUTES-2003 -
SECTION 1

MONTH	AGENCIES MESSAGES		AGENCIES MINUTES	
	LOCAL/INTRA	INTERLATA	LOCAL/INTRA	INTERLATA
JANUARY	9297	3598	39553	28169
FEBRUARY	8163	3310	34622	26914
MARCH	10074	3423	42243	28863
APRIL	10966	5419	42181	33940
MAY	9800	4133	32979	23061
JUNE	12450	6327	39470	32220
JULY	20228	9885	55623	39274
AUGUST	24010	10800	64044	38307
SEPTEMBER	9909	18805	61017	39780
OCTOBER	13199	8907	43565	44504
NOVEMBER	10632	7163	36428	37843
DECEMBER	11120	7014	43871	36543

(The below spreadsheet has the same information as listed above)



COMM_OF_PA_200
3 mins-messs Sec...

Attachment 10-C- Section 1
2004 Agencies Statistic Messages and Minutes

COMMONWEALTH OF PENNSYLVANIA - MONTHLY STATISTIC MESSAGE AND MINUTES-LAST 12 MONTHS

MONTH	AGENCIES MESSAGES		AGENCIES MINUTES	
	LOCAL/INTRA	INTERLATA	LOCAL/INTRA	INTERLATA
JANUARY 04	40107	6955	41034	40550
FEBRUARY 04	45954	5710	48275	40238
MARCH 04	42678	5932	44760	36060
APRIL 04	37852	6894	42903	43683
MAY 04	40432	7975	45320	46041
JUNE 04	51571	9920	55303	45724
JULY 04	56110	11271	66811	50579
AUGUST 04	45294	12234	62066	52564
SEPTEMBER 04	46808	10413	58777	46486
OCTOBER 04	40874	8737	50523	44512
November 04	10632	7163	36428	37843
December 04	11120	7014	43871	36543
12 Month Total	469432	100218	596071	520823

Note: Local Cash minutes are not available

(The below spreadsheet has the same information as listed above)

COMM_OF_PA_12MT
H_total_Agency min-i

Attachment 11 – Section 1
Maintenance Center Information *
(System A)

- A. Maintenance office location: _____

- Telephone Number: _____
- B. Hours of Operation: _____
- C. Person in Charge: _____
- D. Number of Maintenance Personnel at this location: _____
Number trained on maintenance of coin/card stations: _____
- E. Number of coin/card stations maintained from this locations: _____
- F. Distance from maintenance center to the locations where coin/card stations is to be maintained: _____ miles
- G. Employee's titles and experience: (list all personnel by system who shall service the proposed systems:

* This form may be reproduced in as many copies as necessary to present the requested information.

Attachment 12 – Section 1
Office of Administration Office for Information Technology Information
Technology Bulletin (ITB)

I-series ITBs: Security, Privacy, & Business Continuity Planning

I.1.6. Minimum Contractor/Vendor Background Checks Policy

Information Technology Bulletin

Commonwealth of Pennsylvania
Governor's Office of Administration/Office for Information Technology

Issued by: Charles F. Gerhards, Deputy Secretary for Information Technology
Date Issued: November 25, 2002
Date Revised: December 27, 2002

Abstract

The purpose of this policy is to establish requirements and provide a procedure for all agencies under the Governor's jurisdiction to require, as a condition for award of a contract or order, that IT (Information Technology) Contractors and other certain Contractors/vendors agree to conduct criminal record checks for all employees who will perform services on site at Commonwealth facilities, or who will have access to Commonwealth facilities through onsite, or remote computer access. Currently, a background check is conducted for all Commonwealth employees. However, background checks are not conducted for Contractor employees working on Commonwealth IT projects, facilities, systems, or operations. This policy is necessary for the protection, security and privacy of Commonwealth employees, customers, and Commonwealth information systems.

Policy

This Information Technology Bulletin (ITB) establishes enterprise-wide policy for minimum Contractor/vendor background checks that applies to all Commonwealth Departments, Boards and Commissions under the Governor's jurisdiction.

This policy will apply to all IT systems and services contracts, including purchase orders and/or FLs issued from the OA IT ITQ services contract and any other contract delegated to OA or another agency by DGS. The level of investigation may vary depending on the sensitivity of the area in which the Contractor's employees will work (e.g., more detailed background checks may be required for a

Contractor involved with Homeland Security). This policy establishes that agencies must require, as a condition of award of a contract or purchase order, that Contractors/vendors who will perform IT work as a part of the contract/purchase order must agree to conduct pre-employment background checks on any personnel who will perform services on site at Commonwealth facilities, or who will have access to Commonwealth facilities through onsite, or remote computer access. Criminal records are to be checked for the previous five (5) years. The agency shall require the Contractor to conduct criminal record checks annually for any employee assigned to do work for the Commonwealth.

When a Contractor/vendor discovers that a Contractor or subcontractor employee has a criminal background that includes a felony or misdemeanor involving terrorist behavior, violence, use of a lethal weapon, or breach of trust/fiduciary responsibility or which raises concerns about building, system or personal security or is otherwise job-related, the Contractor shall not assign that employee to any Commonwealth facilities, shall remove any access privileges already given to the employee and shall not permit that employee remote access. At the request of the Contractor, the Commonwealth agency may, in its sole discretion, determine whether the employee may have access, or continue to have access to Commonwealth facilities/resources/systems.

Note: Obtaining a DGS-issued photo ID card will ensure that background checks are obtained annually by the Contractor, since a criminal background check is required to obtain the photo ID card. There will be an expiration date on the ID card of one (1) year from the issuance date. In addition, the ID card will expire at the end of a project or upon removal of an employee, even if a year has not passed.

Background

Contractors must agree to the contract provision as a condition for award of a contract or purchase order. Contractors must comply with this procedure before they permit access to the site by their employees or their subcontractors' employees. Agencies must receive written confirmation from the Contractor that all requirements have been met before allowing the Contractor access to the site. This policy applies to, but is not limited to, services provided for the following types of projects:

1. IT Initiatives involving the development of programs and systems
2. Application hosting
3. IT Infrastructure work

Criminal background checks are to be conducted by the Pennsylvania State Police via the Request For Criminal Record Check form and procedure. Information provided by the prospective Contractor employee will be screened against state, and local systems containing information on criminal arrests, convictions, warrants, and incarcerations. The database search will include the PA Commonwealth Law Enforcement Assistance Network (CLEAN).

Contractors will be responsible for the payment of all fees associated with background checks for their employees and/or subcontractors.

The above procedure must be included in any procurement instrument, including Request For Proposal (RFP), Invitation For Bid (IFB), Invitation To Qualify (ITQ), Request for Quote (RFQ), Sole Source Contracts, Renewals, Amendments, and agency Statements of Work, etc. The following language must be included in RFPs, IFBs, ITQs, RFQs, Sole Source Contracts, Renewals, Amendments and agency Statements of Work for IT services to be performed on site at Commonwealth facilities or through onsite, or remote computer access:

"The Contractor must, at its expense, arrange for a background check for each of its employees, as well as the employees of any of its subcontractors, who will have access to Commonwealth IT facilities, either through on-site access or through remote access. Background checks are to be conducted via the Request for Criminal Record Check form and procedure found at <http://www.psp.state.pa.us/psp/lib/psp/sp4-164.pdf>. The background check must be conducted prior to initial access and on an annual basis thereafter.

Before the Commonwealth will permit access to the Contractor, the Contractor must provide written confirmation that the background checks have been conducted. If, at any time, it is discovered that a Contractor employee has a criminal record that includes a felony or misdemeanor involving terroristic behavior, violence, use of a lethal weapon, or breach of trust/fiduciary responsibility or which raises concerns about building, system or personal security or is otherwise job-related, the Contractor shall not assign that employee to any Commonwealth facilities, shall remove any access privileges already given to the employee and shall not permit that employee remote access unless the agency consents to the access, in writing, prior to the access. The agency may withhold its consent in its complete discretion. Failure of the Contractor to comply with the terms of this paragraph may result in default of the Contractor under its contract."

Agencies may exceed this policy at their discretion, and may enter into an amendment solely for the purpose of implementing this policy.

Should an agency desire to obtain a waiver for this ITB, they must submit a written request to CTC Director for approval. In the request, please state the reasons for making the request.

Questions

Questions regarding this policy should be directed to Steven T. Fink, Commonwealth Technology Center, OA/OIT, at 717-705-9041, or sfink@state.pa.us.

Referenced Documents

- **Request For Criminal Record Check** (Pennsylvania State Police website)

Attachment 13-A – Section 1
Cost Data * - 5-E Financial
Contractor's Coin/Card Public Telephone Charges

Type: Independent Local and Intralata Toll Calling – Public Telephones

Rates submitted:

Rate Per Minute	\$ _____
Collect – Automated	\$ _____
Billed to Third Party – Automated	\$ _____
Calling Card Automated	\$ _____
Credit Card Automated	\$ _____
Collect Operator Assist	\$ _____
Billed to Third-Party – Operator Assist	\$ _____
Person-to-Person Operator Assist	\$ _____
Calling Card – Operator Assist	\$ _____
Credit Card – Operator Assist	\$ _____
Operator Dialed	\$ _____
Directory Assistance	\$ _____
Per Call Compensation	\$ _____

Type: Interstate Calling – Public Telephones

Rate Per Minute	\$ _____
Collect – Automated	\$ _____
Billed to Third Party – Automated	\$ _____
Calling Card Automated	\$ _____
Credit Card Automated	\$ _____
Collect Operator Assist	\$ _____
Billed to Third-Party – Operator Assist	\$ _____
Person-to-Person Operator Assist	\$ _____
Calling Card – Operator Assist	\$ _____
Credit Card – Operator Assist	\$ _____
Operator Dialed	\$ _____
Directory Assistance	\$ _____

Per Call Compensation \$ _____ % of gross value of call (for example: \$ _____ call would be and additional \$ _____ charge) (pass through to the federal government – no commission paid on USF fee)

Type: Interlata Calling – Public Telephones

Rate Per Minute	\$ _____
Collect – Automated	\$ _____
Billed to Third Party – Automated	\$ _____
Calling Card Automated	\$ _____
Credit Card Automated	\$ _____
Collect Operator Assist	\$ _____
Billed to Third-Party – Operator Assist	\$ _____
Person-to-Person Operator Assist	\$ _____
Calling Card – Operator Assist	\$ _____
Credit Card – Operator Assist	\$ _____
Operator Dialed	\$ _____
Directory Assistance	\$ _____
Per Call Compensation	\$ _____
The local coin rate to make a call	\$ _____

Contractor will complete above charges proposed and add other charges below only if other charges apply. If additional costs apply over the two (2) blanks supplied please list them.

_____ \$ _____
 _____ \$ _____

Attachment 13-A – Section 1
Cost Data * - 5-E Financial
Contractor's Coin/Card Public Telephone Charges

Charges for coin/card public payphone if Contractor will not install a commission based coin/card payphone because either, the existing or potential low revenues. If an agency still requires coin/card public payphone services the Contractor would charge the agency for providing the services as indicated below:

Installation cost to install a coin/card public payphone' \$ _____
(If no change put \$0.00)

Monthly recurring cost for a coin/card public payphone
Including dial tone and maintenance \$ _____

* To be submitted in a separately sealed envelope. Refer to paragraph 2-1, F.3.

Attachment 13-B – Section 1
Commission Data *
5-E Financial

Having carefully read this Request for Proposal and associated instructions and addend, the undersigning representing the Contractor, hereby agrees to provide public coin/card telephone service to the Commonwealth in accordance with its response and to pay commissions to the Commonwealth as specified below.

Contractor's should complete the following form by inserting a commission percentage and calculating the annual dollar commission in column one (1) and in column two (2) Contractor's estimated of gross revenue for comparison purposes only.

<u>System A</u>	<u>Column 1:</u>	<u>Column 2:</u>
<u>Local and IntraLata calls from coin/card telephones:</u>		
2004 Annual Local Gross Billed Revenue	\$127,188.62	\$ _____
2004 Annual IntraLata Gross Billed Revenue	\$72,584.14	\$ _____
Commission Percentage:		_____ %
Annual Dollar Commission:		\$ _____
<u>InterLata calls from coin/card telephones:</u>		
2004 Annual Gross Billed Revenue	\$232,563.92	\$ _____
Commission Percentage:		_____ \$
Annual Dollar Commission:		\$ _____

Signature: _____

Title: _____

* To be submitted in a separately sealed envelope. Refer to paragraph 2-1, F.3.

Attachment 13-C Section 1
Cost Data *
5-E Financial

Having carefully read this Request for Proposal and associated instructions and addend, the undersigning representing the Contractor, hereby agrees to provide public coin/card telephone service to the Commonwealth as specified below. Guaranteed rates with submission of Contractor's proposal for public coin/card telephone rates. In addition, yearly negotiations will take place with the awarded Contractor reviewing market pricing. If any rate change is granted the Contractor is required to supply written notice 30 day prior notification.

Guaranteed rates that Contractor submitted in Attachment 13-A.

Each Contractor shall explain in detail, on Attachment 13-C only, how all commissions are determined or calculated. Specify all factors that the Contractor shall use and include them in the cost data response to the RFP.

* To be submitted in a separately sealed envelope. Refer to paragraph 2-1, F.3 Commission Section.

Request for Proposal (RFP)

For Payphone and Inmate Telephone Services

Office of Administration and Department of Corrections

Request for Proposal (RFP) Number 2005-081-011

Section 2 Inmate Telephone Services

Date of Issuance June 29, 2005

Table of Contents Section 2 Inmate Telephone Services

	<u>Page</u>
Part 1	117
General Information for the Contractors	118
2.1-1. Purpose	118
2.1-2. Issuing Office (Office of Administration)	118
2.1-3. Scope	118
2.1-4. Problem Statement	118
a. Purpose	119
b. Summary of Scope of Work	119
1. System B	119
2. System C	120
3. Integration of Command/Investigative Staff Operations	120
2.1-5. Current Commission Information, Partial Fixed Rates and Description of Present Inmate Calling System and Monitoring and Recording Equipment/ System and Prepaid Calling	121-123
2.1-6. Rejection Of Proposals	123
2.1-7. Incurring Costs	123
2.1-8. Pre-proposal Conference and Site Visit	123
2.1-9. Amendment To The RFP	124
2.1-10. Response Date	124
2.1-11. Proposals	124
2.1-12. Disadvantaged Business Information	124
2.1-13. Information Concerning Small Businesses in Enterprise Zones	125
2.1-14. Economy Preparation Of Proposals	126
2.1-15. Oral Presentation	126
2.1-16. Pre-Award Performance Demonstration	126
2.1-17. Prime Contractor Responsibilities	126
2.1-18. Disclosure Of Proposal Contents	127
2.1-19. Standard Contract	127
2.1-20. Negotiations	127
2.1-21. System Design Changes	127
2.1-22. Debriefing Conferences	127
2.1-23. News Releases	128
2.1-24. Commission Data	128
2.1-25. Subcontracting	128
2.1-26. Restriction of Contact	128
2.1-27. Best and Final Offers	128
2.1-28. Commonwealth Participation	128
2.1-29. Term of Contract	128
2.1-30. Withdrawal Of Proposals	129
2.1-31. Contractor's Representations and Authorizations	129-130
2.1-32. Notification of Selection	130
2.1-33. RFP Protest Procedure	130-132

2.1-34. Definitions	132-134
Part 2	135
Information Required from Contractors	136
2.2-1 Format for Required Information	136-138
2.2-2 Packaging Of Proposals	138
2.2-3 Security Of Proposals	138
2.2-4 Disadvantaged Business Information	138
2.2-5 Enterprise Zone Small Business Utilization Response	141
2.2-6 Technical Proposal	142
TAB 1. Letter of Transmittal	142
TAB 2. Mandatory Requirements	143
TAB 3. Management Summary	143
TAB 4. Corporate Background and Experience	144-145
TAB 5. Project Staffing and Key Personnel	145
TAB 6. Technical Requirements	146-148
TAB 7. Training Requirements	149
TAB 8. Maintenance Requirements	149
TAB 9. Financial Requirements	149
TAB 10. Objections and Additions to Standard Terms and Conditions	149
Part 3	150
Mandatory Requirements	151
2.3-1. Mandatory Requirements	151-153
Part 4	154
Criteria for Selection	155
2.4-1. Review and Evaluation	155
2.4-2. Alternate Proposals	155
2.4-3. Criteria	155-156
2.4-4. Disadvantage Business Participation Evaluation	156-157
Part 5	158
Systems	159
<u>2.5-A. System B: Inmate Telephone Service</u>	159
1. General Conditions – Inmate Telephone Service	159
a. No Charge to the Commonwealth	159
b. Compliance with Regulations and Law	159
c. Responsibility for Permits, Nomenclature, Specs	160
d. Equipment may be same as Installed or Equal	160
e. Other Features	160
f. Text Telephones	160-162
g. Install Text Telephones	162
h. Concurrence for Disconnection/Removal	163
i. Upgrades or Replacements – Hardware	163

j. Federal and State Laws, Rules, Regulations, and Codes	163
2. Operational Standards	164-180
3. Station Equipment Standards	180
4. Station Installation Standards	181
5. Required Reports	181
2.5-1. Revenue and Commission Reports plus other Reports	182
a. Telephone Generated Revenues	182
b. Telephone Generated Commissions	182
c. Custom Reports	183
d. Variance Reports	183
e. Inmate Calling System Software	183
f. Monthly Inventory and Summary Report	183
g. Monthly Detailed Financial Reports	183
h. Monthly Performance Log Reports	183
i. Weekly conference Calls and Reporting	184
j. Weekly Maintenance Trouble Ticket Report	184
k. Route Cause Analysis Log	184
l. Bi-Monthly Management Meetings	184
m. End User Forum Meetings	184
n. Yearly Quality Assurance Reviews (YQAR)	184
6. Environmental Considerations	185
a. Complete Description	185
b. Surge/Lightning Projection	185
7. Customer In Put to System Development Effort	185
8. Desirable Information	185
<u>2.5-B. System C: Monitoring and Recording Equipment/System</u>	186
1. General Conditions – Monitoring and Recording Capability	186
2. Operational Standards	187-192
<u>2.5-C. Investigation Staff Operations</u>	193
1. Telecommunications Capabilities	193
2. Information By Location	194
a. Headquarters Security Office	194
b. Office of Professional Responsibility	194
c. Inmate Phones for Testing Purposes for Both Collect & Prepaid Calls	194
d. Confidential Source of Information (CSI) Telephone Hot Line	195
<u>2.5-D. Common Requirements: Systems B & C</u>	196
1. Call Rate Affordability	196
2. Moves, Changes, Additions, and Deletions	197
3. Conversion of Inmate Call Records	197
4. Installation, Transition and Implementation	197
5. Schedule of Implementation	198

<u>2.5-E. Training</u>	199
1. Training General	199
Systems B and C	199
2. Training Description	199
a. Complete Detailed Description	199
b. Follow-Up Training	199
c. Systems B and C – Site Oriented Training	199
3. Trainer	200
4. Training Material	200
5. End User Forum Meetings	200
<u>2.5-F. Maintenance Requirements</u>	201
1. General Provisions	201
a. Requirement	201
b. No Charge to the Commonwealth	201
2. Certification	201
3. Maintenance Plan, Center Location and Personnel Profile	201
a. Maintenance Center	201
b. Personnel Profile	201
4. Standard For Repair	201
5. Maintenance Liquidated Damages	202
a. Minor Emergency	202
b. Major Emergency	203
c. Assessment of Liquidated Damages	204
d. Maintenance Liquidated Damage Major and Minor Monthly Report	204
6. Preventive Maintenance	204
a. Contractor Responsibilities	204
b. Develop Maintenance Logs	205
7. Maintenance Obligation	205
8. Maintenance Responsibility	205
a. All Suppliers Responsible Until Problems Identified	205
b. Successful Contractor is Point of Contact	205
9. Performance Requirements and Reliability/Availability	205
10. Project Manager and Implementation Plan	206
11. New Technology	206-207
12. Disaster Recovery Plan	207
13. Minimum Contractor Background Checks Policy	207
14. Entry to DOC Facilities	207
15. Storage and Security	207
16. Site Cleanup	208
<u>2.5-G. Financial</u>	209
1. Best Offer Commission Percentages	209
2. Commission Data Submission	209
3. Revenue Generation	209-211

4.	Service Revenues and Commissions	211
5.	Commission Data	212
6.	Commission Payments	212
7.	System Responsibility	212
8.	Contract Requirements - Disadvantaged Business Participation and Enterprise Zone Small Business Participation	212
	Contract – Part 6	214
	Standard Contract Terms and Conditions for Services	215-231
	Attachments Section 2 Inmate Telephone Services	232
	Attachment List	233-234
	Attachment 1 Payphones and Enclosures In Place	235
	Attachment 2 State Correctional Institution (SCI) Locations and SCI Contact Personnel	236
	Attachment 3 State Map of SCI Locations & Addresses	237-239
	Attachment 4 Telco Providers Servicing Department of Corrections State Corrections State Correctional Institutions (DOC-SCI) (4-A) and Inmate Inventory (4-B)	240-241
	Attachment 5 Department of Corrections (DOC) Inmate Telephone Cutover Schedule	242-243
	Attachment 6 Verizon Inmate Collect and Prepaid Tariffs	244
	Attachment 7 Pennsylvania Department of Corrections Inmate Collect Calling Rates	245
	Attachment 8 Pennsylvania Department of Corrections Inmate Prepaid Calling Rates	246
	Attachment 9 Department of Corrections Inmate Policy & DC-ADM 818-1 (9-A), DOC Policy Number Re-issue DC-ADM 818 (9-B)	247-261
	Attachment 10 Department of Corrections Policy Number DC-ADM 818-1 (Part 6 Prepaid Phone Card Refunds included only)	262-263
	Attachment 11 Installed Equipment Form	264
	Attachment 12 Environmental Requirements	265
	Attachment 13 Travel Expenses for Demonstration, Training End User Forum Meetings and Traveling for Reviewing New Technologies,	266-274
	Attachment 14 Act 181 of 2002	275
	Attachment 15 Inmate Population 2003	276
	Attachment 16 Inmate Admissions 2003	277
	Attachment 17 Inmate Releases 2003	278
	Attachment 18 Inmate Transfers 2003	279
	Attachment 19 Inmate Population Projections 2004-2010	280
	Attachment 20 Maintenance Center Information (System B – System C)	281
	Attachment 21 Office of Administration Office for Information Technology Information Technology Bulletin (ITB)	282-284
	Attachment 22 Revenue Commissions Prepaid 2004 Summary Report	285

Site Codes for Prepaid and Financial Monthly Report on Inmate
Prepaid (one month example)

Attachment 23 Inmate Monthly Usages and Commissions Collect Report	287
Attachment 24 Collect Messages and Minutes Billed Summary 2001	287-292
Monthly Statistic Messages and Minutes (24-A), Collect Messages and Minutes Billed Summary 2002 Monthly Statistic Messages and Minutes (24-B), Collect & Prepaid Messages and Minutes Billed Summary 2003 Monthly Statistic Messages and Minutes (24-C), and Collect & Prepaid Messages and Minutes Billed Summary 2004 Monthly Statistic Messages and Minutes (24-D)	
Attachment 25 Commission Data 5-A. 2. p. (1) (a) Option 1 (25-A),	293-294
Commission Data 5-A. 2. p. (1) (b) Option 2 (25B),	295-296
Cost Data 5-D. 1. a., b. & c. (25-C), Cost Data Inmate Collect Calling Rates (25-D), Cost Data Inmate Prepaid Calling Rates (25-E)	297

Section 2 Inmate Telephone Services

Part 1

General Information for the Contractors

Part 1
General Information For The Contractors

2.1-1. Purpose: This Request For Proposals (RFP) provides interested Contractors with sufficient information to adequately prepare and submit proposals for furnishing, installing, and maintaining related telecommunications systems for the Commonwealth of Pennsylvania (Commonwealth) to provide inmate payphone services and to control inmate calling and recording systems from the Department of Corrections (DOC) State Correctional Institutions (SCI). This RFP is structured in such a way to allow a proposer to propose on both systems or on either. The preference is to award one contract to a single proposer, but the Commonwealth reserves the right to award separate contracts for the services, if determines that it is in its best interest to do so. Section 1 relates to public payphones. This section 2 relates to inmates phones. The Commonwealth is seeking an innovative solution for the provision of these services. The RFP sets out the minimum requirements related to both systems. Payphones proposed in response to this RFP in Section 2 must be equal to or better then the specification listed in Attachment 1 Payphone and Enclosures in Place, which may be new or refurbished. DOC-SCIs inmates utilize Philips and Brooks payphone model G05010. All Control and Recording Systems and all associated components will be new.

2.1-2. Issuing Office (Office of Administration): This RFP is issued for the Commonwealth by the Office of Administration, Bureau of Infrastructure and Operations. The Office of Administration is the sole point of contact in the Commonwealth for this RFP. Any and all questions should be directed to:

Georgia A Baer,
Contract Administrator
Governor's Office of Administration
Bureau of Infrastructure and Operations
Telephone No. (717) 772-8124
Facsimile No. (717) 772-8018
Email: gbaer@state.pa.us

2.1-3. Scope: This RFP contains instructions governing the proposals to be submitted and materials to be included therein; requirements which must be met to be eligible for consideration; description of the required systems and the general evaluation criteria; Contractor's responsibilities; and other requirements to be met by each Contractor submitting a proposal.

2.1-4. Problem Statement:

- a. Purpose: The Commonwealth of Pennsylvania wants to ensure highly-reliable, high quality service on a collect calling and prepaid basis for use by the inmates of the SCIs. It is intended that a state-of-the-art call control system and a state-of-the-art call monitoring and recording system be integrated into the inmate service. The purpose of this RFP is to secure these types of services for all inmate telephones located at the Department of Corrections (DOC) State Correctional Institutions (SCI).

The Commonwealth of Pennsylvania has four major objectives that must be met:

1. To ensure the provision of high-quality service for the inmates at SCIs.
2. To set up a control system for inmate telephone calling services that provide detailed stationed message information and that reduce as much as practical illegal activity by inmates using the inmate telephone system.
3. To set up a system, integrated with the call control system, for monitoring and recording calls from the inmate telephones to ascertain illegal activity and to support the legal prosecution of perpetrating parties.
4. To receive a competitive market-driven commission from inmate telephone calls while recognizing the Contractor costs of providing the inmate call control and monitoring/recording systems.

- b. Summary of Scope of Work: The Contractor shall be responsible for furnishing, installing, and maintaining related telecommunications systems that provide payphone service for the Commonwealth of Pennsylvania and control inmate calling from SCIs. Contractor should recognize that the Department of Corrections has unique needs and special requirements that must be served. For example, the Department of Corrections has special security requirements and has a prime objective of controlling and limiting the use of the inmate telephone system for fraudulent activity. At the end of the contract, the ownership of all equipment would remain with the Contractor. The Contractor must maintain records of inmate calls for a least one year. At the end of the contract, the most recent one year of inmate call records must be transferred to the Commonwealth. The records must be in a form that is readable by a non-proprietary system.

1. System B: Inmate Telephone Service. System B is comprised of all the inmate telephones located at the present 26 SCIs. Attachment 2 provides the names and contacts at presently existing SCIs where inmate telephone

service must be installed. Contractors may not contact any SCI personnel during the RFP process. The Commonwealth may in its sole discretion close and/or add facilities during the contract term without penalty. Attachment 3 is a map of Pennsylvania showing the geographic locations of the SCIs. Attachment 4-A lists the SCIs indicating the incumbent/local exchange company (ILEC). While the pre-proposal conference and site visit are not mandatory, it is strongly recommended that the visit be made to ensure full understanding of the requirements. The Contractor is responsible for all costs of installing the proposed systems to include, but not be limited to, conduit, backboards, drilling of holes, sleeves, fire retardant material, cable/wiring and the pulling thereof.

The inmate control system technical requirements are listed in Section 2.5-A of this RFP. These requirements are to be considered minimum and must be included in any proposal, regardless of what other services the Contractor includes in its proposal. Because the Commonwealth used minimum does not mean or will consider any less requirements than requested and/or being used in the DOC-SCIs today. The Commonwealth will not accept a response that requirement(s) are not available or could be provided after a mutually agreed period of time to allow for development, testing, etc. All inmate telephone systems shall be installed using a procedure such that there shall be no interruption of inmate telephone service. The installation schedule is to be completed by the Contractor using Attachment 5 of this RFP. Each responding Contractor must submit a detailed transition schedule with its proposal, including time frames for the various stages of installation, including tests and acceptance by the Commonwealth.

2. System C: Monitoring and Recording Equipment/Systems. System C is comprised of equipment necessary to monitor and record both sides of the communications on telephone calls made using the inmate stations at the SCIs. System C must be fully integrated with System B, the inmate telephone control system. All equipment, software, and training of Department of Corrections personnel must be provided at no cost to the Commonwealth. Technical requirements for the monitoring/recording systems and associated equipment can be found in Section 2.5-C. Installation must be in accordance with Attachment 5 of this RFP.
3. Integration of Command/Investigative Staff Operations:
Two (2) Central Office, Camp Hill, organizations must be integrated into System B, Inmate Telephone service, and System C, Monitoring and Recording Systems. Description and details of this integration are delineated in Section 2.5-C of this RFP.

2.1-5. Current Commission Information, Partial Fixed Rates and Description of Present Inmate Calling System and Monitoring and Recording Equipment/System and Prepaid Calling:

The current contract is a statewide contract, from which the Commonwealth receives different amount of commissions on telephone calls. From the commission received from the 26 DOC State Correctional Institutions (SCI) locations, where the inmates make collect and prepaid calls to family and friends, \$3 million is for the Department of Corrections Inmates General Welfare Fund. The balance goes into the Commonwealth's General Fund.

Verizon's support levels under the current contract are Verizon Director, Regional Sales Manager, Account Executive, numerous Project Managers, Managers, Customer Service Representative, support staff, subcontractor's team of Managers and its Support Staff. The Verizon contract was extended with one (1) year with two (2) six (6) month options to renew. Approximately five (5) change orders were issued over the life of the current contract.

The Commonwealth has fixed rates with no rate increases on inmate collect and prepaid calling for Interlata/Interstate and Interlata/Intrastate. If any, other rates are subjected to 30 day notification of any tariff rate increases. If any inmate rate change occurs, the Contractor is required to supply sufficient copies of the rate change in writing both in English and Spanish for posting at each inmate telephone station at least 30 days prior to the effective date of the rate change. Attachment 6 lists current tariffs for public payphones, inmates collect and prepaid.

Presently all DOC-SCIs have T-Netix's (Securus Technologies) Digital Call Recording and Monitoring System (DCRMS), which are fully integrated with the Inmate Calling System, and are designed to provide secure recordings of inmate telephone conversations. Corrections personnel can listen to live or archived recordings via multi-media PC interfaces connected over Local Area Networks. Multiple levels of security ensure that only authorized personnel can access and monitor the inmate recordings. The current DOC-SCIs Verizon connection is a T1 at each SCI and Frame Relay system. TelCove (Adelphia) is the Commonwealth's network service provider. TelCove's fiber is available for subcontracting transport. For information see TelCove's website <http://telcove.com> or contact David Stonfer @ (717) 506-7603, david.stonfer@telcove.com.

The DCRMS enables the system administrator to select specific dialed numbers, lines, or inmate Personal Identification Numbers (PINs) to be recorded. When the DCRMS detects activity based on the selected criteria, conversations are automatically recorded. As an alternate mode of operation, the System will simultaneously record all inmate conversations. In addition, telephone numbers

defined as "Record Restricted" prevent recording of attorney calls or other privileged communication. Recorded conversations may be played back on demand using the integrated playback module. The audio may be directed to the integrated loudspeaker or headphones. This output may also be used to record the conversation(s) to a standard analog tape recorder.

The DCRMS is fully automatic, with each call being digitally recorded onto two high-speed, high-capacity disk drives. When the first disk nears capacity, new recordings are re-directed to the second drive. Then, when all recordings on the first drive are completed, the DCRMS archive the recordings automatically onto storage media. This dual, active drive process also provides for immediate redundancy should one of the active drives fail. Depending on configuration size of the DOC-SCI there are between 3 to 10 - 145 GB hard drives at each DOC-SCI site.

The workstations use Windows 2000. The DCB system operates on QNIX operating system and the Contractor is responsible for all costs associated with software or hardware upgrades and licenses.

Once a recording has been made, investigators can access one or more recordings by completing a search screen on the VGA monitor to retrieve all recordings matching the specified parameters. Searches can be done by dialed number, date, date ranges, time, time ranges, inmate account number(s), call length, and site ID. Once the search form has been completed, the system administrator is presented with a list of matching recordings. From this list, the selected recordings may then be listened to and/or spooled onto a standard cassette tape. The DCRMS will then retrieve the desired recordings, prompting for archival tapes as necessary. The DCRMS playback has the ability to store a recording on the local machine, and once stored, it can be e-mailed as an attachment.

In addition, the DCRMS enables facility personnel to listen to a conversation in-progress on a near real-time basis and have the conversation recorded at the same time. All conversations currently in progress will be displayed and the user may select the desired conversation to monitor. Once the user makes the selection, the requested conversation will be directed to the integrated playback module.

DCRMS Playback Security features include:

- Integrated a checksum to authenticate original recording
- Local file search
- Recording time stamp announcement
- Damage recording verification

The playback will warn user of possible recording file tampering or damage. This functionality ensures the authenticity of the recording for court proceedings, etc.

Recordings will play until the segment that has been tampered with has been reached.

Storage Media Alerts:

Provides the facility with the ability to measure the used and remaining storage available within a CD jukebox or other storage media. The feature presents information such as the number of full disks, the number of empty disks, and the used and remaining space on the current disk. It presents information in terms of the number of disks and the number of minutes of recording. It also provides a target date when the operator will need to refill the jukebox. The information is easily viewable on demand by the operator, and if the threshold for the minimum amount of space is crossed, the visible alarm is made to the operator with an appropriate message on the screen.

Verizon's subcontractor T-NETIX, Inc. (Securus Technologies): T-NETIX (Securus Technologies) supplies the inmate telephone system for the Commonwealth and has five (5) field technicians currently supporting the inmate telephone system.

Verizon's subcontractor ShawnTech Communications, Inc.: ShawnTech supplies the inmate telephone system with between eighteen (18) and nineteen (19) System Administrators (SA) located in the DOC-SCIs.

Long Distance Services:

Starting in May, 2003 all long distance services related to Attachment 7 Pennsylvania Department of Corrections (DOC) Inmate Collect Calling Rates, Attachment 8 Pennsylvania DOC Inmate Prepaid Calling Rates were changed from T-Netix long distance (LD) carrier services to Verizon Select Services, Inc. (VSSI) LD services. VSSI is Verizon's in-house LD Company.

- 2.1-6. Rejection Of Proposals: The Commonwealth reserves the right to reject any and all proposals received as a result of this request, or to negotiate separately with competing Contractors.
- 2.1-7. Incurring Costs: The Commonwealth is not liable for any costs incurred by Contractors, in preparing response to this RFP.
- 2.1-8. Pre-proposal Conference and Site Visit: A pre-proposal conference will be held on the date and at the place specified in the cover letter. The DOC-SCI site visit will follow the pre-proposal conference. The purpose of this conference is to clarify any points in the RFP, which may not have been clearly understood. The Office of Administration must receive questions in writing at least five (5) business days prior to the meeting to ensure sufficient analysis can be made before

an answer is supplied. The pre-proposal conference is for information only. Answers furnished during the conference are not official until verified, in writing, by the Office of Administration. All questions and answers will be issued as an addendum to and become part of this RFP and posted to the Department of General Services website www.dgsapp.state.pa.us/comod/main.asp.

- 2.1-9. Amendment To The RFP: If it becomes necessary to revise any part of this RFP, an amendment shall be posted to the Department of General Services website www.dgsapp.state.pa.us/comod/main.asp.
- 2.1-10. Response Date: To be considered, proposals must arrive at or before the time and date specified in the cover letter at Department of Corrections Central Office Building, Support Services Section, 2520 Lisburn Road, Camp Hill, Pennsylvania 17001-0598. Contractors mailing proposals should allow sufficient mail delivery time to ensure timely receipt of their proposals. Late proposals will not be considered regardless of the reason for the proposal being late.
- 2.1-11. Proposals: To be considered, Contractors must submit a complete response to this RFP, using the format provided in PART 2. A Contractor may make no other distribution of proposals. An official authorized to bind the Contractor to its provisions must sign the proposal. For this RFP, the proposal must remain valid until the contract is fully executed by the Commonwealth. The contents of the proposal of the selected Contractor become contractual obligations if a contract is entered into.
- 2.1-12. Disadvantaged Business Information: The Commonwealth encourages participation by small disadvantaged businesses as prime Contractors, joint ventures and subcontractors/suppliers and by socially disadvantaged businesses as prime Contractors.

Small Disadvantaged Businesses are small businesses that are owned or controlled by a majority of persons, not limited to members of minority groups, who have been deprived of the opportunity to develop and maintain a competitive position in the economy because of social disadvantages. The term includes: 1) Department of General Services Bureau of Minority and Women Business Opportunities (BMWBO)-certified minority businesses enterprises (MBEs) and women business enterprises (WBEs) that qualify as small businesses and 2) United States Small Business Administration-certified Small Disadvantaged Businesses or 8(a) small disadvantaged business concerns.

Small businesses are businesses in the United States that are independently owned, are not dominant in their field of operation, employ no more than 100 persons and earn less than \$20 million in gross annual revenues (\$25 million in gross annual revenues for those businesses in the information technology sales or service business).

Socially disadvantaged businesses are businesses in the United States that BMWBO determines are owned or controlled by a majority of persons, not limited to members of minority groups, who are subject to racial or ethnic prejudice or cultural bias, but which do not qualify as small businesses. In order for a business to qualify as "socially disadvantaged", the offeror must include in its proposal clear and convincing evidence to establish that the business has personally suffered racial or ethnic prejudice or cultural bias stemming from the business person's color, ethnic origin or gender.

Questions regarding this Program can be directed to:

Department of General Services
Bureau of Minority and Women Business Opportunities
Room 611, North Office Building
Harrisburg, PA 17125
gs-bmwbo@state.pa.us
Phone: (717) 787-6708
FAX: (717) 772-0021

Program information and a database of BMWBO-certified minority- and women-owned businesses can be accessed at www.dgs.state.pa.us, DGS Keyword: BMWBO. The federal vendor database can be accessed at www.ccr.gov by clicking on Dynamic Small Business Search (certified companies are so indicated).

2.1-13. Information Concerning Small Businesses in Enterprise Zones: The Commonwealth of Pennsylvania encourages participation by small businesses, whose primary or headquarters facility is physically located in areas designated by CWOPA as Designated Enterprise Zones, as prime Contractors, joint ventures and subcontractors/suppliers.

Small businesses are businesses in the United States that are independently owned, are not dominant in their field of operation, employ no more than 100 persons and earn less than \$20 million in gross annual revenues (\$25 million in gross annual revenues for those businesses in the information technology sales or service business).

There is no database or directory of small business located in Designated Enterprise Zones. Information on the location of *Designated Enterprise Zones* can be obtained by contacting:

Aldona M. Kartorie
Center for Community Building
PA Department of Community and Economic Development

4th Floor Keystone Building
400 North Street
Harrisburg, PA 17120-0225
Phone (717) 720-7409 Fax (717) 787-4088
Email akartorie@state.pa.us

- 2.1-14. Economy of Preparation of Proposals: Proposals should be prepared simply and economically, providing a straightforward, concise description of the Contractor's ability to meet the requirements of the RFP.
- 2.1-15. Oral Presentation: Contractors that submit proposals may be required to make an oral presentation of their proposal to the Commonwealth. Such presentations provide an opportunity for Contractors to clarify their proposals to ensure thorough mutual understanding. The Office of Administration will schedule these presentations.
- 2.1-16. Pre-Award Performance Demonstration: At the option of the Office of Administration, qualified Contractors will be required to demonstrate the functional capabilities of the equipment proposed for System B and System C prior to final selection. Qualified Contractors are those that have met all mandatory requirements as set forth in Part 3. The proposed equipment and software must be in production and installed and in use by one (1) or more customers of the Contractor. Refer to Paragraph 2.2.6, Tab 6 D. Demonstration of Part 2 for a more detailed description of the demonstration phase of the evaluation. The Office of Administration will not be responsible for any cost incurred by a Contractor for such a demonstration(s). A minimum of six (6) and not more than seven (7) Commonwealth of Pennsylvania representatives will be a part of the team reviewing the demonstration. The Contractor shall be responsible for reimbursing the Commonwealth for the travel expenses of the representatives of the Commonwealth to attend the demonstration(s).
- 2.1-17. Prime Contractor Responsibilities: The selected Contractor must assume responsibility for all services offered in its proposal whether or not it produces them. Further, the Commonwealth will consider the Contractor to be the sole point of contact with regard to contractual matters. Any services provided by a subcontractor must be identified in the Contractor's proposal.

The selected Contractor shall be the sole contact with the Commonwealth for all matters covered by the contract and shall have submitted a single proposal in which the following are participants:

Single interLATA carrier for B; one or more Contractors providing local and intraLATA call service for System B; a single Contractor providing the equipment controlling the inmate telephone service at all of the SCI's - System B; a single

Contractor meeting the requirement of providing monitoring/recording equipment and software for each SCI - System C.

- 2.1-18. Disclosure Of Proposal Contents: Proposals will be held in confidence and will not be revealed or discussed with competitors, unless disclosure is required to be made (i) under the provisions of any Commonwealth or United States statute or regulation; or (ii) by rule or order of any court of competent jurisdiction. If a contract is executed, however, the successful proposal submitted in response to this RFP shall be subject to disclosure. All material submitted with the proposal becomes the property of the Commonwealth of Pennsylvania and may be returned only at the Commonwealth's option. Proposals submitted to the Commonwealth may be reviewed and evaluated by any person other than competing Contractors at the discretion of the Commonwealth. The Commonwealth has the right to use any or all ideas presented in any proposal. Selection or rejection of the proposal does not affect this right.
- 2.1-19. Standard Contract: If a contract is entered into as a result of this RFP, it will be a firm commission percent contract and will include the terms and conditions contained in Part 6 of this RFP. The RFP and the successful proposal will become part of the contract.
- 2.1-20. Negotiations. Negotiations may be undertaken with Contractors whose proposals show them to be qualified, responsible, and capable of performing the work. After negotiations, if the selected Contractor fails or refuses to properly execute the contract or furnish the required bonds(s) (see Part 6-33. Performance Bond) and return them to the Office of Administration within fifteen (15) working days after receipt of the written notification of award and the contract documents, the Office of Administration may, at its option, discontinue communications with the Contractor and commence contract negotiations with another Contractor that submitted a proposal or reject all proposals.
- 2.1-21. System Design Changes: The Office of Administration reserves the right to negotiate system design changes after award if the Office of Administration determines that changes are in the best interest of the Commonwealth and do not change the scope of the proposal.
- 2.1-22. Debriefing Conferences: Contractors whose proposals are not selected will be notified of the name of the selected Contractor and will be given the opportunity to be debriefed upon request. The Office of Administration will schedule the time and location of the debriefing. Each Contractor will be limited to two (2) participants at the debriefing conference. The Contractor will not be compared with other Contractors. Contractor's exercise of the opportunity to be debriefed shall not constitute the filing of a protest under Section 2.1-33 hereof.

- 2.1-23. News Releases: News releases pertaining to this project may not be made without prior Commonwealth approval, and then only in coordination with the Office of Administration.
- 2.1-24. Commission Data: All commission data for the proposal MUST be submitted in a separate sealed envelope, marked "Commission Data" within the sealed proposal and kept separate from the technical proposal. Failure to meet this requirement will result in automatic disqualification of the proposal. Since this is a "no cost" contract, no cost data is required to be submitted as part of this RFP.
- 2.1-25. Subcontracting: In addition to complying with the Standard Contract Terms and Conditions provision regarding subcontracting, each Contractor must provide a list of all proposed subcontractors with its proposal. The Contractor shall not enter into subcontractors for any of the services contemplated under this contract without obtaining prior written approval from the Office of Administration. The Commonwealth reserves the right to approve or reject, in writing any subcontractor. All references to Contractor requirements throughout this RFP include subcontractors. Award of a contract is deemed approval of all subcontractors set out in the proposal, unless the Commonwealth specifically disapproves of a subcontractor in writing.
- 2.1-26. Restriction of Contact: Contractors contact is limited to the Office of Administration specified in Part 2.1, 1-2. Any violation of this condition may be cause for the Commonwealth to reject a Contractor's proposal.
- 2.1-27. Best and Final Offers: To obtain best and final offers from Contractors whose proposals are determined by the Commonwealth, in its sole discretion, to be reasonably susceptible of being selected for award, the Commonwealth may (a) enter into discussion (b) schedule oral presentations; and/or request revised proposals.
- 2.1-28. Commonwealth Participation: Unless specifically noted in this section, Contractors must provide all services to complete the identified work. The Commonwealth will provide oversight to ensure that all aspects of any contract that may be entered into are satisfactorily performed.
- 2.1-29. Term of Contract: The term of the contract with the selected Contractor shall be for an initial term of five (5) years, with the Commonwealth retaining the option to renew the contract for two (2) additional one-year periods. The term of the contract will commence on the Effective Date. The Effective Date shall be fixed by the Office of Administration after the contract has been fully executed by the Contractor and by the Commonwealth and all approvals required by the Commonwealth have been obtained.

2.1-30. Withdrawal Of Proposals: Proposals may be withdrawn by written notice from the Contractor which is received at the Office of Administration's address for proposal delivery prior to the exact hour and date specified for proposal receipt.

2.1-31. Contractor's Representations and Authorizations: Each Contractor by submitting its proposal understands, represents, and acknowledges, that:

- a. All information provided by, and representations made by, the Contractor in the proposal is material and important and will be relied upon by the Office of Administration in awarding the contract(s). Any misstatement shall be treated as fraudulent concealment from the Office of Administration of the true facts relating to the submission of this proposal. A misrepresentation shall be punishable under 18 Pa. C.S. 4904.
- b. The commission incentives of this proposal have been arrived at independently and without consultation, communication, or agreement with any other Contractor or potential Contractor.
- c. The commissions incentives of the proposal have not been disclosed to any other firm or person who is a Contractor or potential Contractor, and they will not be disclosed on or before the proposal submission deadline specified in the cover letter to this RFP.
- d. No attempt has been made or will be made to induce any firm or person to refrain from submitting a proposal on this contract, or to submit a proposal higher than this proposal, or to submit any intentionally high or noncompetitive proposal or other form of complementary proposal.
- e. The proposal is made in good faith and not pursuant to any agreement or discussion with, or inducement from, any firm or person to submit a complementary or other noncompetitive proposal.
- f. To the best knowledge of the person signing the proposal for the Contractor, the Contractor, its affiliates, subsidiaries, officers, directors, and employees are not currently under investigation by any governmental using agency and have not in the last four (4) years been convicted or found liable for any act prohibited by State or Federal law in any jurisdiction, involving conspiracy or collusion with respect to bidding or proposing on any public contract, except as disclosed by the Contractor in its proposal.
- g. To the best of the knowledge of the person signing the proposal for the Contractor and except as otherwise disclosed by the Contractor in its

proposal, the Contractor has no outstanding, delinquent obligations to the Commonwealth including, but not limited to, any state tax liability not being contested on appeal or other obligation of the Contractor that is owed to the Commonwealth.

- h. The Contractor is not currently under suspension or debarment by the Commonwealth, or any other state, or the federal government, and if the Contractor cannot certify, then it shall submit along with the proposal a written explanation of why such certification cannot be made.
- i. The Contractor has not, under separate contract with the Office of Administration, made any recommendations to the Office of Administration concerning the need for the services described in the proposal or the specifications for the services described in the proposal.
- j. Each Contractor, by submitting its proposal, authorizes all Commonwealth agencies to release to the Commonwealth information related to liabilities to the Commonwealth including, but not limited to, taxes, unemployment compensation, and workers' compensation liabilities.
- k. Until the selected Contractor receives, a fully executed and approved written contract from the Office of Administration there is no legal and valid contract, in law or in equity, and the Contractor should not begin to perform.

2.1-32. Notification of Selection: The responsible Contractor whose proposal is determined to be the most advantageous to the Commonwealth, as determined by the Office of Administration, after taking into consideration all of the evaluation factors, will be notified in writing of its selection for negotiation.

2.1-33. RFP Protest Procedure:

a. **Who May File the Protest.** Any actual or prospective Contractor who is aggrieved in connection with the solicitation or award of the contract may file a protest.

b. **Time and Place for Filing.**

- 1. A protest or improprieties in solicitations must be filed by prospective Contractors within seven (7) days after the protesting Contractor knows or should have known of the facts giving rise to the protest, but in no event

later than the proposal submission deadline specified in the cover letter to the RFP. Contractors who submit a proposal may file a protest within seven (7) days after the protesting Contractor knows or should have known of the facts giving rise to the protest. The date of filing is the date of receipt of the protest.

2. The Office of Administration for good cause may consider any untimely protest.
 3. A protest must be in writing and filed with the Office of Administration.
- c. **Notice of Protest.** The Office of Administration shall notify the successful Contractor, by registered mail, of the protest if award has been made. If the protest is received before award and substantial issues are raised by the protest, all Contractors who appear to have a substantial and reasonable prospect of winning the award shall be notified by registered mail, and may file their agreement/disagreement with the Office of Administration within three (3) days after receipt of notice of protest.
- d. **Stay of Procurement.** The Office of Administration will immediately decide upon receipt of the protest whether or not the award of a contract shall be delayed, or if the protest is timely received after the award, whether the performance of the contract should be suspended. The Office of Administration shall not proceed further with the solicitations or with the award of the contract and shall suspend performance under the contract, if awarded, unless: the using agency head of the Office of Administration makes a written determination that the protest is clearly without merit or that award of the contract without delay is necessary to protect the substantial interests of the Commonwealth.
- e. **Procedures.** The Office of Administration may decide the merits of the protest on the written, submitted documentation. However, if the Office of Administration deems the protest to be complex, an informal conference may be held before reaching a decision.
- f. **Decision.** The Office of Administration shall promptly, but in no event later than 120 days from the filing of the protest, issue a written decision. The decision shall:
1. State the reason for the action taken.

2. Inform the protesting Contractor of its right to file an action in Commonwealth Court within fourteen (14) days of the receipt of the decision. A copy of the decision shall be delivered by registered mail to the protesting Contractor and any other person determined by the Office of Administration to be affected by the decision.

2.1-34. Definitions: For the purpose of this RFP, the following definitions apply:

Call Blocking: Placing a restriction on a specific number or series of numbers, which prohibits calling those numbers.

Call Records: The data storage and retrieval of all calling information.

CLEC: Competitive Local Exchange Carrier - Approved by the PUC.

Central Processor: For System B, a single, fully redundant data processor from which System B can be completely controlled, the complete set of required reports can be prepared, can produce reports in real time and, can interact in a real time mode with the location processors.

Commissary: An area within each DOC SCI where inmates may purchase or order goods and products provided by DOC for sale or acquisition by inmates housed with the SCI.

DOC: Shall mean the Pennsylvania Department of Corrections.

DOC Number: Department of Corrections Number - a six (6) digit (2 letter, 4 numerical i.e.: NNXXXX) identifier assigned to each inmate by the DOC that usually remains unchanged during the period of the inmate's incarceration.

Gross Revenue: Total billed revenue earned from usage charges before any operational costs are deducted. Total revenue billed to customers before uncollectible, billing fees, or any other costs or payments to suppliers.

Headquarters Security Office: This office has headquarters responsibility for inmate security matters at all SCI's.

ILEC: Incumbent Local Exchange Carrier-- Tariffed by the PUC.

Instantaneously: Occurring or completed without perceptible delay.

InterLata Carrier: Any carrier registered with the Federal Communications Commission that is authorized to carry customer transmissions between Lata and interstate.

IntraLata: A geographic area or region, mandated by the FCC, in which the local operating telephone company provides local service, long distance service, and access to the entire telephone network. Telecommunications services that originate and end in the same Local Access and Transport Area.

International Calls: For System B, international calls are defined as calls to the North American Numbering Plan (reference the Department of Corrections policy statement on Attachment 9 IV.R.).

Lata: Local Access and Transport Area.

Location Processor: For System B, a redundant data processor located on the premises of State Correctional Institution(s) which completely controls the SCI(s) inmate calling system, collects call data, produces reports in real time and interacts in real time with the central processor.

Monitoring: On line listening to an inmate telephone call by a person or persons authorized by the Commonwealth.

Mothballed: Mothballed is when a DOC SCI facility has been closed or is closing. It will have no inmates and will maintain minimal staffing for security of the facility. It could be opened if necessary to again house inmates.

North American Number Plan: The area includes all 50 states, Canada, and parts of the Caribbean Islands composed of the following with area codes: Bahamas (242), Bermuda (441), Barbados (246), British Virgin Islands (284), Puerto Rico (787), and the U.S Virgin Islands (340).

Office of Professional Responsibility: This office is responsible for all internal Department of Corrections security matters.

Passive Acceptance: When the called party answers, does nothing and the call is completed.

PIN Number: A Personal Identifying Number assigned to each inmate that must be used as access to the inmate telephone system and is the principal identifier for managing the call detail produced by the inmate call control system in the process of controlling fraud and other abuses of the inmate telephone system. The current format of inmate PIN number assignment is: 2 alphanumeric and 4 numeric. PIN numbers: 6 numeric. Inmate can currently have 20 individual numbers plus 3 attorney numbers and 2 common numbers used for administration purposes.

Prepaid Calling Services: Prepaid Calling Services are an alternative calling method that allows inmates, family and friends to pay for the inmate's telephone

calls by using funds in the DOC-SCI commissary account. Calls placed using Prepaid Calling Services are at a rate that is discounted from the normal inmate collect call rate.

Project Manager: The person named by the Contractor who shall be responsible for coordination of all activities between the Office of Administration and the Department of Corrections, and the Contractor and the Contractor's subcontractors.

Provide means supply and install, unless otherwise stated.

Real Time: The time in which the occurrence of an event and the reporting or recording of it are almost simultaneous and the interaction shall not require a second entry at the location processor.

Recording: To register in real time in permanent form by mechanical or electrical means for reproduction on a playback device the conversation on both sides of telephone calls placed from inmate telephones.

Recording Media: A digital, audiotape or other electronic recording medium, which stores the human voice.

State Correctional Institution: SCI shall mean the DOC institution in which Pennsylvania inmates are housed and which cumulatively comprise the Pennsylvania DOC inmate prison system.

System Control Device: For inmate control systems administered from a central location, the interface between the central control unit and the inmate stations at each SCI.

Telecommunications Management Officer (TMO): The individual designated by each Commonwealth using agency responsible for all telecommunications matters within that agency.

Text Telephone (TTY): TeleTYpewriter. A telephone terminal with a typewriter-like keyboard that permits hearing or speech-impaired persons to communicate by typing messages back and forth over telephone lines.

Turnkey System: A completely installed operational system furnished, installed, and maintained in accordance with all requirements of this RFP.

Using Agency (ies): The governmental using agency (ies), which will be the recipient and eventual user of the equipment and services identified in this RFP.

Part 2

Information Required From Contractors

Part 2
Information Required From Contractors

2.2-1. Format for Required Information:

This PART of the RFP provides the format and informational requirements for Contractors that are submitting a proposal for the Inmate Telephone Services.

- a. The Commonwealth reserves the right to request additional information which, in the Commonwealth's opinion, is necessary to assure that the Contractor's competence, number of qualified employees, business organization, and financial resources are adequate to perform according to the contract.
- b. The Commonwealth may make such investigations as deemed necessary to determine the ability of the Contractor to perform the work, and the Contractor shall furnish to the Commonwealth all such information and data for this purpose as requested by the Commonwealth. The Commonwealth reserves the right to reject any proposal if the evidence submitted by, or investigation of, such Contractor fails to satisfy the Commonwealth that such Contractor is properly qualified to carry out the obligations of the agreement and to complete the work specified.

To conform to the guidelines established by the Commonwealth for all procurements, the Contractor's proposal must:

- A. Place the official name of the firm submitting the proposal on the outside front cover of each copy of the proposal.
- B. Include the required format for the table of contents.
- C. Have major sections of the proposal identified with index tabs to identify them as they are named in the table of contents.
- D. Number each page must be numbered consecutively from the beginning of the proposal.
- E. Include two (2) complete sets of the technical information and specifications for each item of equipment and software must be included.
- F. Conform to the following table of contents:

Technical Proposal:

- Tab 1 Letter of Transmittal.
- Tab 2 Mandatory Requirements from information provided in RFP Part 3 Mandatory Requirements.
- Tab 3 Management Summary
- Tab 4 Corporate Background and Experience
- Tab 5 Project Staff and Key Personnel
- Tab 6 Technical Requirements from information provided in RFP Part 5 Systems, 2.5-A System B: Inmate Telephone Service, 2.5-B System C: Monitoring and Recording Equipment/System, 2.5-C Investigation Staff Operations, 2.5-D Common Requirements: Systems B & C and Attachment 5 Department of Corrections (DOC) Inmate Telephone Cutover Schedule, Attachment 11 Installed Equipment Form, and Attachment 12 Environmental Requirements.
- Tab 7 Training Requirements from information provided in RFP Section 2.5-E Training.
- Tab 8 Maintenance Requirements from information provided in RFP Section 2.5-F Maintenance Requirements and Attachment 20 Maintenance Center Information (System B – System C).
- Tab 9 Financial Requirements from information provided in RFP Section 2.5-G Financial.
- Tab 10 Objections and Additions to standard terms and conditions for services Part 6.

2. Disadvantaged Business Information. This portion of the proposal must be identified as Disadvantaged Business Submittal and also bound and sealed separately.

3. Commission Section. **Commission data must not be included in the Technical/Administrative Section. It must be in a separate, sealed envelope and so identified as commission cost data**

Attachments 25. If commission data is included with the technical submission, the proposal will be rejected.

2.2-2. Packaging Of Proposals:

Eleven (11) copies of the Technical/Administrative Section, of which will be two (2) originals in binders and nine (9) copies in binders, and one (1) unbound copy.

One (1) CD electronic copy (Word or Excel) of all Technical/Administration Section. Do not include the Disadvantage Business Information or the commission information on this disk.

Three (3) copies of the separately bound Commission Section and one (1) CD electronic copy (Word or Excel) of the commission cost data must be **bound and sealed separately.**

One (1) copy of the Disadvantaged Business Submittal Participation Value Section of the proposal must be submitted separately from the Technical/Administration Section and it must be **bound and sealed and placed in a binder.**

2.2-3. Security Of Proposals: Proposals will be opened by authorized personnel of the Commonwealth of Pennsylvania.

2.2-4. Disadvantaged Business Information: To receive credit for being a Small Disadvantaged Business or a Socially Disadvantaged Business, entering into a joint venture agreement with a Small Disadvantaged Business or subcontracting with a Small Disadvantaged Business (including purchasing supplies and/or services through a purchase agreement), a company must include proof of Disadvantaged Business qualification in the Disadvantaged Business Submittal of the proposal:

a. Small Disadvantaged Businesses qualifying as a result of MBE/WBE certification from BMWBO must provide a photocopy of their BMWBO certificate.

b. Disadvantaged Businesses qualifying as a result of certification from the U.S. Small Business Administration as an 8(a) or small disadvantaged business must submit proof of Small Business Administration certification. The owners of such businesses must also submit proof of United States citizenship.

c. All companies claiming Small Disadvantaged Business status, whether as a result of BMWBO certification or Small Business

Administration certification as an 8(a) or small disadvantaged business, and must attest to the fact that the business has 100 or fewer employees.

d. All companies claiming Small Disadvantaged Business status, whether as a result of BMWBO certification or Small Business Administration certification as an 8(a) or small disadvantaged business, must submit proof that their gross annual revenues are less than \$20,000,000 (\$25,000,000 for those businesses in the information technology sales or service business). This can be accomplished by including a recent tax or audited financial statement.

All companies claiming status as a Socially Disadvantaged Business must include in the Disadvantaged Business Submittal of the proposal clear and convincing evidence to establish that the business has personally suffered racial or ethnic prejudice or cultural bias stemming from the business person's color, ethnic origin or gender. The submitted evidence of prejudice or bias must:

- a. Be rooted in treatment, which the business person has experienced in American society, not in other countries.
- b. Show prejudice or bias that is chronic and substantial, not fleeting or insignificant.
- c. Indicate that the business person's experience with the racial or ethnic prejudice or cultural bias has negatively impacted on his or her entry into and/or advancement in the business world.

BMWBO shall determine whether the Contractor has established that a business is socially disadvantaged by clear and convincing evidence.

In addition to these verifications, the Disadvantaged Business Submittal should include the following information:

- The name and telephone number of the project (contact) person for the Small Disadvantaged Business(s) or Socially Disadvantaged Business.
- The company name, address, telephone number of the prime contact person for each specific Small Disadvantaged Business or Socially Disadvantaged Business included in the proposal. The Contractor must specify the Small Disadvantaged Business(s) or Socially Disadvantaged Business to which it is making commitments. The Contractor will not receive credit by stating that it will find a Small Disadvantaged Business or Socially Disadvantaged Business after the contract is awarded or by listing several companies and stating you will select one later.

- The specific work, goods, or services the Small Disadvantaged Business(s) or Socially Disadvantaged Business(s) will perform or provide.
- The location where the Small Disadvantaged Business(s) or Socially Disadvantaged Business will perform these services.
- The timeframe for the Small Disadvantaged Business(s) or Socially Disadvantaged Business to provide or deliver the goods or services.
- The amount of capital, if any, the Small Disadvantaged Business(s) or Socially Disadvantaged Business will be expected to provide.
- The form and amount of compensation each Small Disadvantaged Business or Socially Disadvantaged Business will receive. In the Disadvantaged Business portion of the proposal, provide the estimated dollar value of the contract to each Small Disadvantaged Business or Socially Disadvantaged Business.
- The percent of the total value of services or products purchased/subcontracted under the proposal that will be provided by the Disadvantaged Business(s) or Socially Disadvantaged Business.
- In the case of a joint venture agreement, a copy of the agreement, signed by all parties, must be included in the Disadvantaged Business Submittal of the proposal. If subcontracting, a signed subcontract or letter of intent must be included in the Disadvantaged Business portion of the proposal.
- Include in the Disadvantaged Business Submittal, any and all information concerning the Contractor's proposed utilization of small businesses located in Designated Enterprise Zone as required by Section II-8, *Enterprise Zone Small Business Utilization Response*.

The Disadvantaged Business Submittal must be clearly identified as Disadvantaged Business information and sealed in an envelope separately from the remainder of the proposal. Only one copy of the Disadvantaged Business Submittal is needed.

The dollar value of the commitment to each Small Disadvantaged Business or Socially Disadvantaged Business must be sealed in the same envelope with the Disadvantaged Business portion of the proposal. The selected Contractor's Disadvantaged Business commitment amount, name of Disadvantaged Business, services to be provided including timeframe for performing services will be included as a contractual obligation when the contract is executed.

Offerors may submit, within the same proposal envelope, alternate proposals for differing utilization of Small Disadvantaged Businesses or Socially Disadvantaged Businesses. For example, a proposal may be submitted by prime contractor with a Small Disadvantaged Business as a subcontractor while an alternate proposal may be submitted by the Small Disadvantaged Business as the prime contractor. If an alternate proposal is offered, it must include separately sealed Technical, Price, and Disadvantaged Business submittals for the alternate. The Alternate proposal will be scored separately. Only the higher-scored proposal (prime proposal or alternate proposal) will be eligible for participation for Best and Final Offers.

2.2-5. Enterprise Zone Small Business Utilization Response. To receive credit for being an enterprise zone small business or entering into a joint venture agreement with an enterprise zone small business or subcontracting with an enterprise zone small business, a company must include the following information in the Disadvantaged Business Submittal of the proposal:

- Proof of the location of the business' headquarters (such as a lease or deed or Department of State corporate registration).
- Confirmation of the enterprise zone in which it is located (obtained from the local enterprise zone office).
- Proof of United States citizenship of the owners of the business.
- Certification that the business employs 100 or fewer employees.
- Proof that the business' gross annual revenues are less than \$20,000,000 (\$25,000,000 for those businesses in the information technology sales or service business). This can be accomplished by including a recent tax or audited financial statement.

In addition to these verifications, this portion of the Submittal should include the following information:

- The company name, address, name and telephone number of the primary contact person for each Enterprise Zone Small Business included in the proposal. The Contractor must specify the Enterprise Zone Small Business to which it is making commitments. The Contractor will not receive credit by stating that it will find a Enterprise Zone Small Business after the contract is awarded or by listing several companies and stating it will select one later.
- The specific work, goods, or services the Enterprise Zone Small Business will perform or provide.

- The location where the Enterprise Zone Small Business will perform these services.
- The timeframe for the Enterprise Zone Small Business to provide or deliver the goods or services.
- The amount of capital, if any, the Enterprise Zone Small Business will be expected to provide.
- The form and amount of compensation each Enterprise Zone Small Business will receive. In the Disadvantaged Business portion of the proposal, provide the estimated dollar value of the contract to each Enterprise Zone Small Business.
- The percent of the total value of services or products purchased/subcontracted under the proposal that will be provided by the Enterprise Zone Small Business.
- In the case of a joint venture agreement, a copy of the agreement, signed by all parties, must be included in the Disadvantaged Business Submittal of the proposal. If subcontracting, a signed subcontract or letter of intent must be included in the Disadvantaged Business Submittal of the proposal.

The dollar value of the commitment to each Enterprise Zone Small Business must be sealed in the same envelope with the Disadvantaged Business Submittal of the proposal. The selected Contractor's Enterprise Zone Small Business commitment amount, name of Enterprise Zone Small Business, and services to be provided including timeframe for performing services will be included as a contractual obligation when the contract is executed.

2.2-6. Technical Proposal: Responses to Tabs 1 through 10 must be bound, sealed, and identified separately as the Technical Proposal, following the Table of Contents described in 2.2.1, F above. Commission data must not be presented in the technical portion of the proposal. Non-compliance with these requirements will result in disqualification.

TAB 1. LETTER OF TRANSMITTAL

The Letter of Transmittal must state that the proposal will remain valid until the contract is fully executed by the Commonwealth. The contents of the proposal of the selected Contractor will become a contractual obligation if a contract is executed. An official authorized to bind the Contractor to its provisions must sign proposals.

TAB 2. MANADATORY REQUIREMENTS

To be eligible for evaluation, the mandatory requirements in Part 3 of this RFP MUST be addressed in this section by indicating ACCEPTANCE of each. NONACCEPTANCE OF ANY OF THE MANDATORY REQUIREMENTS, OR MODIFICATION OR THE PLACING OF CONDITIONS ON ACCEPTANCE OF ANY OF THE MANDATORY REQUIREMENTS, IN WHOLE OR IN PART, WILL RESULT IN IMMEDIATE DISQUALIFICATION. THEREFORE, IF YOU CANNOT ACCEPT ALL OF THE MANDATORY REQUIREMENTS, YOUR PROPOSAL WILL BE IMMEDIATELY DISQUALIFIED.

If there are any conflicts between the answers to the mandatories and any answers in any other section of the proposal, the answers in the mandatories will take precedence in any contract that may be entered into as a result of this RFP.

TAB 3. MANAGEMENT SUMMARY

The Commonwealth of Pennsylvania is seeking a Contractor to perform the tasks and services outlined in Part 5 of this RFP. Through their proposal, Contractors must demonstrate their expertise in providing these services. In this Tab, the Contractor must:

1. Provide a description of the Contractor's understanding of the purpose of this RFP.
2. Present a summary of its proposal that includes an overview of the approach to completing the tasks identified in Part 5.
3. Present a description of how the staff resources required by this RFP will be provided. Include timeframes for providing these resources.
4. Explain how the project will be administered from a corporate level.
5. Explain how the prime Contractor plans to monitor and evaluate the performance of subcontractors (if used) and Contractor personnel.
6. Explain the prime Contractor's experience and ability to assemble the best qualified consortium of service providers/subcontractors that can provide innovative and cost effective solutions which meet or exceed the requirements of this RFP.
7. Explain the Contractor's ability to effectively control and manage the strategic and operational aspects of a consortium of service providers/subcontractors which will allow the prime contractor to commit to liquidate damages.
8. Explain how the prime Contractor will work as a team with their subcontractor on this contract.
9. Does the prime Contractor typically manage a consortium of contractors to compete for services pertaining to this RFP? Provide examples.
10. Provide the name, title, telephone number, FAX number, mailing address, e-mail address, and work hours of a person who will be available to answer any questions concerning its proposal.

TAB 4. CORPORATE BACKGROUND AND EXPERIENCE

It is critical to the Commonwealth that the Contractor has a considerable amount of experience in providing telephone services. This TAB allows the Contractor to present the qualifications of the corporation, and its staff and those of the proposed subcontractors, (if any), relative to the services requested in this RFP. In this TAB, the Contractor must:

1. Describe the proposed Contractor structure, if any, and describe the responsibilities and role of each subcontractor.
2. Present a signed subcontractor agreement for each of the proposed subcontractors. For each subcontractor, the following data must be provided:

a. Contract Information:

Provide the following information for the **prime Contractor**:

1. Complete company name, address and telephone number.
2. Federal identification number.
3. State in which company is incorporated.
4. Description of company's organization, including organization charts, and indicates company offers by name, where applicable.
5. Principal type of business.
6. Total number of years in the principal business.
7. Number of years in the telecommunications business.
8. Total full time work force assigned to contract functions.
9. Total full time telephone system and services work force located in where you are proposing to serve.

- b. Contract Information for Subcontractors: Contractors must submit with their proposals a list of all subcontractors that are expected to be used under the Contract and the activities to be accomplished by the subcontractors under the Contract.

If **subcontractors** are proposed in this bid, answer the following for each:

1. Complete subcontractor name and address.
2. Federal identification or social security number.
State in which incorporate, if applicable.
3. Type business.
4. Total years in the business for which the Sub is being proposed in this bid.
5. Number of years in the telecommunications business.
6. Provide a financial statement or company annual report for each of the latest year.

7. How many projects similar to the functions proposed in this bid have been worked on in the past three (3) years.
 8. Provide as many as possible but no less than three (3) references for the project described in number 7 above. Include at least the following information:
 - a. Company name
 - b. Address
 - c. Type of business
 - d. Description of the element(s) of the project being assigned.
 - e. Identify any subcontractor(s) and its role in these studies or projects.
 - f. A brief description of the system or hardware to be installed.
 - g. Contract person and alternate:
 - i. Name
 - ii. Title
 - iii. Phone number
 - iv. Address
 - v. Hours available
 - h. Total full time work force assigned to projects related to project on this bid.
 - i. Total full time work force located in the Commonwealth being proposed by the response to this bid.
- c. Financial Information: Contractors must include with their proposals the latest annual report and a complete financial statement prepared by an independent certified public accountant to include the balance sheet and a profit and loss statement for the complete fiscal period for the firm submitting the proposal and all other firms joining the Contractor in providing major components of the systems such as InterLata service, IntraLata service, local calling, inmate telephone service control systems, monitoring and recording equipment and software, collect call billing services, PIN administration, prepaid, and maintenance. If a financial statement has not been completed for the fiscal period since the annual report of the firm, a statement from an independent certified public accountant must so state and the last complete financial statement must be included.

TAB 5. PROJECT STAFFING AND KEY PERSONNEL

This TAB allows the Contractor to present detailed information regarding personnel that are being proposed to fulfill the tasks and services requested. The Contractor should include the number and names, where practicable, of executive and professional personnel, analysts, auditors, researchers, programmers, consultants, etc., who will be

engaged in the work of this RFP. Minimally, the Contractor must identify a Project Manager. This TAB should be used to describe relevant experience for all proposed staff. In this TAB the Contractor must:

1. Describe the proposed organization structure, functional and contractual reporting responsibilities.
2. Describe the responsibilities for each identified staff member.
3. Provide a brief narrative describing the relevant experience of each identified staff member. This narrative should discuss how the particular experience relates to their specific role.
4. Provide detailed resumes for all identified personnel, including length of service with the Contractor's company. Three (3) professional references must be provided including name, client name, telephone number, and hours available.

TAB 6. TECHNICAL REQUIREMENTS

In addition to the following information, Contractors must include in this tab response to all information requested in Part 2.5-A through 2.5-F of this RFP, include Attachment 5 Department of Corrections (DOC) Inmate Telephone Cutover Schedule, Attachment 11 Installed Equipment Form, Attachment 12, Environmental Requirements.

Installed Equipment: The Contractor must include with its proposal:

- A. System B and System C: Inmate Telephone Service, Prepaid Inmate Telephone Service and Monitoring and Recording Equipment/System.
 - (1) A minimum list of five customers located in the United States with a system having all of the operational characteristics as the system being proposed in response to this RFP. Names, addresses, points of contact and telephone numbers are required.
 - (2) See Attachment 11 for the format for providing the information.

It is the intention of the Evaluation Committee to call one or more of the listed contacts to discuss the installed system(s).

D. Demonstration:

- A. Basic Requirements:

The Commonwealth may require Contractors whose proposals are determined by the Commonwealth, in its sole discretion, to be reasonably

susceptible of being selected for award, to provide a demonstration of System B and C as an integrated entity. The demonstration of Systems B and C as proposed in the RFP shall be conducted at a Contractor customer location. No demonstration that is required by this RFP may take place at a Pennsylvania DOC facility. A minimum of six (6) and not more than seven (7) Commonwealth representatives will be a part of the team reviewing the demonstration. The Contractor shall be responsible for reimbursing the Commonwealth for the travel expenses of the representatives of the Commonwealth to attend the demonstration(s). Reference Attachment 13 giving the content of information on the current expenses under the Commonwealth of Pennsylvania Governor's Office Management Directive 230.10 for lodging, subsistence and transportation. After the demonstration Commonwealth personnel will process travel documents through the Comptrollers Office which reviews the document and supporting documentation. The Comptroller's Office will issue a document to each Contractor stating the dollar amount that it must reimburse to the Commonwealth.

No Contractor may subsidize charges, nor may it provide gifts, gratuities, upgrades, free meals, free rooms, free transportation, etc.

- B. Name and Location of Demonstration Site:
The name and location of the System B and C institution proposed as the site for the demonstration shall be included in the response to this paragraph in the proposal.
- C. Dates/Times Controlled by Office of Administration:
The date and times of the demonstration will be coordinated by the Office of Administration. The Office of Administration retains the right to reject a demonstration site and date proposed by the Contractor and to require an alternative(s) from the Contractor.
- D. System(s) to be Demonstrated:
The system(s) to be demonstrated must be operational, completely integrated, in production, and in operation at the site.
- E. Responsibility for Cost:
The Office of Administration will not be responsible for any costs incurred by the Contractor in conducting the demonstrations. The Contractor must reimburse the Commonwealth for the traveling expenses of the Commonwealth representatives.
- F. Details of Demonstration:

1. The demonstration for System B shall consist of a series of telephone calls placed from inmate stations; both collect and prepaid. The setup and details of these calls are scripted and the operational demonstration is designed to determine the effectiveness of the proposed systems in meeting the operational standards as presented in Part 5 – 2.5-A. The calls shall be placed and received by members of the Evaluation Committee and/or individuals designated by the Commonwealth of Pennsylvania. The telephones used for the calls must be inmate stations associated with the institution inmate call control system and located in a cellblock or yard in which multiple stations are installed. **The calls shall be received using a variety of terminating switches/station equipment.**
 2. The demonstration of System B shall consist of a series of telephone calls placed from and to text telephones (TTY) that would be used by an inmate. If a demonstration cannot be provided then a detailed written explanation must be given as part of the demonstration of the integrated system.
 3. The demonstration of System B shall consist of a demonstration and/or explanation of mechanical cut-off control switches proposed. If a demonstration cannot be provided then a detailed written explanation shall be given.
 4. The Contractor shall demonstrate System C (monitoring and recording equipment/system) by operationally demonstrating that it meets the requirements of the RFP as presented in Part 5 – 2.5-C. It is desired that the Evaluators get “hands on” experience with the system. If a demonstration can't be provided then a detailed written explanation shall be given.
 5. Since the requirements of the RFP are to be considered minimum, each Contractor is encouraged not only to propose, but **also to demonstrate, additional features considered desirable by the Contractor that will be made available to the Commonwealth as part of the services provided under this RFP.**
- E. Detailed Cutover Schedule: Contractors must submit a detailed cutover schedule with their proposals, including time frames for the various stages of installation and tests and acceptance by the Commonwealth for system B - Inmate Telephone Service and Prepaid and for System C - Monitoring and Recording Equipment/Systems. Reference 2.5-D Common Requirements - 4 Installation, Transition and Implementation and Attachment 5 Inmate Telephone Cutover Schedule for providing the schedule.

TAB 7. TRAINING REQUIREMENTS

Contractors must submit a complete and detailed description of the training that it will provide for systems B and C as requested in RFP Section 2.5-E.

TAB 8. MAINTENANCE REQUIREMENTS

Contractor must submit a complete and detailed description of the maintenance services that it will provide for systems B and C as requested in RFP Section 2.5-F, include Attachment 20 Maintenance Center Information (System B – System C).

TAB 9. FINANCIAL REQUIREMENTS

Contractors must submit a complete and detailed description of the financial requirements that it will provide for system B and C as requested in RFP Section 2.5-G Financial.

TAB 10. OBJECTIONS AND ADDITIONS TO STANDARD TERMS AND CONDITIONS.

Contractor will identify which, if any, of the terms and conditions contained in Part 6 it would like to negotiate, and what additional terms and conditions Contractor would like to have included in the terms and conditions. Contractor's failure to make a submission under this paragraph will result in its waiving its right to do so later, but the Commonwealth may consider late objections and addition requests if it is in the best interest of the Commonwealth to do so. The Commonwealth may, in its sole discretion, reject any changes requested by the Contractor. Requested changes must be to the terms and conditions set out in Part 6. Requests to change other provisions of the RFP will not be considered. A request that Contractor's terms and conditions be substituted for Part 6 will not be considered. All terms and conditions must appear in one integrated contract. References to online guides or online terms and conditions will not be accepted. The proposal and the commission must be submitted on the basis of Part 6.

Part 3

Mandatory Requirements

Part 3
Mandatory Requirements

2.3-1. Mandatory Requirements:

To be eligible for evaluation, each of the following mandatory requirements MUST be addressed in this section by indicating ACCEPTANCE of each. NONACCEPTANCE OF ANY OF THE MANDATORY REQUIREMENTS, OR MODIFICATION OR THE PLACING OF CONDITIONS ON ACCEPTANCE OF ANY OF THE MANDATORY REQUIREMENTS, IN WHOLE OR IN PART, WILL RESULT IN IMMEDIATE DISQUALIFICATION. THEREFORE, IF YOU CANNOT ACCEPT ALL OF THE MANDATORY REQUIREMENTS, YOUR PROPOSAL WILL BE IMMEDIATELY DISQUALIFIED.

If there are any conflicts between the answers to the mandatories in this section, and any answers in any other section of your proposal, the answers in this section will take precedence in any contract that may be entered into as a result of this RFP.

Yes **No**

- | | | | |
|-----|-----|----|--|
| ___ | ___ | 1. | The Contractor has read and understands the terms and conditions of this RFP and the proposal is made in accordance with the requirements contained herein. |
| ___ | ___ | 2. | The Contractor understands and acknowledges that all information provided by, and representations made by, the Contractor in its proposal are material and important and will be relied upon by Office of Administration in the evaluation of the proposals and award of the contract. Any misstatement shall be treated as fraudulent concealment from Commonwealth of Pennsylvania of the true facts relating to the submission of the proposal. A misrepresentation shall be punishable under Section 4904 of Title 18 P.C.S.A. |
| ___ | ___ | 3. | The commissions in the Commission Section of this proposal have been arrived at independently and without consultation, communication, or agreement with any other competing Contractor. |
| ___ | ___ | 4. | The commissions in the proposal have not been disclosed to any other firm or person who is a proposer or a potential proposer and they shall not be disclosed before the proposal receipt date and time. |

Yes No

- ___ ___ 5. No attempt has been made or shall be made to induce any firm or person to refrain from submitting a proposal or to submit a proposal with lower commissions, or to submit any intentionally low or noncompetitive proposal or any other form of complementary proposal.
- ___ ___ 6. The proposal is made in good faith and not pursuant to any agreement or discussion with, or inducement from any firm or person to submit a complementary or other noncompetitive proposal.
- ___ ___ 7. The Contractor, its affiliates, subsidiaries, officers, directors, and employees are not currently under investigation by any governmental agency and have not in the last four years been found in conflict with or found liable for any act prohibited by State or Federal law in any jurisdiction, involving conspiracy or collusion with respect to bidding on any public contract, except as disclosed by the Contractor in its proposal.
- ___ ___ 8. The Contractor acknowledges that if it is currently under suspension or debarment, its proposal may not be considered. In addition, if the Contractor enters into any subcontracts under the contract with subcontractor who are currently suspended or debarred by the Commonwealth or federal government or who become suspended or debarred by the Commonwealth or federal government during the term of the contract or any extensions or renewals thereof, the Commonwealth may, in its sole discretion, require the Contractor to terminate such subcontracts.
- ___ ___ 9. The Contractor agrees that no costs for preparing any contract will be charged to the Commonwealth for the response to this RFP. (Part 2.1, 1-7)
- ___ ___ 10. Do you agree that your signed proposal arrives at the Department of Correction's Central office Building, by the time, date, and at the location specified in the RFP cover letter, that it will be immediately disqualified? (Part 2.1, 1-10)
- ___ ___ 11. Do you agree that your proposal will remain valid until a contract is fully executed by the Commonwealth? (Part 2.1, 1-11)

Yes No

- ___ ___ 12. Do you agree not to sell or use lists of pay telephone numbers, names, addresses, or other privileged information for any purpose, except as outlined in the RFP?
- ___ ___ 13. Has the Commission Data been bound, SEALED, identified as "Commission Data" and kept separate from the Technical Portion and Disadvantaged Business Submittal Portion of your proposal? (Part 2.1, 1-24)
- ___ ___ 14. Has the Disadvantaged Business Submittal data been bound, sealed, identified as "Disadvantaged Business Submittal" and kept separate from the Technical Portion and Commission Portion of your proposal?
- ___ ___ 15. Do you certify that you do not owe any tax liability or other amount to the Commonwealth?
- ___ ___ 16. Do you agree that you will authorize the Commonwealth to offset any state and local tax liabilities of the Contractor or of any of its subsidiaries, as well as, any other amount due to the Commonwealth from the Contractor, against any payment due to the Contractor under this or any other contract with the Commonwealth?

Part 4

Criteria For Selection

Part 4
Criteria For Selection

- 2.4-1. Review and Evaluation: Proposals that meet all of the mandatory requirements found in PART 3, will be evaluated on the basis of uniform selection criteria and weighing technique. In addition, the evaluation will consider how well the Contractor understands and presents its technical solution to the problem.

Proposals will be reviewed and evaluated by a committee of qualified personnel selected by the Commonwealth. The committee will recommend for selection the proposal which most closely meet the requirement of the RFP and which most nearly satisfy Commonwealth needs. Award will only be made to a Contractor(s) determined to be responsible in accordance with Commonwealth Management Directive 215.9, Contractor Responsibility Program.

- 2.4-2. Alternate Proposals: The Commonwealth will accept alternate proposals for multiple inmate calling platforms submitted from one (1) prime Contractor, but only two (2) submissions from any Contractor. Alternate proposals must be a complete response with a technical, Disadvantaged Business and commission sections. All sections of the proposals must be marked alternate proposals. An example if Contractor "Y" has two (2) different inmate calling platforms that Contractor "Y" wants to submit both solutions it may submit two (2) complete proposals with technical, Disadvantage Business and commission sections. All sections of the proposals must be marked alternate proposals.

- 2.4-3. Criteria: The criteria are listed in order of relative importance from the highest to the lowest weighted factors. The following factors will be used by the evaluation committee in making the selection.

- A. System B: Inmate Telephone Service:
Operational standards, station equipment standards, call control features, reports, prepaid, environmental considerations and site demonstration.
- B. System C: Monitoring and Recording Capability:
Operational standards, system capability and capacity for records, ease of use by operator(s) and site demonstration.
- C. Integration of Command/Investigative Staff Operations:
DOC Central-Office Staff operations full real time access to SCI inmate telephone control systems of networking requirements. In addition, inmate phones for operation testing and providing snitch lines.
- D. Contractor Qualifications:

Contractor and subcontractor experience in line of business related to this RFP, experience and training of personnel, and quantity and quality of customer base in line of business related to this RFP.

- E. Training:
Frequency, adequacy, follow up plan, training material, and specialized training.
- F. Maintenance:
Warranty, maintenance centers, experience level of personnel, standards for repair, liquidated damage clause, preventive maintenance program, and obligation and responsibility for maintenance.
- G. Commission: An evaluation of the commission will be performed utilizing the commission figures as presented on Attachment 25 Commission Data. The Contractor proposing the highest commissions will be awarded the highest number of points. Each other Contractor will be awarded a lesser number of points based upon the relationship of its proposed commissions to the highest proposed commissions.
- H. The Disadvantaged Business Participation will evaluate Contractor's submissions.

2.4-4. Disadvantaged Business Participation Evaluation: The following options will be considered as part of the final criteria for selection:

- Priority Rank 1 Proposals submitted by Small Disadvantaged Businesses.
- Priority Rank 2 Proposals submitted from a joint venture with a Small Disadvantaged Business as a joint venture partner.
- Priority Rank 3 Proposals submitted with subcontracting commitments to Small Disadvantaged Businesses.
- Priority Rank 4 Proposals submitted by Socially Disadvantaged Businesses.

Each proposal will be rated for its approach to enhancing the utilization of Small Disadvantaged Businesses and/or Socially Disadvantaged Businesses. Each approach will be evaluated, with Priority Rank 1 receiving the highest score and the succeeding options receiving scores in accordance with the above-listed priority ranking

To the extent that a proposal is submitted by a Small Disadvantaged Business or a Socially Disadvantaged Business, the Small Disadvantaged Business or Socially Disadvantaged Business cannot enter into subcontract arrangements for more than 40% of the total estimated dollar amount of the contract. If a Small Disadvantaged Business or a Socially Disadvantaged Business subcontracts more than 40% of the total estimated dollar amount of the contract to other Contractors, the Disadvantaged Business Participation scoring shall be proportionally lower for that proposal.

Enterprise Zone Small Business Participation: The following options will be considered as part of the final criteria for selection:

- | | |
|-----------------|--|
| Priority Rank 1 | Proposals submitted by an Enterprise Zone Small Business will receive the highest score. |
| Priority Rank 2 | Proposals submitted by a joint venture with an Enterprise Zone Small Business as a joint venture partner will receive the next highest score for this criterion. |
| Priority Rank 3 | Proposals submitted with a subcontracting commitment to an Enterprise Zone Small Business will receive the lowest score for this criterion. |
| Priority Rank 4 | Proposals with no Enterprise Zone Small Business Utilization shall receive no points under this criterion. |

To the extent that a proposal is submitted as a prime Contractor by an Enterprise Zone Small Business, the Enterprise Zone Small Business cannot enter into contract or subcontract arrangements for more than 40% of the total estimated dollar amount of the contract.

Part 5
Systems

Part 5
Systems

2.5-A. System B: Inmate Telephone Service:

1. General Conditions – Inmate Telephone Service:

- a. No Charge to the Commonwealth: There shall be no charge to the Commonwealth by the Contractor for the telephone lines, station equipment, cabling, Contractor work, associated wiring or any other cost to install and maintain the inmate telephone service. The Contractor is responsible for all costs associated with software or hardware upgrades and licenses. For the most part the Commonwealth cabling and conduit is provided at all Department of Corrections locations; however in some instances Contractor may have to supply what is required to complete the project. At this point, that amount cannot be determined. Estimation would be 1% of inmate phones.

The non-coin collect-only inmate stations may be replaced on a one-for-one basis. The placement of inmate stations, at a minimum, shall meet existing standards and comply with all Americans With Disabilities Act (ADA) requirements. The current Verizon placement of inmate stations complies with ADA requirements.

- b. Compliance with Regulations and Law: The Contractor shall comply with all applicable regulations and mandates set forth by the Commonwealth of Pennsylvania Public Utilities Commission (PUC) and the Federal Communications Commission (FCC) and must meet all applicable requirements of the Telecommunications Act of 1996 and any updates or replacements of the act. All installations must be in compliance with the Americans With Disabilities Act to include the installation of text telephones (TTY) as required by the law. The Contractor shall not engage in unreasonable practices as specified in FCC regulations.

Attachment 14 is Act 181 of 2002. This bill amend the Dual Part Relay and Telecommunication Device Distribution Program Act (Act 34 of 1995) to expand the definition of "person with disability" to provide telecommunication devices to individuals with a certified disability who requires TTY technology to access telecommunications services.

- c. Responsibility for Permits, Nomenclature, and Specs: The Contractor is responsible for all permits applicable to the installation, operation, and maintenance of the telephone equipment and systems, associated wiring, and dial tone services. The Contractor shall provide the detailed nomenclature of the equipment that shall be used. Technical specifications shall be provided for all station equipment and telephone systems proposed.
- d. Equipment may be same as Installed or Equal: Contractors may propose the same type of station equipment (inmate phones) that are currently in place, an approved equal, or an upgrade. If an equal or an upgrade is proposed, documentation shall be submitted to support that fact. Refer Attachment 1 Payphones in Place.
- e. Other Features: The Contractor shall include in its proposal a listing of any features that are considered advantageous to the Commonwealth that are not listed in this RFP which shall be furnished with the proposed equipment. This listing shall clearly identify that the features are provided at no cost to the Commonwealth.
- f. Text Telephones:

Automated Inmate Telephone System Delegations DC-ADM 818:

Contactors will refer to Attachment 9 Department of Corrections Automated Inmate Telephone System policy number DC-ADM 818, VI Procedures B. Telecommunication Devices for the Hearing Impaired, as follows.

1. Facilities housing hearing impaired inmates shall provide Telecommunication Devices for the Deaf (TTY/TDDs) to provide communication to or from hearing or speech-impaired persons.
2. The Pennsylvania Relay Service allows persons to use TTY/TDDs to communicate with hearing impaired and speech-capable persons and vice-versa, through the assistance of specially trained operators.

The toll free number for operator assistance for placing TTY/TDD calls is 800-855-1155.

3. A remote printer will produce a copy of the conversation for monitoring purposes.

No toll-free and emergency numbers, e.g., 800, 888, 911; with the exception of toll-free numbers for the Pennsylvania Relay Service for TTY/TDD equipment for the hearing impaired, are permitted to be used by the Contractors in the design of the proposed system.

1. The Contractor shall be notified by the DOC of a need for a text telephone (TTY) and the designated SCI. Within ten (10) working days of notification, the Contractor will have the TTY installed. The facility manager or designee will determine the installation location(s) at the designated SCI. The text telephone shall be provided at no cost to the Commonwealth. The unit shall be an Ultratec Supercomm 4400, OR APPROVED EQUAL. It shall be equipped with a RJ-11 with a 25 foot mounting cord and include the standard keyboard, battery pack, LED display and print capability.

2. The Contractor shall consistent with Automated Inmate Telephone System Delegations DC-ADM 818 process the TTY/TDD's calls through the Contractors provided printer(s). The Contractor shall provide at no cost to the Commonwealth all printers, parts, paper, ink and servicing for the printers. Contractors will explain their repair plan when TTY/TDD, printers and other solutions are not working.

3. The Ultratec Supercomm 4400, or approved equal equipment shall be re-programmed to remove the functionality on the TTY/TDD device that gives the ability for an inmate to turn off the printer and any other feature that the DOC wants removed. Also, install a lock on the TTYs in the area of the batteries so the inmates can't remove the batteries.

4. The TTY/TDD shall be programmed for making a 30 minute call.

5. The Commonwealth is looking for additional services rather than using remote printer(s) to record the inmate conversations. The Commonwealth would like the inmate conversation to be recorded through the inmate system.

a. TTY/TDD calls to go through the inmate control system would include the standard pre-programmed message that the call is from a Correctional Institution and will be recorded and monitored, including notice of 1 minute of time remains.

b. Include the interlata rate quote as part of the script, therefore meeting the FCC requirements for the called party and originator of the call to obtain the cost of the call.

6. The Contractor shall contact the AT&T Relay Service to have the TTY line PIC to the Contractor's same long distance carrier that would provide the inmate collect rates and establish the TTY rates the same rates that the inmates would be charged when making collect calls.

7. Information on Telecommunications Relay Service:

Telecommunications Relay Services (TRS) commonly known as TSR provides a relay service for deaf, hard of hearing and/or person with speech and language disorders enabling them to communicate via telephone with the assistance of a trained Communications Assistant (CA). Mandated by the FCC, all of the states provide Telecommunications Relay Service. The Pennsylvania Telephone Association (PTA) presented a Request for Proposal (RFP) to the Public Utility Commission (PUC) in February 1990, which was reviewed and accepted. Formal offers to provide four prospective service providers, which were reviewed by a Bid Committee who identified AT&T as presenting the best bid, submitted the contemplated TRS. On May 29, 1990, the Commission issued an Opinion and Order at Docket No. M-00900239, granting the Petition of the PTA for the purpose of establishing a Pennsylvania Relay Service for the Deaf, and Hearing and/or Speech Impaired Community. The May 29, 1990 Order granted the application of AT&T (Docket No. A-310125) for a Certificate of Public Convenience and Necessity to provide the relay service necessary for delivering TRS in Pennsylvania. AT&T has remained the TSR provider in Pennsylvania.

g. Install Text Telephones: The Contractor shall include in its proposal the commitment that Ultratec Supercomm 4400 or approved equal text telephones (TTY) shall be procured and installed at the following SCIs. Inmates using TTYs are given thirty (30) minutes per session rather than the inmate's normal using inmate phones having fifteen (15) minutes per session.

Current TTY distribution:

8 TTY SCI Albion (5 Ultratec Miniprint 225 (portable), 1 Ultratec 425 (portable) and 2 Ultratec Supercom 4400 (1 hardwired to a dedicated line)

1 TTY SCI Camp Hill (hardwired to a dedicated line)

1 TTY SCI Coal

1 TTY SCI Graterford

1 TTY SCI Huntingdon
12 Total TTYs

Changing operations to four (4) locations where the DOC-SCI deaf inmates are clustered:

1 TTY SCI Camp Hill
1 TTY SCI Graterford
1 TTY SCI Muncy
1 TTY SCI Albion

If the DOC finds deaf inmates at other facilities, they will try to get them moved to one of the four (4) sites mentioned above. The only exception will be if the DOC has a hearing inmate at one of the other SCIs requires a TTY so they she/he could communicate with a deaf parent.

- h. Concurrence for Disconnection/Removal: No inmate stations shall be disconnected/removed without the concurrence of the Commonwealth.

- i. Upgrades or Replacements – Hardware: The Contractor shall regularly upgrade or replace equipment with the latest upgrades of technological equipment and software, as upgrades are available. The proposal shall state Contractor's plans to make hardware upgrades and replacements showing both any pre-planned upgrades by the Contractor and all methods to be used to implement upgrades and convert to new versions of items from all other Contractors whose software or hardware may be utilized by this Contractor for the inmate and monitoring telephone system they propose. Contractor shall promptly within 60 days institute any upgrades that may become available as requested by the DOC.

- j. Federal and State Laws, Rules, Regulations, and Codes:
 - a. The Contractor shall ensure that all services and equipment proposed during the term of the contract complies with all Federal and State laws, rules and regulations including but not limited to rate making, branding, provision of consumer information, access to local, IntraLata, and InterLata carriers, accommodations for individuals with disabilities and any applicable construction, electrical and safety codes.

 - b. The Contractor must also agree to comply with, and hold the Commonwealth of Pennsylvania harmless from, any subsequent rulings or findings of fact by the Federal

Communications Commission (FCC) or the Pennsylvania Public Utilities Commission (PUC) regarding compliance with the requirements of an aggregator. The term "aggregator" as used above is defined in the Telephone Operator Consumer Service Improvement Act of 1990.

- k. Amplified Handsets: The Contractor shall provide amplified handsets for hard-of-hearing inmates upon request.
 - l. Security Testing: The Contractor shall permit the testing of call detection security enhancements with the Law Enforcement and Corrections Technology Center Northeast (LECTC-NE) as requested.
2. Operational Standards: The system for inmate calling service shall have the following operational standards:
- a. One-way, out-going only service.
 - b. No pulse dialing.
 - c. Collect calling, station-to-station calling and prepaid calling.
 - d. Direct dialed calls of any type shall be prohibited. By law the inmates are only permitted to make collect calls or prepaid calls. The system may not permit any direct dialed calls of any type.
 - e. Access to "411" and/or "555-1212" information service shall be prohibited.
 - f. Access to toll free services 800/888/877/etc, numbers shall be prohibited.
 - g. Access to multiple IntraLata/InterLata carriers via toll free/800+, 900+, 950+, 976+, or 10XXX and other calls as defined from time to time by the Commonwealth shall be prohibited.
 - h. Access to the "911" emergency system shall be prohibited.
 - i. All inmate lines shall be blocked from sending "Caller ID" information.
 - j. Mechanical cut-off control switches shall be provided to facility officials to control telephone service availability. Each facility superintendent shall specify the location of the switches. At the

option of the Commonwealth, the switches shall be located both in the block control facility and at the central control security office. The use of the cut-off switches shall not adversely impact station performance; i.e., no loss of restrictions or programming capabilities upon return to service. All DOC-SCIs have cut off keys and the locations are within the institution, may vary at locations, and are all the property of Verizon. About 50% of the DOC-SCIs have cut off switches in the central control area and the balance of 50% has switches located in other areas. All the sites that currently have cut off keys the Contractor may use the installed cabling if a pair is available, but without disturbing the existing Verizon service. The cut-off control switches are used in emergencies for quick disconnect of service. When the cut-off control switches are activated they terminate the call as if it was a hang up and both sides of the call are disconnected.

- k. Telephone station equipment shall be powered by the telephone line and require no additional power source.
- l. The system shall, by function, be completely integrated with the call monitoring and recording equipment designed to monitor and record individual inmate calls. The system shall alert the monitoring station operator that a preprogrammed Personal Identification Number (PIN) is placing a call or that a PIN has dialed a preprogrammed terminating telephone number in the system. In addition, certain preprogrammed PIN calls shall alert one or more of the Headquarters Security and Professional Responsibility Offices. It is the responsibility of the Contractor to ascertain that Systems B and C are appropriately integrated and that the clocking between Systems B and C is synchronized.
- m. The system shall be restricted to use in association with authorized Personal Identification Numbers (PIN) assigned to each inmate. Individual PIN lists shall have up to 25 telephone numbers for outbound purposes, i.e.: 20 inmate selected non-attorney numbers, three (3) for attorney numbers and two (2) common numbers for administrative purposes. Calls to attorney telephone numbers shall not be monitored or recorded. The Contractor shall be responsible for PIN administration.
- n. Call Control System: The system shall have a central processor, one or more terminals/PC at the DOC Headquarters Security Office, the DOC Headquarters Office of Professional Responsibility, and location processors or system control devices at the SCI's. (Refer to Part 1, Paragraph 1.1-34, Definitions, for

explanation of "central" and "location" processors). The terminals at Security, Professional Responsibility shall have on-line, real time access to the database in each SCI location. The DOC staff investigate matters at all DOC-SCIs.

- o. Prepaid Service: The current prepaid interface specifications for the DOC commissary system is the commissary "posts" sales. The commissary system at time of "Close out" electronically transmits individual sales data to the Department of Corrections central Microsoft SQL server. The transaction is formatted in specific manner. The central server validates basic criteria and accepts or rejects the transaction. Duplicate transactions are detected and logged into a separate storage area. On a nightly basis the DOC central server consolidates and FTPs daily sales to the prepaid providers systems. At time of close out-processing commissary client application establishes a connection to the DOC's central Microsoft SQL server using Microsoft ODBC connectivity. Commissary client executes a store procedure (spPostDSITrans) with appropriate parameters.
- Inmate number – Sale date Receipt number, sale amount, institution code, and commissary system transaction id of the sales.
 - SpPostDSITrans 'AB1234', '20030822', o12342', 0000002500, 'CAM', 123454678990.

(1). At this time the DOC doesn't desire a prepaid debit system, but desires a commissary account. The Commonwealth understands that a prepaid debit system would have no administration thought the commissary and the inmate's family and friends would have the ability to add funds at any time and designate funds for the calling of their specific number. Contractors may describe a prepaid debit system for the Commonwealth's future consideration.

(2). Restricted number: The Contractor maintains restricted numbers in the inmate phone system.

(3). Prepaid inmate services shall be supplied at all present and all future DOC-SCI locations. The Contractor shall explain how the prepaid requirement shall function.

(4). Attachment 10 is the DOC Policy number DC-ADM 818-1, date of issue August 19, 2004 with effective date September 19, 2004 for prepaid phone card refunds. The Contractor shall explain how the prepaid phone card refund requirement shall function. The Contractor shall explain prior experience with inmate prepaid

services including locations, length of experience, and scope of services all to be included in the proposal. The system will be required to calculate the cost of each phone call based on the rates. The contractor shall describe how the system proposed rates phone calls and charges them to inmate accounts. The Contractor shall describe how to handle inmate accounts from going into a negative balance. Monthly minimally prepaid reports will be similar to the current summary prepaid reports in Attachment 22.

(5). Prepaid Calling Services is an alternative calling method that allows inmates, family and friends to pay for the inmate's telephone calls by using funds in the DOC-SCI commissary account to create a telephone debit account. The inmates move money from their commissary account to a telephone account through the commissary transaction process. The DCRMS offers the inmate the opportunity to make a collect call or a prepaid call through its call control platform installed at all DOC-SCIs. When an inmate chooses to make a prepaid call, the call accesses the T-Netix (Securus Technologies) prepaid server to determine the balance in the account. If there is enough money in the account to make a one (1) minute call to the dialed number, the call is allowed to proceed. The cost of this call is deducted from the inmate's telephone account. At any time the inmate may check the availability of prepaid funds in his or her prepaid account. In general, the inmates go to the commissary once a week and may purchase prepaid time in amounts of \$15.00, \$25.00, \$50.00. Effective May 17, 2004, the amount of prepaid time an inmate is allowed to purchase per week increased from \$50.00 to \$100.00. These three (3) prepaid amounts are not likely to change, but may. The Inmate prepaid account is currently averaging a nine (9) percent discount, which includes appropriate taxes, but does not include the State six (6) percent tax which is paid by the inmate when he or she purchases his or her prepaid account from a DOC-SCI commissary. Prepaid calling services are used at all DOC-SCIs and would be used in any new DOC-SCI facilities. All DOC-SCI commissary systems are under the DOC Bureau of Correction Industries personnel with the exception of SCI Pine Grove which is currently contracted with Keefe Communications Networks.

(6) The central processor shall have the following functionality:

- Monitors all traffic at SCIs
 - Get real time reports from SCIs
- Backup SCI if SCI goes down. May not apply to a centralized system, however Contractors are to describe both centralized

and decentralized in technical requirements and these reports are required in decentralized.

- Provide real time status of all SCIs
- Redundancy (duplicate)
- Collect data from each telephone call immediately after completion of call
- Store data in a relational database or equivalent
- Four (4) hour power supply backup. Battery back-up is not an acceptable solution.
- All information shall be separated by each facility. For example, if a Contractor chooses to use a centralized computer or controller, all information must be partitioned by facility.

(7). The SCI control processor or device shall have the following functionality:

- Provide control for inmate call control system
- Collect call data - two (2) calendar days capacity
- Produce reports in real time in coordination with the central processor
- Four (4) hour power supply backup. Battery back-up is not a solution.

p. System Administration:

(1) Contractors shall respond to this requirement of the RFP with two (2) options for consideration and decision by the Commonwealth.

(a) Option 1 - A central processor in coordination with location processors supported by a decentralized staff of system administrators serving each SCI, the Quehanna Boot Camp, and the terminals at the Headquarters Security and Professional Responsibility Offices. Refer to 2.5-A. 2.p. (1) a. Option 1.

(b) Option 2 - A central processor in coordination with location processors or system control devices at all SCIs, supported by a centrally located system administrator(s) controlling the inmate telephone service, and the terminals at the DOC Headquarters Security Office, the Headquarters Office of Professional Responsibility. Refer to 2.5-A. 2.p. (1). b. Option 2.

Paragraph p. refers to two (2) options. These options are for decentralized and centralized administration. The decentralized option, as used presently, requires administrators at each SCI versus administrators only at the centralized site. There will be administrative costs in people and possibly costs in data processing

equipment associated with either approach in meeting the requirements for central processor functionality and SCI central processor functionality. The intent is that the central processor in coordination with the SCI processor shall meet the functionality for either the decentralized administration approach or centralized administration approach. The details of the coordination effort may vary in that they may entail various degrees of manual and/or automated procedures. However, in all case, the user functionality must remain essentially the same. The procedures and associated processing requirements on the central and SCI processors may vary but functionality must be maintained. The Contractor may split the coordination function any way it deems right for it, but the user function must remain constant. Automation of data entry of inmate PIN numbers into the inmate calling system by using bubble sheet scanners and other technologies are acceptable to maximize efficiencies in the process.

- (2) The commission data for each option 1 and 2 shall be entered as required on Attachment 25.
- (3) For each option 1 and 2, the system shall be capable of reporting, and notifying the monitoring system operator in real time, occasions when inmate calls placed from different or the same SCI are being dialed to common numbers. The monitoring system operator will be a DOC employee and, in all cases, will be located within the institution. State law prohibits non-Commonwealth personnel access to the monitoring/recording system or its output.
- (4) For each options 1 and 2, the central processor and system control devices shall have full redundancy, and the location processors or system control devices shall down load all call data to the central processor at the time each call is completed.
- (5) For options 1 and 2, the location processor or system control device at each SCI shall have UPS to maintain system operability for a minimum of four (4) hours. The inmate will not have full use of the telephones during a major power outage. The back-up power is for maintaining of the data only.
- (6) For options 1 and 2, the Contractor shall state, for each configuration noted above, how it plans to network the central processor, the location processors or the system control devices, and the two (2) or more headquarters terminals together. The Contractor is required to provide system networking maps as a visual picture of locations, including bandwidth, etc. TelCove

(Adelphia) is the Commonwealth's network service provider. TelCove's fiber is available for subcontracting transport. For information see TelCove's website <http://telcove.com> or contact David Stonfer @ (717) 506-7603, david.stonfer@stelcove.com.

- (7) The Contractor shall state, for options 1 and 2, proposed turnaround time on changes to inmate lists, information requests, etc.
 - (8) Contractors shall state, for options 1 and 2, the exact work items and work functions that Contractor's system administrators anticipates must be done.
 - (9) Contractors shall supply, for options 1 and 2, answers to the two (2) questions below on its application for employment of system administrator(s). The answers to the questions of the system administrators must be given to the Department of Corrections prior to employment.
 - 1.) Do you have any **relatives** or **close friends** confined in any Pennsylvania State Correctional Facility? Answer yes or no.
 - 2.) If yes, give their **name(s)**, **relationship(s)** and the **locations(s)** of their confinement.
- q. It is anticipated that the functions of the system administrator(s) and the process/procedures of PIN administration under the two (2) options above shall be similar. However, Contractors shall explain in detail any functional or procedural differences in the responses to each option. As a minimum:

- (1) The system administrator(s) shall be fully trained and equipped to perform all functions related to the normal day-to-day operation and maintenance of the inmate telephone control system including, but not limited to, the following: training of state personnel, line testing, equipment testing, database information collection, data screening, data input, standard and custom report generation etc. The Contractor shall submit its system administrator job description with the proposal.

A system administrator is an employee(s) of the Contractor with an assignment to work with designated DOC personnel to keep the system(s) running at maximum efficiency, meet the telephone needs of the inmate population and eliminate operational problems and/or security hazards as quickly as possible after they are

identified. System administrator(s) shall be assigned based on the time required to perform the job functions discussed above. The Contractor shall state what provision shall be made for illness, vacation, etc.

These personnel shall have to pass criminal identification and records checks. They shall also be required to agree to, and abide by, all policies and applicable rules of the Department of Corrections. The Contractor shall describe the procedure for selecting the system administrator(s).

(2) The Contractor shall explain in detail the entire process of PIN administration. i.e.:

- Number of digits in PIN
- Method and procedures of assigning or changing PIN
- Method of inputting PIN and permitted telephone numbers
- How Contractor shall handle exceptional, quick turnaround situations
- Proposed interface with the Department of Corrections
- Proposed location of the central processor
- Security procedures to be used in the entire PIN process

(3) Personal Identification Numbers (PIN) shall be issued or changed within forty-eight (48) normal working hours 8:00 am – 5:00 pm, Monday through Friday. The inmate completes a DOC administration form that is then approved by the DOC personnel and then given to the Contractor as an order from the DOC for input and that is when the clock starts for the Contractor. The Contractor is responsible for verification of attorney telephone numbers. The inmates provide their attorney telephone numbers and they are verified by the Contractor's personnel. The Contractor will describe in its response the process for how attorney telephone numbers are verified to prove that they are indeed attorney's telephone numbers. Attorney telephone numbers shall not be monitored nor shall calls to the attorney telephone number be recorded. An automatically played intermittent announcement shall be played during the attorney calls stating that the calls are not monitored or recorded. Changes in regard to

added or issued PINS refer to the requirement that new commitments and recommitments must be issued or reissued a PIN within 48 normal working hours, Monday through Friday.

- (4) PIN information shall be cross-referenced to the Department of Corrections Numbers by Contractor and shall be available on both electronic and hard copy on demand.
 - (5) Attachments 15-19 provide statistics on inmate population, admissions, releases, transfers, and projected growth. It is suggested that Contractors use this data in determining staffing requirements etc. for PIN administration.
 - (6) Contractor shall be able to transfer inmate PIN numbers and calling lists automatically when inmates are transferred from one SCI to another SCI.
- r. The system shall be able to take an individual station out of service. State the procedures and the length of time in minutes that shall be required to take a station off-line.
- s. The Contractor shall be able to provide the following call detail information:
- (1) At the option of the Commonwealth, reports by DOC Number or inmate name for both completed calls and call attempts.
 - (2) Reports on specific DOC Number(s) or PIN on demand.
 - (3) Queries to the system on demand as to whether a specific telephone number(s) is (are) in the system.
- t. The Contractor is required to provide all equipment necessary to facilitate up to three (3) data retrieval stations at each SCI; locations to be determined by local SCI management. The DOC-SCI Security Offices use the stations for investigating inmate cases in all of the SCIs.
- u. The system shall have the ability to have restrictions vary by the combination of inmate and called party so that special treatment may be afforded for calls to attorneys or other privileged communications. This feature shall include the ability to block, on an individual PIN - called party number basis, calls from being monitored or recorded.
- v. The system shall have the ability to limit calls to a specified duration by DOC Number or PIN, and by specific telephone numbers assigned to a

PIN. In addition to limiting calls to a specific telephone number to a specified duration and limiting total calling minutes to a specified duration, the system shall also be capable of cumulating calling time for each PIN up to specified limits for calls placed during a period of 7 days, i.e.: 0001 hours Sunday through 2359 hours Saturday. Refer to Attachment 9 Department of Corrections Inmate Policy stating calling limits for all DOC-SCI locations.

In like manner, the system must be capable of being preprogrammed by PIN to allocate 45 minutes of calling during a seven (7) day period (0001 hours Sunday through 2359 hour Saturday) into three (3) 15 blocks of time segments and only permit one (1) 15 block segment to be used on any one (1) day.

A warning tone or announcement shall be given to the caller prior to the call being terminated due to the expiration of calling-time limitations. The system shall be able to have this limiting factor disengaged for specific numbers i.e., attorneys' numbers.

w. All collect calls shall be processed without the involvement of a live operator.

x. The Contractor shall state that the Line Identification DataBase (LIDB) shall be dipped (inquired), at a minimum, one (1) time each calendar day per inmate called telephone number to which access is attempted.

y. Single Central Office:

The system shall be able to detect, in real time, the called party's attempt to access 3-way and/or call forward calling on a call made within the same central office following the connection of the call between the inmate and the called party, regardless of whether the called party has first accepted the call. The system shall terminate the connection instantaneously upon detection of the attempt to access 3-way and/or call forward calling. **The Contractor shall provide a detailed technical description of how the proposed system functions in controlling the 3-way calling and the best estimate of the percentage of total call attempts that the system being proposed detects, and the percentage of these total detected attempts that the system being proposed terminates instantaneously upon detection.**

Detection of 3-way and/or call forward calling shall be capable of being configured by/for each SCI to either automatically terminate suspected calls, report the suspected calls, monitor and record suspected calls or any combination of these options.

The Contractor shall explain in detail the type of three way calling or call forwarding its system is capable of detecting and disconnecting. The Contractor shall, at a minimum, indicate whether its proposed system is capable of detecting and disconnecting each of the following types of three way or forwarded calls. If it is not possible to detect and disconnect any or all of these types of calls, so state. The Contractor shall provide a recommended alternative for detection.

- (1) Calls to telephone numbers, which have been automatically forwarded, to another telephone number by the local telephone company.
- (2) Calls to telephone numbers, which have been automatically forwarded by called parties through the use of feature groups provided by the local telephone company.
- (3) Calls to telephone numbers, which "hook flash," dial another number and complete the three-way call.
- (4) Conference calls facilitated through customer provided switching equipment.

z. Multiple Central Offices:

The system shall be able to detect, in real time, the called party's attempt to access 3-way and/or call forward calling on a call made in multiple central offices following the connection of the call between the inmate and the called party, regardless of whether the called party has first accepted the call. The system shall terminate the connection instantaneously upon detection of the attempt to access 3-way and/or call forward calling. The Contractor shall provide a detailed technical description of how the proposed system functions in controlling the 3-way calling and the best estimate of the percentage of total call attempts the they system being proposed detects, and the percentage of these total detected attempts that the system being proposed terminates instantaneously upon detection.

Detection of 3-way and/or call forward calling shall be capable of being configured by/for each SCI to either automatically terminate suspected calls, report the suspected calls, monitor and record suspected calls or any combinations of these options.

The Contractor shall explain in detail the type of three way calling or call forwarding its system is capable of detecting and disconnecting. The Contractor shall, at a minimum, indicate whether its proposed system is capable of detecting and disconnecting each of the following

types of three way or forwarded calls. If it is not possible to detect and disconnect any or all of these types of calls, so state. The Contractor shall provide a recommended alternative for detection.

- (1) Calls to telephone numbers, which have been automatically forwarded, to another telephone number by the local telephone company.
- (2) Calls to telephone numbers, which have been automatically forwarded by called parties through the use of feature groups provided by the local telephone company.
- (3) Calls to telephone numbers, which "hook flash," dial another number and complete the three-way call.
- (4) Conference calls facilitated through customer provided switching equipment.

aa. Single Central Office – Cellular Services: The system shall be able to detect, in real time, the called party's attempt when using cellular services to access 3-way and/or call forward calling on a call made within the same central office following the connection of the call between the inmate and the called party, regardless of whether the called party has first accepted the call. The system shall terminate the connection instantaneously upon detection of the attempt to access 3-way and/or call forward calling. The Contractor shall provide a detailed technical description of how the proposed system functions in controlling the 3-way calling and the best estimate of the percentage of total call attempts that the system being proposed detects, and the percentage of these total detected attempts that the system being proposed terminates instantaneously upon detection.

Detection of 3-way and/or call forward calling shall be capable of being configured by/for each SCI to either automatically terminate suspected calls, report the suspected calls, monitor and record suspected calls or any combination of these options.

The Contractor shall explain in detail the type of three way calling or call forwarding its system is capable of detecting and disconnecting. The Contractor shall, at a minimum, indicate whether its proposed system is capable of detecting and disconnecting each of the following types of three way or forwarded calls. If it is not possible to detect and disconnect any or all of these types of calls, so state. The Contractor shall provide a recommended alternative for detection.

- (1) Calls to telephone numbers, which have been automatically forwarded, to another telephone number by the cellular carrier.
- (2) Calls to telephone numbers, which have been automatically forwarded by called parties through the use of feature groups provided by the cellular carrier.
- (3) Calls to telephone numbers, which "hook flash," dial another number and complete the three-way call.
- (4) Conference calls facilitated through customer provided switching equipment.

bb. Multiple Central Office – Cellular Services: The system shall be able to detect, in real time, the called party's attempt when using cellular services to access 3-way and/or call forward calling on a call made within multiple central offices following the connection of the call between the inmate and the called party, regardless of whether the called party has first accepted the call. The system shall terminate the connection instantaneously upon detection of the attempt to access 3-way and/or call forward calling. **The Contractor shall provide a detailed technical description of how the proposed system functions in controlling the 3-way calling and the best estimate of the percentage of total call attempts that the system being proposed detects, and the percentage of these total detected attempts that the system being proposed terminates instantaneously upon detection.**

Detection of 3-way and/or call forward calling shall be capable of being configured by/for each SCI to either automatically terminate suspected calls, report the suspected calls, monitor and record suspected calls or any combination of these options.

The Contractor shall explain in detail the type of three way calling or call forwarding its system is capable of detecting and disconnecting. The Contractor shall, at a minimum, indicate whether its proposed system is capable of detecting and disconnecting each of the following types of three way or forwarded calls. If it is not possible to detect and disconnect any or all of these types of calls, so state. The Contractor shall provide a recommended alternative for detection.

- (1) Calls to telephone numbers, which have been automatically forwarded, to another telephone number by the cellular carrier.

- (2) Calls to telephone numbers, which have been automatically forwarded by called parties through the use of feature groups provided by the cellular carrier.
 - (3) Calls to telephone numbers, which "hook flash," dial another number and complete the three-way call.
 - (4) Conference calls facilitated through customer provided switching equipment.
- cc. If the proposed system has the ability to detect the 3-way call attempt and to terminate the call on calls that have been automatically call-forwarded by the inmates called party to an additional called party, or again to another called party, by programming the central office equipment or other intervening switch, the Contractor shall provide a detailed technical description of how the proposed system detects and terminates this type of call. For example, the inmate may call a permitted number having made prior arrangements with an accomplice to have the call automatically transferred to another number. One or more call forwarding sequences may take place in the attempt to break the system. The Contractor shall also state the average percent success that can be expected.
- dd. The 3-way calling prevention feature shall be able to be deactivated on a per number dialed, per inmate basis. This shall permit call transfer or 3-way conferencing of specific inmate calls placed to certain telephone numbers such as those at attorneys' offices.
- ee. Call acceptance by the called party is to be accomplished through an active process initiated by the called party. The active process required is the dialing of a digit on the called party's telephone.
- ff. The active call acceptance method shall permit the called party to accept the call by dialing the digit specified not only on a Touch Tone telephone but also on a rotary dial telephone or a non-Touch Tone telephone equipped with a central office access line. The proposed system must allow the person the inmates are calling, for example a family member, to accept the call by dialing the digit specified not only on a Touch Tone telephone, but also on a rotary dial telephone or a non-Touch Tone telephone equipped with a central office access line.
- gg. The system shall be capable of having a collect call and prepaid accepted in the passive mode, when the called party answers, does nothing and the call is completed. Explain in detail how the proposed system does this. State what percentage of inmate calls are handled passively at existing

installations. Explain under what conditions the proposed system is required to handle the calls passively.

- hh. During the call set up process, the answering party shall hear a prerecorded announcement identifying that the collect call or the prepaid is coming from a specific inmate at a specific SCI. A pre-recorded statement of the inmate's name shall identify the inmate placing the call to the called party. It is not permissible to require or permit the inmate to state his name during the call set up process. No preacceptance communication by the inmate who is placing the call is permitted. However, the inmate shall be able to hear the call set up announcements and acceptance results, which occur after the call has been answered.
- ii. Include in the proposal details of called party call acceptance and all other pertinent related recording and report information the Contractor may wish to present for consideration. All variations of called party call acceptance flexibility and all fraud control procedures use by Contractor shall be included in proposal.
- jj. The system shall be capable of providing an announcement that overlays as background to the voice conversation stating that the call is from a SCI. The system shall allow this overlay announcement to be automatically played intermittently during the call for fraud prevention and maintaining institutional security.
- kk. The Contractor shall explain how the control and administration functions are performed to include, but not be limited to, the following:
 - (1) Time of day and day of week restrictions.
 - (2) Telephone shut-off and system usage report generation by telephone number or by PIN. This is a report showing the actions of inmates their usage and restriction level.
- ll. The system shall provide centralized system reporting capabilities and shall be capable of producing immediate, real-time reports as well as having the database administrable from the centralized location. In proposed systems using location processors, the local database shall be updateable from the location processor. Updating the location processor shall automatically update the central processor.
- mm. The system shall permit an inmate to keep the same PIN and PIN database (permitted telephone numbers and restrictions) regardless of the SCI in which the inmate is incarcerated at the time. The Contractor shall explain, in detail, how this requirement shall be accomplished.

- mn. The Commonwealth recognizes that there is ongoing effort in the vendor community to develop advanced technological features in addition to the 3-way call detect/disconnect capability that, if viable, may enhance the effectiveness of inmate telephone call control systems. Examples include the capability for positive voiceprint matching of a specific PIN to a specific inmate's voice, the capability to search recorded inmate calls and to recognize and docket specific, preprogrammed, spoken words, and the capability to match an inmate fingerprint to a specific inmate PIN, and other newer technological features. **Contractors are invited to include in their proposal any of these types of advanced technological features that are demonstrable as elements of installed inmate telephone call systems. The proposal must include verifiable success ratio statistics.**
- oo. The system shall be capable of denying certain specific telephone numbers from inmate calling. Contractors shall state the number of eleven digit numbers that can be blocked per PIN. The centralized processor shall have the capacity to block at least 100,000 common eleven digit numbers. This feature is used for family and friends who have contacted DOC to block them from access by inmates.
- pp. The system should be capable of providing dial-tone to all inmate telephones at the same time i.e., one central office line per inmate telephone or a concentration of lines giving a P.O1 grade of service (one (1) call block in a hundred can be blocked), so the system is designed to meet this criterion. When concentration is used, full traffic studies will be conducted and submitted to DOC and OA monthly to insure that there will be no blockage of inmate calling for this reason at any inmate facility.
- qq. The system shall be capable of processing collect and prepaid calls on a selective, bilingual basis (English and Spanish). The inmate shall be able to select the preferred language using no more than a two digit code.
- rr. The system shall support user friendly voice prompts. Voice-prompts shall be available in any variety of languages, based on needs of the DOC, although at this time only English and Spanish are required. The DOC may issue changes in the requirements during this contract, depending on inmate population. Contractor shall describe proposed system capabilities of meeting any other language requirements such as various Asian languages (various Chinese dialects, Philippine, Korean, Laotian, etc.) as may be required in addition to English and Spanish. Contractor shall also describe in the proposal time frames needed to do the recording and for installation of voice prompts.

- ss. If the location processor or system control device fails, the inmate stations at that SCI shall continue to be operative, line powered, if possible, using the automated attendant and all call restrictions.
 - tt. The system shall be capable of limiting the dollar charges to a specific telephone number during a telephone service provider-billing period. The system shall not complete and shall disconnect calls to that number when the dollar limit is reached. An appropriate announcement shall be given to the caller in the case of a no-completion. In the case of a disconnection, a warning tone or appropriate announcement shall be given to the caller prior to the call being terminated.
 - uu. The Contractor shall explain from its company experience information related to putting dollar limits on inmate's families and/or businesses to prevent an inmate family member or a business that could be running scams. Contractor will recommend dollar limit and any additional information on running scams.
 - vv. The Contractor shall provide an alternative billing option to called parties who are categorized as unbillable by virtue of their selection of an alternative local carrier for service. System proposed must permit the first call attempt to complete and must provide the called party with immediate access to a customer service representative for account setup. Such access must be accomplished by pressing a single key on the called party's telephone keypad. Although the called party may be provided a toll free number to call for information or account set-up, this must not be the only alternative. Called party account set up must include various payment options. Extended periods of being placed on hold will not be tolerated. Explain in detail the procedure for services provided.
3. Station Equipment Standards: The inmate telephones shall have physical and design characteristics that include the following:
- a. Chrome plated DTMF tone dial that is water, flame and shock resistant.
 - b. Hearing aid compatible.
 - c. Manual volume control.
 - d. Noise suppression transmitter.
 - e. A steel housing that protects the electronic components of the telephone.
 - f. Paint/finish is mar, mark and scratch resistant.

- g. Operating ease with concise instructions on the faceplate.
 - h. A weatherproof housing design that resists the most severe weather conditions. Some of the DOC inmate phones are located in outside recreational areas.
 - i. Industry standard design.
 - j. An armored handset cord at least 18 inches long, but no more than 24, that is resistant to stretching and breaking to eliminate out-of-service conditions.
 - k. Tamper proof housing and handset.
 - l. Installation reinforced by security studs to prevent easy removal of the telephone.
4. Station Installation Standards:
- a. Station Code Identification: The selected Contractor shall establish, in cooperation with the Department of Corrections, a systematized method of location codes for each inmate station in a SCI.
 - b. Standard Pattern for Code Assignment: Not only shall each inmate station have its own code identifier, but the pattern of code assignment shall be the same in each cell block, yard area, etc. in a SCI. In the process of identifying a station, and therefore an inmate, while a call is in progress, several Corrections Officers working different elements of the control system need to be able to quickly coordinate the identification of the station in question.
5. Required Reports: The following system and usage reports are required on a monthly basis. A copy of the report for each specific SCI shall be delivered to each SCI and to the Department of Corrections Central Office.
- a. Record, by day, of PIN adds or deletes by SCI.
 - b. Total billed revenue and commission by SCI.
 - c. Frequently called number report - weekly by PIN and SCI.
 - d. PIN numbers in use.
 - e. Station Message Detail (SMD) reports:

- (1) Specific numbers called by PIN.
 - (2) Duration of all calls.
 - (3) Date and time of all calls.
 - (4) Call charge - local, IntraLata and InterLata.
 - (5) Inmate telephone being used by location code.
- f. Reports on inmate calling activity by DOC inmate number or inmate name on request.
- g. Include in the proposal copies of the Contractor's current standard reports.

2.5.1 Revenue and Commission Reports plus other Reports: Revenue and commission reports shall be provided by the Contractor to the Commonwealth as specified by the Office of Administration each month. As a minimum, the reports shall include the following:

a. Telephone Generated Revenues:

- (1). Monthly gross revenue generated by each telephone by sent-paid and non-sent-paid categories.
- (2). Monthly gross revenue generated by each telephone by sent-paid and non-sent-paid categories, summarized by location.
- (3). Monthly gross revenue generated by each telephone by sent-paid and non-sent-paid categories, summarized by using agency.

b. Telephone Generated Commissions:

- (1). Monthly gross revenue generated by each telephone by revenue category, i.e., local, IntraLata, and InterLata, with accompanying commissions calculated by telephone.
- (2). Monthly gross revenue generated by each telephone by revenue category, i.e., local, IntraLata, and InterLata, with accompanying commissions calculated by telephone and summarized by location.
- (3). Monthly gross revenue generated by each telephone by revenue category, i.e., local, IntraLata, and InterLata, with accompanying commissions calculated by telephone and summarized by using agency.

- c. Custom Reports: The Contractor shall agree to develop additional reports as may be reasonably required by the Commonwealth and to provide the Commonwealth with such reports at a frequency to be mutually agreeable to both parties.
- d. Variance Reports: The Contractor shall agree to develop a monthly variance report that reports monthly figures different by 5% from the previous month, i.e., collect and prepaid revenues on local, IntraLata, and InterLata.
- e. Inmate Calling System Software: The contract shall provide a robust system that can produce various iterations of the data captured and produce customizable reports that meet DOC requirement for numerous situations related to security and investigations, as well as evaluation and planning. The software shall be capable of reporting real time and delayed call record reporting by time of day, date, duration, calls longer than a time parameter (calls longer than a time parameter shall be terminated), most frequently called number, personal identification number (PIN), dialed number, telephone, inmate name, area code, telephone number prefix, or any combination thereof, and be sufficiently flexible to provide reports in DOC format requirements. Contractor shall describe proposed system capabilities of meeting these requirements.
- f. Monthly Inventory and Summary Report: A monthly report summarizing the statistics for stations in all DOC-SCIs shall be supplied electronically to the OA and the DOC within 30 calendar days after the end of the month. The report will be similar to the reports in Attachment 4-B SCI's Inmate Inventory and Attachment 24-D Messages and Minutes Billed Summary Monthly Statistic Report.
- g. Monthly Detailed Financial Reports: A complete set of the detailed reports shall be supplied monthly to the OA and the DOC commencing on a mutually agreeable date about four (4) months after the effective date of the contract. The reports will be similar to the reports in Attachment 22 Revenue Commissions Prepaid Summary Report and Attachments 23 Inmate Monthly Usages and Commissions Collect Report.
- h. Monthly Performance Log Reports: A monthly system administrators (SA) report summarizing and detailing all DOC-SCIs of the SA's activities. Examples of the categories to be included in the report; inmate complain form, inmate special request, add on/ removal DC8B, new account DC8A, inmates released, inmate paroled, inmate transferred in/out, custody level changes, open tickets, can't hear issue, test calls made, attorney number

verification, miscellaneous DOC inquires, IPIN look up, number change, stored voice, record retention, run reports, IPIN issued, etc.

- i. Weekly Conference Calls and Reporting: The project manager shall be responsible to schedule weekly conference calls, throughout the life of the contract, to include a teleconference bridge for all parties' access. The bridge may be a non-toll free telephone number. Prior to the weekly conference calls, the project manager or staff shall be responsible for sending an electronically emailed report to OA and DOC staff with actions/issues of current issues to discussed and include closed issues on same report.
- j. Weekly Maintenance Trouble Ticket Report: The project manager shall be responsible for emailing a weekly report of the current maintenance trouble ticket report to the OA and the DOC staff. The report will be reviewed during the weekly conference call. Minimum elements of the spreadsheet, trouble ticket report ticket number, facility name, date and time received trouble, status, statement of the problem, solution, entry detail text of the problem, closed date and time or status, miscellaneous information, etc.
- k. Route Cause Analysis Log: The project manager shall be responsible to report through telephone and/or email to the OA and the DOC when major incidents/outages occur. The route call analysis spreadsheet will have the following minimum elements; date, time, service area effective, facility name, service impact (time), root cause (problem), action items, and status, etc.
- l. Bi-Monthly Management Meetings: Bi-monthly executive staff meeting shall be scheduled and held in the Harrisburg area. The Contractor's project manager shall provide the agenda prior to the meeting and have staff and subcontractor(s) at the meeting when appropriate for the current discussions.
- m. End User Forum Meetings: The project manager shall be responsible for scheduling the User Group Forum, reference 2.5-E Training, 5. End User Forum Meeting.
- n. Yearly Quality Assurance Reviews (YQAR): Yearly quality assurance reviews will be made at each State Correctional Institution and the two (2) separate Central Office staff operations for the Headquarters Security Office and the Office of Professional Responsibility. YQAR will ensure that the technology, product, software are working properly. Including testing all inmate phones (handset, jacks dial tone, set and features both collect and prepaid messages), inmate billing, monitoring and recording,

inmate exceeding the time limit on a call, check rate quote provided for every prepaid call, call list and blocked numbers, inmates' PIN deactivated (can they still make prepaid calls), wiring, TTYs, procedures, documentation, operations, etc.

6. Environmental Considerations:

- a. Complete Description: The Contractor shall include in its proposal a complete description of any special environmental considerations, which may be required to ensure proper operation. If an air-conditioned environment for the equipment is recommended, the description shall include the specific air-conditioning requirement. See Attachment 12 for the content and format of information required. The responsibility for the cost of changes/additions required or recommended shall be subject to contract negotiations.
- b. Surge/Lightning Protection: Contractors shall provide and install at no cost to the Commonwealth adequate surge and lightning protection equipment on all lines used as a result of this RFP.

7. Customer In Put to System Development Effort:

- a. The Contractor shall provide information explaining how customer opinions about the systems being proposed are used in the development of improvements.
- b. If a user forum exists, the Contractor shall provide the name, address, telephone number of the group's contact person.

8. Desirable Information:

The Contractor shall provide information describing those overall and application-specific features and capabilities which, in the Contractor's opinion, differentiate the system(s) being proposed from those offered by competitors.

2.5-B. System C: Monitoring and Recording Equipment/System:

1. General Conditions - Monitoring and Recording Capability: System C is composed of equipment to monitor and record telephone calls made using the inmate stations at the SCI's. There shall be no charge to the Commonwealth by the Contractor for the telephone lines, cabling, Contractor work, associated wiring or any other cost to install and maintain the monitoring and recording system. For the most part the Commonwealth cabling and conduit is provided. The DOC installs the house cable, inside station wiring to provision the inmate stations, however in some instances Contractor may have to supply what is required to complete the project, which would be minimal and would be handled by a case-by-case basis.
 - a. Monitoring and recording equipment shall be installed within the administrative building(s) of the SCI's. The system shall be configured so that real time monitoring can not only be accomplished from each SCI Security Office and potentially from any new SCI location(s) but also from each SCI Superintendent's office, the DOC Central Office Security Office, and/or the DOC Office of Professional Responsibility. All DOC-SCIs will have monitoring and record equipment/systems in each Security Office. Each DOC-SCI security office monitors and investigates their facility. The two (2) organizations as stated are 5-C Investigation Staff Operations 1). Headquarter Security Office 2). Office of Professional Responsibility. Both staff operations shall be provided full access to the SCI inmate telephone control systems and the SCI real time monitoring and recording system and their associated databases as well as the central processor and its databases. The Contractor shall explain how this remote monitoring requirement shall function with its proposed systems.
 - b. RAID (Redundant Array of Inexpensive Disks) storage technology is required in response to this RFP.
 - c. The recording system shall include the capability to simultaneously record calls from all inmate telephone stations in each SCI while providing audio outputs for monitoring randomly selected, or preselected, circuits.
 - d. The recording system shall include the capability to record at the DOC Central Security Office and at the DOC Office of Professional Responsibility in both live and re-record modes. Re-record mode is to record a conversation previously recorded at an

institution. Operation shall be manual as required or by preprogrammed instruction.

2. Operational Standards: The system for monitoring and recording inmate calls shall have the following operational standards:
 - a. A software package that includes, but is not limited to, the following items:
 - (1) Software capable of maintaining an unlimited number of call records (based on storage media). A call record is who made the call, date and time the call was made, the length of the call and why the call was terminated.
 - (2) All call records shall be stored on site and available to the SCI on demand.
 - (3) Software capable of maintaining one full year of call records on site (based on storage media). System management of these records shall be completely automatic and records available on demand.
 - (4) All call records shall be stored.
 - (5) The system operator at each SCI shall only need to set the initial parameters of the number of months to archive (up to 12) and the number of days to maintain on-line (up to 12) and then management shall be automatic. After 12 months the oldest record shall be deleted with the exception of records pertaining to on going investigations. Contractor must always obtain permission from the SCI Security Officer prior to deleting any records.
 - (6) Selection of archived months for on-line use shall be accomplished from a menu selection. Contractor shall explain the procedure for retrieval.
 - (7) The user shall be able to search and locate call records by any or all of the following search fields in any combination:
 - (a) Area code
 - (b) Prefix
 - (c) Suffix

- (d) Date or date range
 - (e) Time or time range
 - (f) Length of call
 - (g) Channel location on voice recording system
 - (h) Inmate station location code
 - (i) PIN
- (8) Password protection at the database and report levels.
- (9) City, and state of any call shall be displayed with the call record by an area code and prefix system. Any call recorded shall be able to be selected and the information displayed on the screen.
- (10) The software shall generate a report of any call to a number under surveillance and automatically generate an alarm to the system operator. The information associated with that telephone number shall be automatically linked to any call to that number.
- (11) The inmate ID database shall be able to contain the name, DOC Number, background information, and free form notes about the inmate. Total flexibility shall be given to the user to keep the type of information, which is deemed important. Reference 1-34 for the definition of DOC Number. The user may deem specific PIN settings, information or restrictions important. Examples (other than DOC Number, background information, and free-form notes) include:
- Time of day and/or days of week that a number may be called by PIN, group of PINs, facility or system wide.
 - Maximum duration of a call from that number and/or PIN, group of PINs, facility or system wide.
 - Maximum number of calls to a number or from a PIN, group of PINs, facility or system wide per day/week/month/amount, etc.
 - Suspension of phone privileges by PIN or group of PINs.
 - Approved phone number lists by PIN.
 - Assignment of inmates by PIN to an individual telephone or group of phones.
 - Ability to access multiple inmate IDs.

- (12) The directory and filing system of the software shall have the ability to maintain all the various types of data files for future use.
- (13) The software package shall contain the ability to generate reports. Copies of current standard reports shall be supplied with the proposal. The package shall be capable of generating these reports at a preprogrammed time and upon demand. These reports shall be sent to a printer, a screen or to a disk. Automatic reports shall include inmate, using agency, staff and group reports generated from the information stored in specific databases. These reports shall be able to be manually produced at any time as well. Contractors shall delineate standard reports offered by the proposed system.
- (14) The system shall make available to the operators of the system a selection of informational viewing screens. For example, the telephone summary screen shall provide a listing by PIN of all outside numbers called, and a listing by called telephone number showing what PIN's are calling it. Copies of standard reports shall be supplied with the proposal.
- (15) The system shall provide a case summary screen to include all numbers called that are under investigation and linked through the same case number. Copies of current standard screens shall be supplied with the proposal.
- (16) The system shall provide a 98/NT/Windows 2000 compatible operating system.

b. A hardware package that includes, but is not limited, to, the following items:

- (1) The recording system shall be an archival storage/retrieval system designed to provide recording of the total number of inmate stations, plus 30% for growth. The equipment proposed shall be designed for continuous recording operation, including silent periods, i.e., 24 hours per day, 365 days per year. Silent periods are when the phone is opened and operational, however when the phone is not in use no recording would occur.
- (2) All equipment supplied under this RFP shall be completely operational when installed.
- (3) Service technicians trained by the equipment manufacturer shall be available to respond daily in the event service is required.

- (4) The selected Contractor shall supply a comprehensive operational manual to each location monitoring and recording equipment/system is installed.
- (5) The Contractor shall be responsible for the installation of all equipment proposed.
- (6) Equipment covered by this RFP shall be supported by a service response network consisting of a 24 hour on line system diagnostic center, accessed by a toll free services 800/888/877/etc number, to provide system monitoring, service alert and rapid service dispatch, if required.
- (7) A master control module/workstation shall be supplied that can fully control the proposed system.
- (8) The control unit shall act as a system controller and shall provide all control and monitoring for the proposed system.
- (9) The control unit shall provide a channel audio activity monitor. This monitor shall provide visual indication of active audio recording or active playback audio by channel.
- (10) The control unit shall provide the ability to automatically search any previously recorded media. The date/time desired shall be displayed. The unit shall be able to search at a high speed to a specific point in time/date and stop with no overshoot and begin playing.
- (11) The system shall have an audio search mode that allows search for audio on any selected channel.
- (12) Working in conjunction with the search for audio function, the control unit shall provide the ability to auto re-record.
- (13) The control unit shall be capable of being programmed to provide automatic start up and automatic shut down of the entire system at each SCI at preset times on preset days.
- (14) The control unit at each SCI shall offer complete system security and allow only operators with the appropriate level clearance to access specific functions. This shall be accomplished by multiple levels of access by programmed passwords.
- (15) The control unit shall immediately display visual alarms and sound audible alarms when any system malfunction is detected. These visual alarms shall appear on the operator console and indicate where the failure occurred.

- (16) The multi-channel recorder shall allow for the preprogramming of the transfer to and from daylight saving time automatically.
- (17) Each transport shall be capable of recording the total number of inmate telephones, plus 30% for growth.
- (18) The system shall have the ability to playback the audio at the location of the call records software system.
- (19) A complete back up UPS power supply of a minimum of four (4) hours shall be provided at each SCI that shall automatically switch on upon any failure of the primary unit.
- (20) All clocks for the system shall be synchronized to System B.
- (21) Headphones and hands free headsets shall be supplied for monitoring each workstation.
- (22) Two playback units shall be supplied to each SCI. The purpose of these units is to duplicate for purposes of court appearances, etc. Currently, this is done in the same room in which the recording unit is located.
- (23) System C shall be integrated with System B so that call detail records are easily and expeditiously matched. The Contractor shall explain how this interface shall function.
- (24) Remote monitoring and recording of selected inmate conversations shall be provided to the Headquarters Security and Professional Responsibility Offices. The Contractor shall explain how these interfaces shall function.

c. Clear Audio Recording:

DOC staff is involved in many technology committees investigating the newest and future technologies. In a typical inmate telephone system located in SCI facility, the problem exists in providing clear audio recording for investigators, because from outside the system, the only available speech is a combination of both the caller (station side) and the called party (trunk side). The result is a speech signal that sounds natural, but is almost impossible to use in most audio/signal processing systems. Some technologies evolve, in which the individual, incoming speech signals on the station side and trunk side can be recorded individually. The Contractor shall explain how clear audio recording is provided or when available with its proposed inmate telephone system.

RFP #2005-081-011

- d. Contractor will provide when required inmate notices/letters in English and Spanish, videos in English and Spanish, plus when new enhancements are added and/or when other languages are required in the future.

2.5-C. Investigation Staff Operations:

Two (2) separate Central Office staff operations shall be provided full access to the SCI inmate telephone control systems and the SCI real time monitoring and recording systems and their associated databases as well as the central processor and its database. These operations are the Headquarters Security Office and the Office of Professional Responsibility. Both offices are located in Camp Hill, PA.

1. Telecommunications Capabilities:

a. Communication Links:

(1) Data: SCIs to the central processor: The SCIs and the Headquarters Security and Professional Responsibility Offices need data link access to allow central database update from SCIs, to allow inquiry into SCI databases from Central Office locations, to allow inquiry into the central processor database from the two SCI locations and to allow backup of SCI inmate telephone control systems.

(2) Voice: SCIs to 2 Central Office locations: Voice grade links shall be provided from the Security Office and the Office of Professional Responsibility to SCI's to allow real time monitoring and recording of selected remote inmate telephone conversations at each of the central locations. These conversions will have been selected by the inquiring organization based on pre-set parameters such as PIN, called telephone number, etc.

b. Database Inquiry Capabilities: Up to 3 terminals shall be provided at the Headquarters Security and Professional Responsibility Offices to allow users to inquire into the central relational database, or equivalent, located at the central processor. The functionality accessed from the terminals shall be standard reports and real time SQL like inquiries.

c. Remote Voice Monitoring Capabilities: Telephone capability shall be provided from the Headquarters Security and Professional Responsibility Offices to each SCI to allow users to monitor and record inmate conversations real time and after the fact. The real time conversations being monitored/recorded may be limited to those associated with a notification based upon pre-set alert parameters. Currently existing voice circuits shall be used for concurrent voice communications between the system operators.

2. Information By Location:

- a. Headquarters Security Office: This office has headquarters responsibility for inmate security matters at all SCI's
- (1) Location: Basement of Central Office, 2520 Lisburn Road, Camp Hill, PA 17011.
 - (2) Function: Full access to central computer database and all SCI databases. Remote audio monitoring and recording of selected inmate channels at any SCI. Full capability to generate reports as required.
 - (3) Terminals and Equipment: Up to 3 terminals and one laser printer; telephones for monitoring; recording device for recording telephone conversations; speaker telephones for conferencing.
- b. Office of Professional Responsibility: This office is responsible for all internal Department of Corrections security matters.
- (1) Location: 1110 Fernwood Avenue, Camp Hill, PA 17011.
 - (2) Functions: Full access to central computer database and all SCI databases. Remote audio monitoring and recording of selected inmate channels at any SCI. Full capability to generate reports as required.
 - (3) Terminals and Equipment: One terminal; and one laser printer; telephones for monitoring; recording device for recording telephone conversations; one speaker telephone for conferencing.
 - (4) Move the Office of Professional Responsibility: A new DOC facility is in the planning stages, which will be located in Camp Hill. The Contractor shall relocate all equipment for the Headquarters Security Office and the Office of Professional Responsibility to the new facility when requested by the Commonwealth and this shall be accomplished at no cost to the Commonwealth.
- c. Inmate Phones for Testing Purposes for Both Collect & Prepaid Inmate Calls: The Support Services Section (SSS) interfaces with

all DOC-SCIs and all future DOC-SCIs. This requirement could expand and additional inmate test phones could be required.

- i. Location: Support Services Section (SSS) located in the Basement of Central Office, 2520 Lisburn Road, Camp Hill, PA 17011 and all DOC-SCIs and all future DOC-SCIs.
- ii. Function: One test phone each for SSS and all DOC-SCIs that will go through the inmate control system for making DOC test inmate calls by a minimum of two (2) DOC personal at each DOC-SCIs & SSS locations. The phone will be located in most cases near the control equipment. The inmate phone will be used for testing the inmate control system and making both collect and prepaid accessed by PIN numbers with a list of twenty (20) telephone numbers each. Contractors will supply these test calls with no charges to the DOC with an average of \$100.00 a month for each DOC-SCI and SSS to make test calls. The majority of the test calls made will be prepaid calling.
- iii. Telephones and Equipment: One inmate telephone or equivalent and any other associated equipment to perform the testing function at each DOC-SCI and the SSS location.
- d. Confidential Source of Information (CSI) Telephone Hot Line: All DOC-SCI requires one (1) SCI line to be located in each SCI security area. The line will be answered live or by an answering machine. Each DOC-SCI will determine if the line, which is similar to an attorney line in that it is not recorded or monitored. Each DOC-SCI will decide if the line is to be used globally or inmate specific.

2.5-D. Common Requirements: Systems B & C:

1. Call Rate Affordability: The inmate telephones shall be used by inmates incarcerated in the State Correctional Institutions. Therefore, it is essential that the services be provided at reasonable and customary rates and charges.

The Contractor's rates shall be in compliance with the following specifications:

- a. Contractor shall guarantee its rates for inmate collect and inmate prepaid with submission of its proposal for the charges associated with inmate collect and prepaid calls on Attachments 25-A – 25-E. Reference Attachments 7 and 8 for the current rates. Also, inmate collect, inmate prepaid telephones rates may not be increased for the life of the contract. In addition, yearly negotiations will take place with the awarded Contractor in reviewing market pricing with a possibility of reducing rates. If any inmate rate change is granted, the Contractor is required to supply sufficient copies of the written and dated notice both in English and Spanish for posting at each inmate telephone station 30 day prior to the effective date of the change. In addition, if possible, notification to inmates' family and friends that receive collect call from the inmates.
- b. Inmate collect local call rates including surcharge from the inmate stations, IntraLata collect call rates including surcharge from the inmate stations, Intrastate collect call rates including surcharge from the inmate stations, Interstate (including Puerto Rico & Virgin Islands) collect call rates including surcharge from the inmate stations and International (Bahamas, Barbados, Bermuda, Canada and Dominican Republic) collect call rates including surcharge from the inmate stations. The inmate collect rates shall not exceed the charges listed on Attachment 7.
- c. Inmate prepaid local call rates including surcharge from the inmate stations, IntraLata prepaid call rates including surcharge from the inmate stations, Intrastate prepaid call rates including surcharge from the inmate stations, Interstate (including Puerto Rico & Virgin Islands) prepaid call rates including surcharge from the inmate stations and International station prepaid (Bahamas, Barbados, Bermuda, Canada and Dominican Republic) prepaid call rates including surcharge from the inmate stations. The inmate prepaid rates shall not exceed the charges listed on Attachment 8.
- d. Contractor shall provide information on the long distance carrier it has chosen to provide the entire inmate collect and prepaid calling.
- e. The Commonwealth shall verify compliance with the inmate collect and prepaid pricing at the time of installation and periodically during the term of the contract.

- f. If there are questions relative to matters handled by the Pennsylvania Public Utility Commission, Mr. Terrence J. Buda, Assistant Counsel, Law Bureau, PUC, may be contacted at (717) 787-5755. He will answer any questions and provide written rules and regulations as needed.
2. Moves, Changes, Additions, and Deletions: The Department of Correction State Correctional Institutions (DOC SCI) participating under this contract may initiate moves, changes, additions, and/or deletions of components of Systems B, C and the integrated Central Office staff operations. A move is the relocation of existing equipment and its associated wiring/cabling. These moves, changes, additions and/or deletions shall be accomplished at no cost to the Commonwealth or the DOC SCIs. The Contractor will be given a minimum of ten (10) working days notice to complete the service order submitted by the DOC. The service order will be sent electronically to the Contractor. For the most part the Commonwealth cabling and conduit is provided. The DOC installs the house cable, inside station wiring to provision the inmate stations, however in some instances Contractor may have to supply what is required to complete the project, which would be minimal and would be handled by a case-by-case basis.
3. Conversion of Inmate Call Records: Contractor shall explain how one (1) year of inmates call records from each DOC-SCI and any active inmate cases can be converted from the present prime Contractor Verizon and its subcontractor systems to the Contractor's proposed inmate system. The inmate call records for the active inmate cases will be identified prior to each SCI cutover. The DOC requires voice recordings of one (1) year and the equipment/system to listen to the recorded calls with the ability to search for a desired call. Contractor will explain how it will convert the present call records of one (1) year of archives and how the DOC may listen to and manipulate the data. The current system stores all Call Detail Records in a proprietary format that provides detail for management reports, fraud analysis, and conversion to industry standard billing formats. Conversion formats available include Oracle, Excel, Paradox, MS Access and html.
4. Installation, Transition and Implementation: Upon award of a contract, the Commonwealth and the Contractor will review the Contractor's installation, transition and implementation schedule with the successful Contractor to ensure a smooth transition. A smooth transition by the awarded Contractor and the Commonwealth will be developed with the incumbent Contractor and its subcontractors. The Contractor must be ready and able to fully perform the required services. The Contractor must adhere to time and deadline requirements. If Contractor foresees any potential timing problem or has knowledge of any factor, which may impact timing or delivery and transition or installation date of items to be installed, or service staff to be in place, or

for other required services, Contractor shall include such information in the proposal.

5. Schedule of Implementation: Contractor shall submit a complete and detailed schedule of the time required for installation steps, utility coordination, training, cutover, testing and acceptance. The schedule shall include staff charts, date, and any cutover aspects. Note that no institution has a higher installation priority than any other. The inmate telephone system and monitoring and recording equipment/system shall be installed in a manner and under a time frame designed to minimize disruption of the normal functions of the DOC.

2.5-E. Training:

1. Training General: The selected Contractor shall be required to provide sufficient training to adequately orient selected Commonwealth employees on the proper use of Systems B, and C as identified in the RFP.

Systems B and C: For Systems B and C, all training shall be accomplished at a mutually agreeable location in each of the three (3) Department of Corrections Regions, which are located in the Eastern, Western and Central areas in Pennsylvania. Approximately twenty-six (26) DOC personnel would attend the training at each of the three (3) Regions. Training for a second group, specialized facilities, shall be conducted at a central site selected by the Department of Corrections. Approximately fifty-two (52) DOC personnel would attend that training.

2. Training Description:

- a. Complete Detailed Description: The Contractor must include in its proposal a complete and detailed description of the training to be provided for each of the Systems: B and C. The description shall include such details as who should be trained, the length and frequency of the training sessions, recommended class size, audio-visual aids to be employed, written material to be provided and any other information the Contractor deems pertinent to each system.
- b. Follow-Up Training: The Contractor shall also include a description of, and the number of follow up training sessions, which shall be given.
- c. Systems B and C - Site Oriented Training: For Systems B and C, training shall be provided at each SCI for the on-site Department of Corrections project coordinator and his/her support staff of approximately ten (10) individuals. Training shall be scheduled to coincide with all work shifts. As a minimum, training shall consist of the operational functions of the systems, software and programming and any other information the Contractor deems important which shall assist in a better understanding and operation of the proposed systems.

It is important that special training be provided to facility investigators as well as headquarters security staff regarding investigative reports and other special features of the proposed systems. The Contractor shall provide the materials and a trainer for this type of specialized training for the life of the contract. Requests for other training information will be required if new enhancements are added.

3. Trainer: The Contractor shall include the name and title of the person who shall have the overall responsibility for training on all systems. The Contractor shall also include the number of years training experience the person(s) have who shall do the actual training and the number of sessions previously held by each in doing training on the proposed System B and System C.
4. Training Material: Written material/pamphlet, or video utilized in the training programs, all ongoing and new training programs, Contractor shall allow the Commonwealth to make free use of any material provided.
5. End User Forum Meetings: The Contractor's project manager and its staff shall be responsible for scheduling the User Group Forum that will be held every six months to once a yearly depending the Department of Corrections needs. The forums are held at the DOC Training Academy in Elizabethtown, Pennsylvania. The end user forums are presentations to the DOC Security Officers who are located throughout the DOC-SCIs. The Contractor will provide the forum agenda, lecturer staff, training materials, demonstration, presentation, etc.

The Contractor shall also be responsible for the travel expenses for approximately one hundred twenty (120) representatives of the Commonwealth DOC-SCIs Security Officers for traveling expenses and attending the training at the DOC Training Academy in Elizabethtown, Pennsylvania. See Attachment 13 giving the content of information on the current expenses under the Commonwealth of Pennsylvania Governor's Office Management Directive 230.10 for lodging, subsistence and transportation. DOC will provide the morning snacks and drinks, lunch, and afternoon snacks and drinks for all parties attending the forums including the Contractor's staff and DOC staff. The Contractor must reimburse the Commonwealth for the traveling expenses of the Commonwealth representatives.

For an approximate number of attendees traveling from the DOC-SCIs refer to Attachment 2. Four to five DOC Security Offices would travel by a vehicle from the 26 DOC-SCIs and any new DOC-SCIs not listed on Attachment 2 to attend the end user forum meeting at DOC Training Academy in Elizabethtown, Pennsylvania. All Officers, with the exception of the Camp Hill Officers, would be staying over one (1) nights lodging. Attachment 13 Travel Expenses for Demonstration, Training End User Forum Meetings and Traveling for Reviewing New Technologies was provided for the Contractors so they could figure the expenses for its budgeting purposes. Commonwealth personnel will process travel documents through the Comptrollers Office who reviews the document and supporting documentation. The DOC Central Office will obtain the approved dollar amounts from all DOC SCI that attended the End User Forum Meetings and will issue a document to the Contractor with the dollar amount that the Contractor must reimburse to the Commonwealth.

2.5-F. Maintenance Requirements:

1. General Provisions:
 - a. Requirement: The selected Contractor shall provide the necessary labor, parts, materials, and transportation to maintain all proposed equipment, inmate telephone call control equipment, monitoring equipment, recording equipment, and all software in good working order and in compliance with the equipment manufacturer's specifications throughout the life of the contract.
 - b. No Charge to the Commonwealth: No charge shall be made to the Commonwealth or its using agencies for maintenance on Systems B or C.
2. Certification: The Contractor shall certify that all equipment and software included shall be in good working order at test and acceptance, and that the Contractor shall repair or replace malfunctioning equipment and software and return them to good working order in accordance with the requirements of this RFP.
3. Maintenance Plan, Center Location and Personnel Profile:
 - a. Maintenance Centers: Contractors shall submit a listing showing information on the locations from which maintenance personnel shall be dispatched to service Systems B and C. This information shall include, but not be limited to, the Contractor's utilization of these locations to insure that all requirements of this RFP are met. The Contractor shall explain, in detail, how it shall accomplish this. The Contractor shall submit a detailed plan explaining the geographic locations of the centers, the system and procedures for the integration of maintenance at these centers, the types of parts and equipment being maintained at these centers, and the ease with which the using agency can request maintenance service. Attachment 20 provides the content and format required.
 - b. Personnel Profile: The proposal shall also list the names of the maintenance personnel at each location and their experience working with the equipment proposed for Systems B and C. Attachment 20 provides the content and format required. It is expected that the Contractor shall only provide the names and experience of maintenance personnel who have been fully trained and qualified on the equipment and software proposed and/or certified by the equipment manufacturer if such certification is required by the manufacturer.
4. Standards For Repair: The Contractor(s) for the non-coin collect-only and prepaid inmate telephones, inmate telephone call control equipment/systems, and the

monitoring and recording equipment/systems shall adhere to the following minimum standards for repair:

- a. The Contractor shall have sufficient repair personnel to be able to simultaneously respond to multiple repair events on inmate telephones, inmate telephone call control equipment/systems, and monitoring and recording equipment/systems located throughout Pennsylvania. Refer to Attachment 3 for SCI locations.
- b. The Contractor shall provide a free-of-charge repair service number manned by a live, trained attendant(s) to receive trouble reports 24-hours a day, seven days a week, 365 days a year. Extended periods of being placed on hold will not be tolerated. Explain in detail the procedure for services provided.
- c. Out-of-hours and weekend repair service for stations other than those noted in 5. a. (1) below shall be limited to essential repairs only, as determined by the Commonwealth. The Contractor shall inform the Commonwealth as soon as possible of any occurrence of an unusual nature that may result in prolonged or serious service interruption. This notification shall go to the DOC-SCI involved in the case of inmate stations, the control equipment, and the monitoring and recording equipment. The Contractor shall perform any work requiring prolonged or serious service interruption at a time, which shall cause minimum disruption to the users in agreement with the Office of Administration and Department of Correction, and at a time mutually agreed upon. Essential repairs are repairs needed to provide safety and security.
- d. It is expected that Contractors shall address their maintenance/repair objectives or measurement standards in the responses to this RFP. Contractors shall provide their expected mean-time-to-respond and mean-time-to-repair for each of the major systems, B and C. The Contractor shall be held to maintaining these standards as well as the standards noted in paragraph 5, Maintenance Liquidated Damages.
- e. Each Contractor shall include a cleaning schedule for the inmate stations as part of the proposal.

5. Maintenance Liquidated Damages:

- a. Minor Emergency.
 - (1) The Contractor shall respond, between 8 AM and 5 PM, Monday through Friday, to a minor malfunction of the equipment and cabling within eight (8) working hours after notification between the hours of 8 AM and 5 PM.

The inmate stations, location processors, the central processor, and the monitoring and recording equipment shall be repaired 24-hours a day, seven days a week, 365 days a year. Reference Attachment 3 for locations. Included in the repair of the inmate stations is the repair of the software, cards, etc. that control the operation of the inmate telephones. If the Contractor fails to respond within eight (8) working hours, the Contractor agrees to pay to the Commonwealth \$300.00 as an initial liquidated damage, and \$15.00 for each and every hour of delay after the first eight (8) working hours. All repairs or replacements shall be completed within twenty-four (24) working hours following response to notification of a minor emergency malfunction, and the Contractor must exhibit a best efforts approach to the completion of the repairs or replacement during the first twenty-four (24) working hours following response to notification. If the Contractor fails to exhibit best efforts, as determined by the using agency (DOC), with the concurrence of the Commonwealth, to complete the repairs or replacement within twenty-four (24) working hours following initial response, the Contractor agrees to pay the Commonwealth as liquidated damages the sum of \$200.00 for each and every calendar day of delay.

- (2) For the purpose of this proposal, a minor emergency shall be defined as, or all of the following:
 - (a) A failure of between 10% and 49% of the inmate stations in a bank of telephones to function as they are normally intended.
 - (b) A failure that incapacitates the monitoring and recording capability on up to 49% of the inmate lines at an SCI.
 - (c) A failure of any peripheral equipment which renders it incapable of functioning as it was intended.
 - (d) An indication of minor alarm condition in any of the processor equipment.

b. Major Emergency

- (1) The Contractor shall respond by arriving at the site on a 24-hour per day basis, 7 days per week, 365 days of the year, to a major failure (i.e., processor failure) to the equipment/software within three (3) hours after notification. If the Contractor fails to respond by arriving at the site within three (3) hours, the Contractor agrees to pay to the Commonwealth \$300.00 as initial liquidated damages and \$15.00 for each and every hour of delay after the first three (3) hours. All repairs or replacements shall be started within the first contiguous twenty-four (24) hours following

response to notification of a major system failure, and the Contractor must exhibit a best efforts approach to completion of the repairs or replacement during the first contiguous twenty-four (24) hours following response to the notification. If the Contractor fails to exhibit best efforts, as determined by the using agency, with the concurrence of the Office of Administration, to complete the repairs or replacement within twenty-four (24) hours following initial response, the Contractor agrees to pay the Commonwealth as liquidated damages the sum of \$300.00 for each and every calendar day of delay.

- (2) For the purpose of this RFP, a major emergency shall be defined as, but not be limited to, an occurrence of any or all of the following:
 - (a) Any failure of a processor or the common equipment which renders the system at a SCI incapable of performing normal functions.
 - (b) A failure that incapacitates the monitoring and recording capability on 49% or more of the inmate lines at a SCI.
 - (c) A failure of 50% or more of the inmate stations in a bank of telephones to function as they are normally intended.
 - c. Assessment of Liquidated Damages: Liquidated damage charges specified in the preceding paragraphs shall not be assessed where performance of the Contractor's obligations are prevented or delayed by an act of God, freight embargoes, strikes, fire, or acts of government, provided the successful Contractor notifies the using agency of such circumstances and the using agency, with concurrence of the Office of Administration, reasonably determines that the failure to perform within the specified time was beyond the control and without the fault or negligence of the Contractor.
 - d. Maintenance Liquidated Damage Major and Minor Monthly Report: Contractor shall furnish a cumulative monthly management report, which will be emailed to the Office of Administration and the Department of Corrections. The Contractor shall provide report design in response for Systems B and C. The report shall be associated with its dispatch center(s) logging, tracking, and updating Commonwealth service calls as proposed in the RFP. The Contractor shall also manage the Commonwealth maintenance liquidated damages in the same cumulative monthly report.
6. Preventive Maintenance:
- a. Contractor Responsibilities: The Contractor shall be responsible for preventive maintenance as may be required by the equipment

manufacturer and as necessary to maintain the mean-time-to-fail criteria.

- b. Develop Maintenance Logs: The Contractor shall develop a log for inmate station inspections, and for maintenance work performed on all stations, location processors or system control devices, the central processor, and the monitoring and recording equipment. The log is to be submitted to the Office of Administration and the DOC monthly or to be included in the weekly Maintenance Trouble Ticket Report requested in Part 2.5-5.1.h. Weekly Maintenance Trouble Ticket Report. A sample log must be submitted with the proposal.
7. Maintenance Obligation: Maintenance shall include, but shall not be limited to, the provision of facilities, personnel, transportation, lodging, labor, parts, software, modifications and any other items/services relating to routine and preventive maintenance at no additional charge to the Commonwealth, Office of Administration, and Department of Corrections or the State Correctional Institutions.
8. Maintenance Responsibility:
 - a. All Suppliers Responsible Until Problems Identified: Malfunctions which cannot be immediately or unequivocally diagnosed and pinpointed to a certain item of equipment, software, or service shall require the participation of all service suppliers until responsibility for the problem has been unequivocally established.

In no instance shall the failure to resolve the issue of responsibility relieve any of the service suppliers of the mutual obligation to restore system operability with the least impact on the availability of inmate telephone service.
 - b. Successful Contractor is Point of Contact: As a part of maintenance responsibilities, the successful Contractor shall represent the using agency in contacts with the telephone service provider in order to identify and correct problems with telephone service.
9. Performance Requirements and Reliability/Availability: The Commonwealth requires that the Contractors network meet or exceed all industry standards. On line performance requirements are at 99.999%. The Contractor must also meet certain performance standards such as Mean Time To Respond, Mean Time To Repair and Timely Installation as defined in the Commonwealth Performance Standards. Mean time to respond is located in 2.5-F Maintenance Requirements. Mean time to repair is located in 2.5-F 5 Maintenance Liquidated Damages a

Minor Emergency b. Major Emergency. Installation in Part 6, 31 Liquidated Damages.

10. Project Manager and Implementation Plan:

- a. The Contractor shall appoint a project manager to oversee the total installation of service for the overall project. This project manager shall be responsible for all coordination with the existing Local and/or Interexchange Telephone Companies concerning installation and maintenance of all inmates' telephones. However, the Contractor shall not order or place in service any type of equipment or facility, which would result in charges to the Commonwealth, without a written order from the Commonwealth.
- b. The Contractor shall be solely responsible for the compatibility of the proposed service and equipment with any and all circuits and facilities as provided by the LEC and all other common carriers to meet the requirements of these specifications.
- c. It is imperative that the existing levels of service be only minimally interrupted or diminished in each facility. The Contractor shall develop a plan that shall ensure total system wide interoperability for any or all services provided to the DOC. This plan shall be reviewed and approved by the DOC and OA prior to implementation of service.
- d. The Contractor shall provide a detailed time line schedule for all in service and/or change of service activity. Critical Patch/GANTT charts to end testing on all telephones.
- e. The inmate telephone services project is requiring completion within six (6) months from the date of the contract award. If Contractor requires additional time include the reasons why and its time for completing the project.

11. New Technology:

- a. After the contract award, additions and/or substitutions shall be allowed provided:
 - i. It is approved in writing by the Director, Bureau of Infrastructure and Operations, Office of Administration, with the consultation from the Department of Corrections.
 - ii. Product/service meets or exceeds performance of the original; and
 - iii. Product/service is compatible with the original.
 - iv. Contractors must cooperate with the Commonwealth if DOC desires to introduce third party technology.

- b. If new service, having the same functional purpose of the service under the contract, is developed and comes into standard production after or during the contract award, that service shall be considered for addition and/or replacement for the service under contract. The Contractor must make a written request to Director, Bureau of Infrastructure and Operations, Office of Administration, for new service to be added to the contract. Such written request must include the specifications for the new service, evidencing that the new service serves the same functional purpose and in a close association to the service under contract. The Contractor shall be responsible for reimbursing the Commonwealth for the travel expenses of the representatives of the Commonwealth to attend the demonstration(s).

All proposed additions or replacements are subject to a review and written acceptance the Director, Office of Administration, Bureau of Infrastructure and Operations.

12. Disaster Recovery Plan: The Contractor shall have an alternative detailed plan for resolution of service during a major outage including the availability of redundancy of each DOC SCI location.
13. Minimum Contractor Background Checks Policy: The Contractor shall comply with the Governor's Office of Administration, Office for Information Technology Bulletin (ITB) minimum Contractor background checks policy; refer to the policy in Attachment 21.
14. Entry to DOC Facilities: When Contractor's employee is required to enter a DOC SCI, the employee must be able to abide by and meet any access criteria established by the DOC at the time of access, and such criteria includes employee background checks. Contractor staff must give DOC staff a one (1) day lead-time notice to enter an institution. Contractor shall describe proposed system capabilities of meeting these requirements. It shall be Contractor's responsibility to keep Contractor staff apprised of DOC access requirement to DOC facilities.
15. Storage and Security: Materials, tools, components, and equipment may be stored at the sites only with the permission of the Department of Corrections and at the Contractor's sole risk. The Contractor shall, at all times, maintain adequate protection of all its work against damage or loss and shall protect the Commonwealth's property at the sites against damage or loss arising in connection with the performance of the contract. The Department of Corrections shall institute appropriate security measures when work is performed on inmate stations. The Contractor shall protect adjacent property and shall provide and maintain all passageways, fences, lights, guards, and other facilities as required by public authority or local conditions. In the event that portable equipment or supplies are located in any room or space at the time the Contractor makes its site visitation, it shall be the Contractor's responsibility to protect all such equipment

and supplies while performing under this contract. Should such equipment or supplies interfere with the performance of this contract, it shall be the Contractor's responsibility to remove, store, and protect such equipment or supplies until the work is completed and then replace the same where found or as directed by the using agency.

16. Site Clean Up: The Contractor shall clean up and remove all debris and packaging material resulting from its work as required by the DOC. Upon completion of the installation, the premises shall be left in order and ready for immediate use.

2.5-G. Financial:

1. Best Offer Commission Percentages:
 - a. A percentage of the **gross billed revenue** from the telephone services requested by this RFP shall be offered in the form of commissions to the Commonwealth as a result of competitive bidding in response to this RFP. For inmate collect and prepaid telephone service, all accepted calls would be considered "billable, therefore, "billed" and commissionable," which includes all surcharges and taxes.
 - b. Contractors shall submit proposals based upon their best offer commission percentages.
2. Commission Data Submission: Contractors shall provide the commission data in a separately sealed section of the proposal. Refer to Part 2, Paragraph 2.2-2.
3. Revenue Generation: The commissions will not apply to calls resulting from using 800 to access live or automated operator services, i.e. 800-COLLECT, 800-CALL ATT, etc. nor to calls dialed to, and terminating on, toll free 800/888/877/etc numbers. The Commonwealth requires the Contractor to provide commission payments based upon a percentage of the gross billed revenue, which includes all surcharges and taxes on non-coin inmate station. Gross revenue is defined as revenue for all billed calls without exception. The following shall be required of each Contractor:
 - a. Only the following payment options and service shall be available to the inmates when placing calls from the inmate stations: collect station-to-station and prepaid. The system must be capable of handling both collect and prepaid calling.
 - c. The Contractor shall submit the projected annual gross billed revenue, the commission percentage, the projected annual dollar commission payment, and the minimum annual dollar guarantee for each service to the Commonwealth **on Attachment 25-A and 25-B – Section 2 only.**
 - d. Each Contractor shall explain in detail, **on Attachment 25-A and 25-B – Section 2 only**, how all commissions are determined or calculated. Specify all factors that the Contractor shall use and include them in the response to the RFP.
 - e. The Contractor must maintain complete and accurate call accounting records for the initial five (5) years of the contract, plus any extensions to

it, which shall be available for audit at the request of the Office of Administration and the Department of Corrections or designees.

All information should be retrievable in a print format and electronic media. These records shall be retained by the contractor for the life of the contract and transferred to the Commonwealth at the termination of the contract. The electronic media required to read the data may not be proprietary.

- f. The Contractor shall explain, and diagram, a call from off-hook to completion normally used by each Contractor in the operation of its business for collect calling and for prepaid call.
- g. The Contractor, shall explain in detail, and diagram, how IntraLata and InterLata calls shall be handled.
- h. The Contractor shall explain the billing process for all billed calls and the collection process for the bills for all calls including uncollectible calls.
- i. The Contractor shall provide commission checks on a monthly basis to the Department of Corrections. Checks will be accepted from one Contractor who is the prime contractor. The checks shall be sent to the Department of Corrections and shall be accompanied by a report in paper that as a minimum includes 1-5 below. Contractor shall also provide monthly the inmate collect and prepaid call records sent electronically.

For reference, see Attachments 22 and 23, the current Contractor's reports for the DOCs monthly usage of prepaid (monthly-prepaid details, site codes, deposits, velocity, debit calls and collect cut off reports) and collect commission reports.

- (1) Total Commission
- (2) Total Revenue
- (3) Total Messages
- (4) Total Minutes
- (5) Total Stations

- j. The selected Contractor will be provided the name and address of each payee location, the total number of stations, and the telephone numbers after award of the contract.

- k. The Contractor shall maintain an accurate recording and tracking system for substantiating commission payments. A complete explanation of this recording and tracking system such as where it shall be located, how to access it, etc., shall be provided in the response to this RFP.
- l. It is solely the Contractor's responsibility to collect the revenue on the billed calls generated through the non-coin collect-only inmate telephones. Uncollected or uncollectible calls are not to be subtracted from the gross revenue base for the purpose of determining the commission payments to the Commonwealth. The Contractor shall state what action(s) are taken in the event that, after a collect call is billed, the billed party refuses to pay the charges.
- m. The Commonwealth shall bear no responsibility for fraudulent calls.
- n. The Commonwealth shall bear no responsibility for theft of funds, and furthermore, no stolen or lost funds shall be deducted from revenue on which commissions are paid to the Commonwealth.
- o. The Commonwealth shall bear no responsibility for unbillable or uncollectible calls.

4. Service Revenues and Commissions:

- a. The total amount of revenue to be generated by this RFP will depend upon the Department of Corrections policy on inmate use of the inmate telephones.

The Commonwealth of Pennsylvania cannot guarantee the rate of usage of the inmate telephone system, or the number of calls to be processed because of fluctuation in inmate usage, inmate population or sound correctional practices.

See Attachment 24-A through 24-D for the monthly number of messages and minutes billed by the incumbent InterLata carrier, IntraLata and local carrier. Changes occurred in long distance services from the original carrier AT&T in a transition to T-Netix during February 6, 2002 through February 21, 2002, when the inmate services at all DOC-SCIs were changed to T-Netix. In May, 2003 the inmate services were changed from T-Netix long distance (LD) carrier service to Verizon Select Services, Inc. (VSSI) LD services. The figures are provided in Attachments 24-A through 24-D is for calendar years 2001, 2002, 2003 and 2004.

Contractors are also urged to refer to Attachment 9, the Department of Corrections Inmate Policy, pertaining to inmate access to the inmate

telephone system. To some extent, this policy statement, limits the minutes of calling for specific classes of inmates as noted. Again, refer to the statistics in Attachments 22, 23 and 24. Contractors should note that the DOC inmate access-to-telephone policy is an issue of periodic review.

- b. The Commonwealth retains the right to audit the calling data and revenues resulting in commissions for System B. The Contractor shall commit to this in its response. The Commonwealth shall furnish the Contractor ten (10) days written notice prior to executing its right to audit. All information necessary for the Commonwealth to complete such an audit shall be maintained within the Commonwealth of Pennsylvania. If travel is required within the Commonwealth of Pennsylvania, the Commonwealth will be responsible for the travel expenses of Commonwealth personnel. All other expenses of the audit will be the responsibility of the Contractor.
5. Commission Data: Attachment 25-A Section 2 and 25-B Section 2 establishes the content and format of the commission data required to be included in the proposal.
6. Commission Payments: Each Contractor shall make commission payments to the Commonwealth or to the designated using agency in this RFP the Department of Corrections, or organizational elements thereof, which participate in the contract as designated by the Office of Administration.

Checks from the prime Contractor for payments representing commissions from inmate telephones for collect calls and prepaid calls, shall be paid monthly by the 30th calendar day (or last day of the month if the month has less than 30 days) of the following month to the DOC. These payments shall be accompanied by the management report as noted in paragraph 2.5-G, 3.i. above.
7. System Responsibility: The Contractor shall be responsible for the installation of the complete tested Systems B, and C. Any required interface equipment, although not specifically mentioned in this RFP, must be provided by the Contractor without cost to the Commonwealth. It is to be understood that complete operating systems accepted by the Office of Administration and the Department of Corrections are required in all cases.
8. Contract Requirements - Disadvantaged Business Participation and Enterprise Zone Small Business Participation:

All contracts containing Disadvantaged Business participation and/or Enterprise Zone Small Business participation must also include a provision requiring the Contractor to meet and maintain those commitments made to Disadvantaged Businesses and/or Enterprise Zone Small Businesses at the time of proposal

submittal or contract negotiation, unless a change in the commitment is approved by the BMWBO. All contracts containing Disadvantaged Businesses participation and/or Enterprise Zone Small Business participation must include a provision requiring Small Disadvantaged Business subcontractors, Enterprise Zone Small Business subcontractors and Small Disadvantaged Businesses or Enterprise Zone Small Businesses in a joint venture to perform at least 50 percent of the subcontract or Small Disadvantaged Businesses/Enterprise Zone Small Business participation portion of the joint venture.

Commitments to Disadvantaged Businesses and/or Enterprise Zone Small Businesses made at the time of proposal submittal or contract negotiation must be maintained throughout the term of the contract. Any proposed change must be submitted to BMWBO which will make a recommendation as to a course of action to the contracting officer.

If a contract is assigned to another Contractor, the new Contractor must maintain the Disadvantaged Businesses participation and/or Enterprise Zone Small Business participation of the original contract.

The Contractor shall complete the Prime Contractor's Quarterly Utilization Report (or similar type document containing the same information) and submit it to the contracting officer of the agency that awarded the contract and BMWBO within 10 workdays at the end of each quarter the contract is in force. If there was no activity, the form must also be completed, stating "No activity in this quarter." This information will be used to determine the actual dollar amount paid to Small Disadvantaged Business and/or Enterprise Zone Small Business subcontractors and suppliers, and Small Disadvantaged Businesses and/or Enterprise Zone Small Business participation involved in joint ventures. Also, it is a record of fulfillment of the commitment your firm made and for which it received Disadvantaged Businesses and Enterprise Zone Small Business points.

NOTE: EQUAL EMPLOYMENT OPPORTUNITY AND CONTRACT COMPLIANCE STATEMENTS REFERRING TO COMPANY EQUAL EMPLOYMENT OPPORTUNITY POLICIES OR PAST CONTRACT COMPLIANCE PRACTICES DO NOT CONSTITUTE PROOF OF DISADVANTAGED BUSINESSES STATUS OR ENTITLE A PROPOSER TO RECEIVE CREDIT FOR DISADVANTAGED BUSINESSES UTILIZATION.

RFP #2005-081-011

Contract – Part 6

RFP #2005-081-011

Direct access to the Commonwealth of Pennsylvania Standard Contract Terms and Conditions is through URL:

<http://www.dgsapp.state.pa.us/stdforms/std274.pdf>.

STANDARD CONTRACT
TERMS AND CONDITIONS FOR SERVICES

Commonwealth of Pennsylvania STD-274 Rev. 4/22/03

STANDARD CONTRACT
TERMS AND CONDITIONS FOR SERVICES

1. TERM OF CONTRACT

The term of the Contract shall commence on the Effective Date (as defined below) and shall end on the Expiration Date identified in the Contract, subject to the other provisions of the Contract. The Effective Date shall be fixed by the Contracting Officer after the Contract has been fully executed by the Contractor and by the Commonwealth and all approvals required by Commonwealth contracting procedures have been obtained. The Contract shall not be a legally binding contract until after the Effective Date is affixed and the fully-executed Contract has been sent to the Contractor. The Contracting Officer shall issue a written Notice to Proceed to the Contractor directing the Contractor to start performance on a date which is on or after the Effective Date. The Contractor shall not start the performance of any work prior to the date set forth in the Notice to Proceed and the Commonwealth shall not be liable to pay the Contractor for any service or work performed or expenses incurred before the date set forth in the Notice to Proceed. No using agency employee has the authority to verbally direct the commencement of any work under this Contract. The Commonwealth reserves the right, upon notice to the Contractor, to extend the term of the Contract for up to three (3) months upon the same terms and conditions. This will be utilized to prevent a lapse in Contract coverage and only for the time necessary, up to three (3) months, to enter into a new contract.

The term of this Contract is sixty (60) months and may be renewed for an additional two one-year periods at the rates, terms and conditions then in effect under this Contract provided Contractor receives in writing the Customer's order to renew at least 45 days prior to the last day of the initial term or the one year renewal period as applicable.

The Contract shall automatically expire upon the end of the sixty month after the Contract Effective Date, in the event the Commonwealth does not elect to exercise its renewal option, or at the conclusion of either of the renewal periods, should the Commonwealth elect not to exercise its option to renew. There are no additional renewals available, and this Contract will automatically expire at the end of the second one year renewal period, with the exception of a Transitional Period.

Transitional Period: If at the end of the initial term, or any renewal period, the Commonwealth elects not to renew the contract with the Contractor, all then-current terms and conditions shall remain in effect until the date the Commonwealth determines that another Contractor is able to provide the services. In no event shall the Contractor be obligated to adhere to the terms and conditions of the then-current contract beyond six (6) months of the date the contract would otherwise have expired.

2. INDEPENDENT CONTRACTOR

In performing the services required by the Contract, the Contractor will act as an independent Contractor and not as an employee or agent of the Commonwealth.

3. COMPLIANCE WITH LAW

The Contractor shall comply with all applicable federal and state laws and regulations and local ordinances in the performance of the Contract.

4. ENVIRONMENTAL PROVISIONS

In the performance of the Contract, the Contractor shall minimize pollution and shall strictly comply with all applicable environmental laws and regulations.

5. POST-CONSUMER RECYCLED CONTENT

Except as specifically waived by the Department of General Services in writing, any products which are provided to the Commonwealth as a part of the performance of the Contract must meet the minimum percentage levels for total recycled content as specified in Exhibits A-1 through A-8 to these Standard Contract Terms and Conditions.

6. COMPENSATION/EXPENSES (only for Section 1 Coin/Card Public Payphone Services)

The Contractor shall be required to perform the specified services at the price(s) quoted in the Contract. All services shall be performed within the time period(s) specified in the Contract. The Contractor shall be compensated only for work performed to the satisfaction of the Commonwealth. The Contractor shall not be allowed or paid travel or per diem expenses except as specifically set forth in the Contract.

7. INVOICES (only for Section 1 Coin/Card Public Payphone Services)

Unless the Contractor has been authorized by the Commonwealth for Evaluated Receipt Settlement or Vendor Self-Invoicing, the Contractor shall send an itemized invoice to the agency at the address referenced on the purchase order promptly after services are satisfactorily completed. The invoice should include only amounts due under the Contract/purchase order. The purchase order number must be included on all invoices. In addition, the Commonwealth shall have the right to require the Contractor to prepare and submit a "Work In Progress" sheet that contains, at a minimum, the tasks performed, number of hours, hourly rate, and the purchase order or task order to which it refers.

8. PAYMENT (only for Section 1 Coin/Card Public Payphone Services)

- a. The Commonwealth shall put forth reasonable efforts to make payment by the required payment date. The required payment date is: (a) the date on which payment is due under the terms of the Contract; (b) thirty (30) days after a proper invoice actually is received at the "Provide Service and Bill To" address if a date on which payment is due is not specified in the Contract (a "proper" invoice is not received until the Commonwealth accepts the service as satisfactorily performed); or (c) the payment date specified on the invoice if later than the dates established by (a) and (b) above. Payment may be delayed if the payment amount on an invoice is not based upon the price(s) as stated in the Contract. If any payment is not made within fifteen (15) days after the required payment date, the Commonwealth may pay interest as determined by the Secretary of Budget in accordance with Act No. 266 of 1982 and regulations promulgated pursuant thereto. Payment should not be construed by the Contractor as acceptance of the service performed by the Contractor. The Commonwealth reserves the right to conduct further testing and inspection after payment, but within a reasonable time after performance, and to reject the service if such post payment testing or inspection discloses a defect or a failure to meet specifications. The Contractor agrees that the Commonwealth may set off the amount of any state tax liability or other obligation of the Contractor or its subsidiaries to the Commonwealth against any payments due the Contractor under any contract with the Commonwealth.

- b. The Commonwealth shall have the option of using the Commonwealth purchasing card to make purchases under the Contract or purchase order. The Commonwealth's purchasing card is similar to a credit card in that there will be a small fee which the Contractor will be required to pay, and the Contractor will receive payment directly from the card issuer rather than the Commonwealth. Any and all fees related to this type of payment are the responsibility of the Contractor. In no case will the Commonwealth allow increases in prices to offset credit card fees paid by the Contractor or any other charges incurred by the Contractor, unless specifically stated in the terms of the Contract or purchase order.

9. TAXES

The Commonwealth is exempt from all excise taxes imposed by the Internal Revenue Service and has accordingly registered with the Internal Revenue Service to make tax free purchases under Registration No. 23740001-K. With the exception of purchases of the following items, no exemption certificates are required and none will be issued: undyed diesel fuel, tires, trucks, gas guzzler emergency vehicles, and sports fishing equipment. The Commonwealth is also exempt from Pennsylvania state sales tax, local sales tax, public transportation assistance taxes and fees and vehicle rental tax. The Department of Revenue regulations provide that exemption certificates are not required for sales made to governmental entities and none will be issued. Nothing in this paragraph is meant to exempt a construction Contractor from the payment of any of these taxes or fees which are required to be paid with respect to the purchase, use, rental, or lease of tangible personal property or taxable services used or transferred in connection with the performance of a construction contract.

10. WARRANTY

The Contractor warrants that all services performed by the Contractor, its agents and subcontractors shall be free and clear of any defects in workmanship or materials. Unless otherwise stated in the contract, all services and parts are warranted for a period of one year following completion of performance by the Contractor and acceptance by the Commonwealth. The Contractor shall correct any problem with the service and/or replace any defective part with a part of equivalent or superior quality without any additional cost to the Commonwealth.

11. PATENT, COPYRIGHT, AND TRADEMARK INDEMNITY

i) The Contractor shall hold the Commonwealth harmless for any suit or proceeding which may be brought against the Commonwealth for the alleged infringement of any United States or foreign patents, copyrights, or trademarks, or for a misappropriation of trade secrets arising out of performance of this Contract, including all works, services, materials, reports studies, and computer programs provided by the Contractor, and in any such suit or proceeding will satisfy any final award for such infringement, including costs. This duty to indemnify is conditioned upon the Commonwealth giving the Contractor (1) prompts notice of any such claim of which it learns (2) pursuant to an OAG delegation provided for below, and pursuant to the issuing agency's notice of to the Contractor of the issuing agency's demand for indemnification, full right, authorization and opportunity to conduct and control the defense thereof, and (3) fill information and all reasonable cooperation for defense of same. Pursuant to the Commonwealth Attorney's Act 71 P.S. §732-101, et seq., the Office of Attorney General (OAG) has the sole authority to represent the Commonwealth in actions brought against the Commonwealth. The OAG may, however, in its sole discretion and under the terms it deems appropriate, delegate its right of defense. If OAG does not delegate its right of defense, OA will request the OAG seek to join the Contractor as a third party. If OAG does not agree to seek to join the Contractor as a third party, the Contractor shall seek to intervene in the matter. If the Contractor is not granted control of the defense, there will be no contractual obligation on the part of the Contractor to indemnify. No settlement which prevents the Commonwealth from continuing to use the Developed Materials as provided herein shall be made without the Commonwealth's prior written consent. In all events, the Commonwealth shall have the right to participate in the defense of any such suit or proceeding through counsel of its own choosing. It is expressly agreed by the Contractor that, in the event it requests that the Commonwealth shall reimburse the Commonwealth for all expenses (including attorneys' fees, if such are made necessary by the Contractor's request) incurred by the Commonwealth for such support.

ii) With respect to claims for which indemnification is provided hereunder, the Contractor shall pay all damages and costs awarded therein against the Commonwealth. If information and assistance are furnished by the Commonwealth at the Contractor's written request, it shall be at the Contractor's expense, but the responsibility for such expense shall be only that within the Contractor's written authorization.

iii) If, in the Contractor's opinion, the products, materials, reports, studies, or computer programs furnished hereunder are likely to or do become subject to a claim of infringement of a United States or foreign patent, copyright, or trademark, or for a misappropriation of trade secret, then without diminishing the Contractor's obligation to satisfy any final award, the Contractor may, at its option, substitute functional equivalents for the alleged infringing products, materials, reports, studies, or computer programs or, at the Contractor's option and expense, obtain the rights for the Commonwealth to continue the use of such products, materials, reports, studies, or computer programs.

iv) If any of the products, materials, reports, studies, or computer programs provided by the Contractor are in such suit or proceeding held to constitute infringement and the use or publication thereof is enjoined, the Contractor shall, at its own expense and at its option, either procure the right to publish or continue use of such infringing products, materials, reports, studies, or computer programs, replace them with non-infringing items, or modify them so that they are no longer infringing.

v) If the Contractor is unable to do any of the preceding, the Contractor agrees to pay the Commonwealth:

- (a) any amounts paid by the Commonwealth, less a reasonable amount based on the acceptance and use of the deliverable;
- (b) any license fee, less an amount for the period of usage of any software; and

(c) the prorated portion of any service fees representing the time remaining in any period of service for which payment was made.

vi) The obligations of the Contractor under this Paragraph shall continue without time limit and survive the termination of this contract.

vii) Notwithstanding the above, the Contractor shall have no obligation for:

(d) modification of the products, service, or deliverable provided by the Commonwealth;

(e) any material provided by the Commonwealth to the Contractor, and incorporated into, or used to prepare a product, service, or deliverable.

(f) use of the product, service, or deliverable in other than its specified operating environment;

(g) the combination, operation, or use of the product, service, or deliverable with other products, services, or deliverables not provided by the Contractor as a system or the combination, operation, or use of the product, service, or deliverable, with any products, data, or apparatus that the Contractor did not provide;

(h) infringement of a non-Contractor product alone;

(i) the Commonwealth's distribution, marketing or use beyond the scope contemplated by the Agreement; or

(j) the Commonwealth's failure to use corrections or enhancements made available to the Commonwealth by the Contractor at no charge.

ii) The obligation to indemnify the Commonwealth, under the terms of this paragraph, shall be the Contractor's sole and exclusive obligation for the infringement or misappropriation of intellectual property.

iii) The obligations of the MSP under this Paragraph continue without time limit and survive the termination of this Contract.

12. OWNERSHIP RIGHTS

The Commonwealth shall have unrestricted authority to reproduce, distribute, and use any submitted report, data, or material, and any software or modifications and any associated documentation that is designed or developed and delivered to the Commonwealth as part of the performance of the Contract.

13. ASSIGNMENT OF ANTITRUST CLAIMS

The Contractor and the Commonwealth recognize that in actual economic practice, overcharges by the Contractor's suppliers resulting from violations of state or federal antitrust laws are in fact borne by the Commonwealth. As part of the consideration for the award of the Contract, and intending to be legally bound, the Contractor assigns to the Commonwealth all right, title and interest in and to any claims the Contractor now has, or may acquire, under state or federal antitrust laws relating to the products and services which are the subject of this Contract.

14. HOLD HARMLESS PROVISION

The Contractor shall hold the Commonwealth harmless from and indemnify the Commonwealth against any and all claims, demands and actions based upon or arising out of any activities performed by the Contractor and its employees and agents under this Contract and shall, at the request of the

Commonwealth, defend any and all actions brought against the Commonwealth based upon any such claims or demands.

15. AUDIT PROVISIONS

Any contract entered into as a result of the RFP will be subject to audit in accordance with the terms stated in the next paragraph, Audit Clause. The provisions of this paragraph shall be applicable to and included in each subcontract hereunder.

The Commonwealth reserves the right for State and Federal agencies or their authorized representatives to perform financial and performance audits, if deemed necessary. If it is decided that an audit of this Contract will be performed, the Contractor will be given advance notice. The Contractor shall maintain books, records and documents, which support that services provided, fees earned are in accordance with the Contract, and that the Contractor has complied with Contract terms and conditions. The Contractor agrees to make available, upon reasonable notice, at the office of the Contractor, during normal business hours, for the term of this Contract and the retention period set forth in this clause, any of the books, records, and documents for inspection, audit, or reproduction by any State or Federal using agency or its authorized representative.

The Contractor shall preserve all books, records and documents related to this Contract for a period of time, which is the greater of five (5) years from the Contract expiration date, or until all questioned costs or activities have been resolved to the satisfaction of the Commonwealth, or as required by applicable federal laws and regulations, which ever is longer. If this Contract is completely or partially terminated, the records relating to the work terminated shall be preserved and made available for a period of five (5) years from the date of any resulting final settlement.

Records, which relate to litigation or the settlement of claims arising out of performance or expenditures under this Contract to which exception has been taken by the auditors, shall be retained by the Contractor or provided to the Commonwealth at the Department's option until such litigation, claim, or exceptions have reached final disposition.

Except for documentary evidence delivered pursuant to litigation or the settlement of claims arising out of this Contract, the Contractor may, in fulfillment of its obligation to retain records as required by this clause, substitute photographs, microphotographs, or other authentic reproductions of such records, after the expiration of two (2) years following the last month of reimbursement to the Contractor of the invoice or voucher to which such records relate, unless a shorter period is authorized by the Commonwealth.

16. DEFAULT

- a. The Commonwealth may, subject to the provisions of Paragraph 17, Force Majeure, and in addition to its other rights under the Contract, declare the Contractor in default by written notice thereof to the Contractor, and terminate (as provided in Paragraph 18, Termination Provisions) the whole or any part of this Contract for any of the following reasons:

- 1) Failure to begin work within the time specified in the Contract or as otherwise specified;
- 2) Failure to perform the work with sufficient labor, equipment, or material to insure the completion of the specified work in accordance with the Contract terms;
- 3) Unsatisfactory performance of the work;
- 4) Failure or refusal to remove material, or remove and replace any work rejected as defective or unsatisfactory;
- 5) Discontinuance of work without approval;
- 6) Failure to resume work, which has been discontinued, within a reasonable time after notice to do so;
- 7) Insolvency or bankruptcy;
- 8) Assignment made for the benefit of creditors;

9) Failure or refusal within 10 days after written notice by the Contracting Officer, to make payment or show cause why payment should not be made, of any amounts due for materials furnished, labor supplied or performed, for equipment rentals, or for utility services rendered;

10) Failure to protect, to repair, or to make good any damage or injury to property; or

11) Breach of any provision of this Contract.

- b. In the event that the Commonwealth terminates this Contract in whole or in part as provided in Subparagraph a. above, the Commonwealth may procure, upon such terms and in such manner as it determines, services similar or identical to those so terminated, and the Contractor shall be liable to the Commonwealth for any reasonable excess costs for such similar or identical services included within the terminated part of the Contract.
- c. If the Contract is terminated as provided in Subparagraph a. above, the Commonwealth, in addition to any other rights provided in this paragraph, may require the Contractor to transfer title and deliver immediately to the Commonwealth in the manner and to the extent directed by the Office of Administration, such partially completed work, including, where applicable, reports, working papers and other documentation, as the Contractor has specifically produced or specifically acquired for the performance of such part of the Contract as has been terminated. Except as provided below, payment for completed work accepted by the Commonwealth shall be at the Contract price. Except as provided below, payment for partially completed work including, where applicable, reports and working papers, delivered to and accepted by the Commonwealth shall be in an amount agreed upon by the Contractor and Contracting Officer. The Commonwealth may withhold from amounts otherwise due the Contractor for such completed or partially completed works, such sum as the Contracting Officer determines to be necessary to protect the Commonwealth against loss.
- d. The rights and remedies of the Commonwealth provided in this paragraph shall not be exclusive and are in addition to any other rights and remedies provided by law or under this Contract.
- e. The Commonwealth's failure to exercise any rights or remedies provided in this paragraph shall not be construed to be a waiver by the Commonwealth of its rights and remedies in regard to the event of default or any succeeding event of default.
- f. Following exhaustion of the Contractor's administrative remedies as set forth in Paragraph 19, the Contractor's exclusive remedy shall be to seek damages in the Board of Claims.

17. FORCE MAJEURE

Neither party will incur any liability to the other if its performance of any obligation under this Contract is prevented or delayed by causes beyond its control and without the fault or negligence of either party. Causes beyond a party's control may include, but aren't limited to, acts of God or war, changes in controlling law, regulations, orders or the requirements of any governmental entity, severe weather conditions, civil disorders, natural disasters, fire, epidemics and quarantines, general strikes throughout the trade, and freight embargoes.

The Contractor shall notify the Commonwealth orally within five (5) days and in writing within ten (10) days of the date on which the Contractor becomes aware, or should have reasonably become aware, that such cause would prevent or delay its performance. Such notification shall (i) describe fully such cause(s) and its effect on performance, (ii) state whether performance under the contract is prevented or delayed and (iii) if performance is delayed, state a reasonable estimate of the duration of the delay. The Contractor shall have the burden of proving that such cause(s) delayed or prevented its performance despite its diligent efforts to perform and shall produce such supporting documentation as the Commonwealth may reasonably request. After receipt of such notification, the Commonwealth may elect either to cancel the Contract or to extend the time for performance as reasonably necessary to compensate for the Contractor's delay.

In the event of a declared emergency by competent governmental authorities, the Commonwealth by notice to the Contractor, may suspend all or a portion of the Contract.

18. TERMINATION PROVISIONS

The Commonwealth has the right to terminate this Contract for any of the following reasons. Termination shall be effective upon written notice to the Contractor.

- a. **TERMINATION FOR CONVENIENCE:** The Commonwealth shall have the right to terminate the Contract for its convenience if the Commonwealth determines termination to be in its best interest. The Contractor shall be paid for work satisfactorily completed prior to the effective date of the termination, but in no event shall the Contractor be entitled to recover loss of profits.
- b. **NON-APPROPRIATION:** The Commonwealth's obligation to make payments during any Commonwealth fiscal year succeeding the current fiscal year shall be subject to availability and appropriation of funds. When funds (state and/or federal) are not appropriated or otherwise made available to support continuation of performance in a subsequent fiscal year period, the Commonwealth shall have the right to terminate the contract. The Contractor shall be reimbursed for the reasonable value of any nonrecurring costs incurred but not amortized in the price of the supplies or services delivered under this contract. Such reimbursement shall not include loss of profit, loss of use of money, or administrative or overhead costs. The reimbursement amount may be paid for any appropriations available for that purpose.
- c. **TERMINATION FOR CAUSE:** The Commonwealth shall have the right to terminate the Contract for Contractor default under Paragraph 16, Default, upon written notice to the Contractor. The Commonwealth shall also have the right, upon written notice to the Contractor, to terminate the Contract for other cause as specified in this Contract or by law. If it is later determined that the Commonwealth erred in terminating the Contract for cause, then, at the Commonwealth's discretion, the Contract shall be deemed to have been terminated for convenience under the Subparagraph 18.a.

19. CONTRACT CONTROVERSIES

- a. In the event of a controversy or claim arising from the Contract, the Contractor must, within six months after the cause of action accrues, file a written claim with the contracting officer for a determination. The claim shall state all grounds upon which the Contractor asserts a controversy exists. If the Contractor fails to file a claim or files an untimely claim, the Contractor is deemed to have waived its right to assert a claim in any forum.
- b. The contracting officer shall review timely-filed claims and issue a final determination, in writing, regarding the claim. The final determination shall be issued within 120 days of the receipt of the claim, unless extended by consent of the contracting officer and the Contractor. The contracting officer shall send his/her written determination to the Contractor. If the contracting officer fails to issue a final determination within the 120 days (unless extended by consent of the parties), the claim shall be deemed denied. The contracting officer's determination shall be the final order of the purchasing using agency.
- c. Within fifteen (15) days of the mailing date of the determination denying a claim or within 135 days of filing a claim if, no extension is agreed to by the parties, whichever occurs first, the Contractor may file a statement of claim with the Commonwealth Board of Claims. Pending a final judicial resolution of a controversy or claim, the Contractor shall proceed diligently with the performance of the Contract in a manner consistent with the

determination of the contracting officer and the Commonwealth shall compensate the Contractor pursuant to the terms of the Contract.

20. ASSIGNABILITY AND SUBCONTRACTING

- a. Subject to the terms and conditions of this Paragraph 20, this Contract shall be binding upon the parties and their respective successors and assigns.
- b. The Contractor shall not subcontract with any person or entity to perform all or any part of the work to be performed under this Contract without the prior written consent of the Contracting Officer, which consent may be withheld at the sole and absolute discretion of the Contracting Officer.
- c. The Contractor may not assign, in whole or in part, this Contract or its rights, duties, obligations, or responsibilities hereunder without the prior written consent of the Contracting Officer, which consent may be withheld at the sole and absolute discretion of the Contracting Officer.
- d. Notwithstanding the foregoing, the Contractor may, without the consent of the Contracting Officer, assign its rights to payment to be received under the Contract, provided that the Contractor provides written notice of such assignment to the Contracting Officer together with a written acknowledgement from the assignee that any such payments are subject to all of the terms and conditions of this Contract.
- e. For the purposes of this Contract, the term "assign" shall include, but shall not be limited to, the sale, gift, assignment, pledge, or other transfer of any ownership interest in the Contractor provided, however, that the term shall not apply to the sale or other transfer of stock of a publicly traded company.
- f. Any assignment consented to by the Contracting Officer shall be evidenced by a written assignment agreement executed by the Contractor and its assignee in which the assignee agrees to be legally bound by all of the terms and conditions of the Contract and to assume the duties, obligations, and responsibilities being assigned.
- g. A change of name by the Contractor, following which the Contractor's federal identification number remains unchanged, shall not be considered to be an assignment hereunder. The Contractor shall give the Contracting Officer written notice of any such change of name.

21. NONDISCRIMINATION/SEXUAL HARASSMENT CLAUSE

During the term of the Contract, the Contractor agrees as follows:

- a. In the hiring of any employees for the manufacture of supplies, performance of work, or any other activity required under the Contract or any subcontract, the Contractor, subcontractor or any person acting on behalf of the Contractor or subcontractor shall not by reason of gender, race, creed, or color discriminate against any citizen of this Commonwealth who is qualified and available to perform the work to which the employment relates.
- b. Neither the Contractor nor any subcontractor nor any person on their behalf shall in any manner discriminate against or intimidate any employee involved in the manufacture of supplies, the performance of work or any other activity required under the Contract on account of gender, race, creed, or color.
- c. The Contractor and any subcontractors shall establish and maintain a written sexual harassment policy and shall inform their employees of the policy. The policy must contain

a notice that sexual harassment will not be tolerated and employees who practice it will be disciplined

- d. The Contractor shall not discriminate by reason of gender, race, creed, or color against any subcontractor or supplier who is qualified to perform the work to which the contract relates:
- e. The Contractor and each subcontractor shall furnish all necessary employment documents and records to and permit access to its books, records, and accounts by the contracting officer and the Department of General Services' Bureau of Contract Administration and Business Development for purposes of investigation to ascertain compliance with the provisions of this Nondiscrimination/Sexual Harassment Clause. If the Contractor or any subcontractor does not possess documents or records reflecting the necessary information requested, it shall furnish such information on reporting forms supplied by the contracting officer or the Bureau of Contract Administration and Business Development
- f. The Contractor shall include the provisions of this Nondiscrimination/Sexual Harassment Clause in every subcontract so that such provisions will be binding upon each subcontractor.
- g. The Commonwealth may cancel or terminate the Contract, and all money due or to become due under the Contract may be forfeited for a violation of the terms and conditions of this Nondiscrimination/Sexual Harassment Clause. In addition, the using agency may proceed with debarment or suspension and may place the Contractor in the Contractor Responsibility File.

22. CONTRACTOR INTEGRITY PROVISIONS

- a. For purposes of this clause only, the words "confidential information," "consent," "Contractor," "financial interest," and "gratuity" shall have the following definitions.

1) Confidential information means information that is not public knowledge, or available to the public on request, disclosure of which would give an unfair, unethical, or illegal advantage to another desiring to contract with the Commonwealth.

2) Consent means written permission signed by a duly authorized officer or employee of the Commonwealth, provided that where the material facts have been disclosed, in writing, by prequalification, bid, proposal, or contractual terms, the Commonwealth shall be deemed to have consented by virtue of execution of this agreement.

3) Contractor means the individual or entity that has entered into the Contract with the Commonwealth, including directors, officers, partners, managers, key employees and owners of more than a five percent interest.

4) Financial Interest means:

- a) Ownership of more than a five percent interest in any business; or
- b) Holding a position as an officer, director, trustee, partner, employee, or the like, or holding any position of management.

5) Gratuity means any payment of more than nominal monetary value in the form of cash, travel, entertainment, gifts, meals, lodging, loans, subscriptions, advances, deposits of money, services, employment, or contracts of any kind.

- b. The Contractor shall maintain the highest standards of integrity in the performance of the Contract and shall take no action in violation of state or federal laws, regulations, or other requirements that govern contracting with the Commonwealth.
- c. The Contractor shall not disclose to others any confidential information gained by virtue of the Contract.
- d. The Contractor shall not, in connection with this or any other agreement with the Commonwealth, directly, or indirectly, offer, confer, or agree to confer any pecuniary benefit on anyone as consideration for the decision, opinion, recommendation, vote, other exercise of discretion, or violation of a known legal duty by any officer or employee of the Commonwealth.
- e. The Contractor shall not, in connection with this or any other agreement with the Commonwealth, directly or indirectly, offer, give, or agree or promise to give to anyone any gratuity for the benefit of or at the direction or request of any officer or employee of the Commonwealth.
- f. Except with the consent of the Commonwealth, neither the Contractor nor anyone in privity with him or her shall accept or agree to accept from, or give or agree to give to, any person, any gratuity from any person in connection with the performance of work under the Contract except as provided therein.
- g. Except with the consent of the Commonwealth, the Contractor shall not have a financial interest in any other Contractor, subcontractor, or supplier providing services, labor, or material on this project.
- h. The Contractor, upon being informed that any violation of these provisions has occurred or may occur, shall immediately notify the Commonwealth in writing.
- i. The Contractor, by execution of the Contract and by the submission of any bills or invoices for payment pursuant thereto, certifies, and represents that he or she has not violated any of these provisions.
- j. The Contractor, upon the inquiry or request of the Inspector General of the Commonwealth or any of that official's agents or representatives, shall provide, or if appropriate, make promptly available for inspection or copying, any information of any type or form deemed relevant by the Inspector General to the Contractor's integrity or responsibility, as those terms are defined by the Commonwealth's statutes, regulations, or management directives. Such information may include, but shall not be limited to, the Contractor's business or financial records, documents or files of any type or form which refers to or concern the Contract. Such information shall be retained by the Contractor for a period of three years beyond the termination of the Contract unless otherwise provided by law.
- k. For violation of any of the above provisions, the Commonwealth may terminate this and any other agreement with the Contractor, claim liquidated damages in an amount equal to the value of anything received in breach of these provisions, claim damages for all expenses incurred in obtaining another Contractor to complete performance hereunder, and debar and suspend the Contractor from doing business with the Commonwealth. These rights and remedies are cumulative, and the use or nonuse of any one shall not preclude the use of all or any other. These rights and remedies are in addition to those the Commonwealth may have under law, statute, regulation, or otherwise.

23. CONTRACTOR RESPONSIBILITY PROVISIONS

- a. The Contractor certifies, for itself and all its subcontractors, that as of the date of its execution of this Bid/Contract, that neither the Contractor, nor any subcontractors, nor

any suppliers are under suspension or debarment by the Commonwealth or any governmental entity, instrumentality, or authority and, if the Contractor cannot so certify, then it agrees to submit, along with its Bid, a written explanation of why such certification cannot be made.

- b. The Contractor also certifies, that as of the date of its execution of this Bid/Contract, it has no tax liabilities or other Commonwealth obligations.
- c. The Contractor's obligations pursuant to these provisions are ongoing from and after the effective date of the contract through the termination date thereof. Accordingly, the Contractor shall have an obligation to inform the Commonwealth if, at any time during the term of the Contract, it becomes delinquent in the payment of taxes, or other Commonwealth obligations, or if it or any of its subcontractors are suspended or debarred by the Commonwealth, the federal government, or any other state or governmental entity. Such notification shall be made within 15 days of the date of suspension or debarment.
- d. The failure of the Contractor to notify the Commonwealth of its suspension or debarment by the Commonwealth, any other state, or the federal government shall constitute an event of default of the Contract with the Commonwealth.
- e. The Contractor agrees to reimburse the Commonwealth for the reasonable costs of investigation incurred by the Office of State Inspector General for investigations of the Contractor's compliance with the terms of this or any other agreement between the Contractor and the Commonwealth, which results in the suspension or debarment of the Contractor. Such costs shall include, but shall not be limited to, salaries of investigators, including overtime; travel and lodging expenses; and expert witness and documentary fees. The Contractor shall not be responsible for investigative costs for investigations that do not result in the Contractor's suspension or debarment.
- f. The Contractor may obtain a current list of suspended and debarred Commonwealth Contractors by either searching the internet at <http://www.dgs.state.pa.us> or contacting the:

Department of General Services
Office of Chief Counsel
603 North Office Building Harrisburg, PA 17125
Telephone No. (717) 783-6472
FAX No. (717) 787-9138

24. AMERICANS WITH DISABILITIES ACT

- a. Pursuant to federal regulations promulgated under the authority of The Americans With Disabilities Act, 28 C.F.R. § 35.101 et seq., the Contractor understands and agrees that it shall not cause any individual with a disability to be excluded from participation in this Contract or from activities provided for under this Contract on the basis of the disability. As a condition of accepting this contract, the Contractor agrees to comply with the "General Prohibitions Against Discrimination," 28 C.F.R. § 35.130, and all other regulations promulgated under Title II of The Americans With Disabilities Act which are applicable to all benefits, services, programs, and activities provided by the Commonwealth of Pennsylvania through contracts with outside Contractors.
- b. The Contractor shall be responsible for and agrees to indemnify and hold harmless the Commonwealth of Pennsylvania from all losses, damages, expenses, claims, demands, suits, and actions brought by any party against the Commonwealth of Pennsylvania as a result of the Contractor's failure to comply with the provisions of subparagraph a above.

25. HAZARDOUS SUBSTANCES

The Contractor shall provide information to the Commonwealth about the identity and hazards of hazardous substances supplied or used by the Contractor in the performance of the Contract. The Contractor must comply with Act 159 of October 5, 1984, known as the "Worker and Community Right to Know Act" (the "Act") and the regulations promulgated pursuant thereto at 4 Pa. Code Section 301.1 et seq.

- a. Labeling. The Contractor shall insure that each individual product (as well as the carton, container or package in which the product is shipped) of any of the following substances (as defined by the Act and the regulations) supplied by the Contractor is clearly labeled, tagged or marked with the information listed in Paragraph (1) through (4):
 - 1) Hazardous substances:
 - a) The chemical name or common name,
 - b) A hazard warning, and
 - c) The name, address, and telephone number of the manufacturer.
 - 2) Hazardous mixtures:
 - a) The common name, but if none exists, then the trade name,
 - b) The chemical or common name of special hazardous substances comprising .01% or more of the mixture,
 - c) The chemical or common name of hazardous substances consisting 1.0% or more of the mixture,
 - d) A hazard warning, and
 - e) The name, address, and telephone number of the manufacturer.
 - 3) Single chemicals:
 - a) The chemical name or the common name,
 - b) A hazard warning, if appropriate, and
 - c) The name, address, and telephone number of the manufacturer.
 - 4) Chemical Mixtures:
 - a) The common name, but if none exists, then the trade name,
 - b) A hazard warning, if appropriate,
 - c) The name, address, and telephone number of the manufacturer, and
 - d) The chemical name, or common name of either the top five substances by volume or those substances consisting of 5.0% or more of the mixture.

A common name or trade name may be used only if the use of the name more easily or readily identifies the true nature of the hazardous substance, hazardous mixture, single chemical, or mixture involved.

Container labels shall provide a warning as to the specific nature of the hazard arising from the substance in the container.

The hazard warning shall be given in conformity with one of the nationally recognized and accepted systems of providing warnings, and hazard warnings shall be consistent with one or more of the recognized systems throughout the workplace. Examples are:

- NFPA 704, Identification of the Fire Hazards of Materials.
- National Paint and Coatings Association: Hazardous Materials Identification System.
- American Society for Testing and Materials, Safety Alert Pictorial Chart.
- American National Standard Institute, Inc., for the Precautionary Labeling of Hazardous Industrial Chemicals.

Labels must be legible and prominently affixed to and displayed on the product and the carton, container, or package so that employees can easily identify the substance or mixture present therein.

- b. Material Safety Data Sheet. The Contractor shall provide Material Safety Data Sheets (MSDS) with the information required by the Act and the regulations for each hazardous substance or hazardous mixture. The Commonwealth must be provided an appropriate MSDS with the initial shipment and with the first shipment after an MSDS is updated or product changed. For any other chemical, the Contractor shall provide an appropriate MSDS, if the manufacturer, importer, or supplier produces or possesses the MSDS. The Contractor shall also notify the Commonwealth when a substance or mixture is subject to the provisions of the Act. Material Safety Data Sheets may be attached to the carton, container, or package mailed to the Commonwealth at the time of shipment.

26. COVENANT AGAINST CONTINGENT FEES

The Contractor warrants that no person or selling/providing commission services using agency has been employed or retained to solicit or secure the Contract upon an agreement or understanding for a commission, percentage, brokerage, or contingent fee, except bona fide employees or bona fide established commercial or selling agencies maintained by the Contractor for the purpose of securing business. For breach or violation of this warranty, the Commonwealth shall have the right to terminate the Contract without liability or in its discretion to deduct from the Contract price or consideration, or otherwise recover the full amount of such commission, percentage, brokerage, or contingent fee.

27. APPLICABLE LAW

This Contract shall be governed by and interpreted and enforced in accordance with the laws of the Commonwealth of Pennsylvania (without regard to any conflict of laws provisions) and the decisions of the Pennsylvania courts. The Contractor consents to the jurisdiction of any court of the Commonwealth of Pennsylvania and any federal courts in Pennsylvania, waiving any claim or defense that such forum is not convenient or proper. The Contractor agrees that any such court shall have in personam jurisdiction over it, and consents to service of process in any manner authorized by Pennsylvania law.

28. INTEGRATION

The Contract, including all referenced documents, constitutes the entire agreement between the parties. No agent, representative, employee or officer of either the Commonwealth or the Contractor has authority to make, or has made, any statement, agreement or representation, oral or written, in connection with the Contract, which in any way can be deemed to modify, add to or detract from, or otherwise change or alter its terms and conditions. No negotiations between the parties, nor any custom or usage, shall be permitted to modify or contradict any of the terms and conditions of the Contract. No

modifications, alterations, changes, or waiver to the Contract or any of its terms shall be valid or binding unless accomplished by a written amendment signed by both parties. All such amendments will be made using the appropriate Commonwealth form.

29. CHANGE ORDERS

The Commonwealth reserves the right to issue change orders at any time during the term of the Contract or any renewals or extensions thereof: 1) to increase or decrease the quantities resulting from variations between any estimated quantities in the Contract and actual quantities; 2) to make changes to the services within the scope of the Contract; 3) to notify the Contractor that the Commonwealth is exercising any Contract renewal or extension option; or 4) to modify the time of performance that does not alter the scope of the Contract to extend the completion date beyond the Expiration Date of the Contract or any renewals or extensions thereof. Any such change order shall be in writing signed by the Contracting Officer. The change order shall be effective as of the date appearing on the change order, unless the change order specifies a later effective date. Such increases, decreases, changes, or modifications will not invalidate the Contract, nor, if performance security is being furnished in conjunction with the Contract, release the security obligation. The Contractor agrees to provide the service in accordance with the change order. Any dispute by the Contractor in regard to the performance required under any change order shall be handled through Paragraph 19, "Contract Controversies".

For purposes of this Contract, "change order" is defined as a written order signed by the Contracting Officer directing the Contractor to make changes authorized under this clause.

30. Commonwealth Inspection

- A. The Commonwealth and/or using agency reserves the right, upon 24-hour notice, to visit where the Contractor is working to determine if the work is being performed pursuant to the terms and conditions of the contract. The Commonwealth and/or using agency may visit or inspect any of the local sites where the Contractor is performing work without prior notice.
- B. Work or materials not in compliance with the drawings and specifications shall be repaired, removed, or replaced, at the discretion of the Commonwealth and/or using agency and at the expense of the Contractor.
- C. The Commonwealth's and/or using agencies' inspection of product installation and workmanship of the Contractor shall in no way lessen the responsibility of the Contractor or release it from its obligations to perform and deliver to the using agencies sound and properly engineered products and installations.

31. Liquidated Damages

Liquidated damages in the amount of \$100.00 per day for Section 1 Coin/Card Public Payphone Services, \$1,000.00 per day for Section 2 Inmate Telephone Services shall be assessed against the Contractor for each day of delay in completing installation of each coin/card public telephone within the contractual time frames. Liquidated damages shall apply to each coin/card public telephone of the total installation schedule as referenced in the inventory in Attachment 4B and the Contractor submitted cutover plan. In the event the Contractor fails to complete segments of the contract as specified, the rights of the Commonwealth to enforce liquidated damages as set forth above shall apply except as set out in Paragraph 17 related to Force Majeure. However, in every case, failure to perform within the specified time must have been beyond the control and without the fault or negligence of the Contractor. Following restoration of operations after such an event, the Contractor shall make every reasonable effort to complete the contract as soon as possible, and if reasonably possible, the Contractor shall make other arrangements for performance during such stoppage.

32. Adverse Interests

No officer or employee of the Commonwealth and no member of its legislative body who exercises any responsibilities in the review or approval of services being performed under the contract, shall participate in any decision relating to the contract which affects his personal interest or the interest of any partnership, association, or corporation in which he is directly or indirectly interested. No such officer, employee, or legislator shall have any interest, direct, or indirect, which would conflict in any manner or degree with the performance of his services under the contract. He shall not knowingly employ any person having such an interest.

33. Performance Bond

A performance bond shall be required in the amount of \$272,700.00 dollars for Section 1 Coin/Card Public Payphone Services, \$1 million dollars for Section 2 Inmate Telephone Services, conditioned upon the faithful performance of the contract in accordance with the conditions of the contract. If the Contract is awarded to the same Contractor the Performance Bond would be \$1 million dollars for both Section 1 and Section 2. Such bond shall be solely for the protection of the contracting body which awarded the contract. The bond shall be executed by one or more surety companies legally authorized to do business in the Commonwealth of Pennsylvania. The bond will be for the life of the contract including any renewals. The awarding Contractor will provide the bond with the signed contract.

34. Operational Tests

Upon completion of each installation, whether it is a single coin/card station, a cluster of stations, the equipment/system furnished by the Contractor shall be subject to a 30-day operational test to determine the reliability of the equipment/system and the integrity of the installation. The date of completion of each segment of the project as specifically covered by the RFP shall be supplied to the Commonwealth so that the operational test can be scheduled. The using agency and the Commonwealth shall certify acceptance. The Contractor is responsible for the cost of live calls during this test period.

The Contractor shall certify in writing to the Commonwealth that the equipment is installed and ready for performance testing. The notification shall include model and serial number nomenclature of all equipment/systems installed and ready for testing. Performance shall not be less than 100 percent during the operational test period.

35. Option to Order Additional Equipment

During the term of the contract, or any extension thereof, the Commonwealth may order additional equipment without a reduction in the commission percentages or any cost to the Commonwealth.

COMMONWEALTH OF PENNSYLVANIA

Contractor's Name

OFFICE OF ADMINISTRATION

By

By

Certification as to Availability of Funds

Attest:

Comptroller

Approved as to form and legality

Office of Chief Counsel

Office of General Counsel

Office of Attorney General

Attachments Section 2 Inmate Telephone Services

- Attachment 1: Payphones and Enclosures In Place
- Attachment 2: State Correctional Institution (SCI) Locations and SCI Contact Personnel
- Attachment 3: State Map of SCI Locations and Addresses
- Attachment 4: Telco Providers Servicing Department of Corrections State Correctional Institutions (DOC-SCI) (4-A) and SCI's Inmate Inventory (4-B)
- Attachment 5: Department of Corrections (DOC) Inmate Telephone Cutover Schedule
- Attachment 6: Verizon Inmate Collect and Prepaid Tariffs
- Attachment 7: Pennsylvania Department of Corrections Inmate Collect Calling Rates
- Attachment 8: Pennsylvania Department of Corrections Inmate Prepaid Calling Rates
- Attachment 9: Department of Corrections Inmate Policy
- Attachment 10: Department of Corrections Fiscal Administration Policy Number 3.1.1 (Part 6 Prepaid Phone Card Refunds included only)
- Attachment 11: Installed Equipment Form
- Attachment 12: Environmental Requirements
- Attachment 13: Travel Expenses for Demonstration, Training End User Forum Meetings and Traveling for Reviewing New Technologies
- Attachment 14: Act 181 of 2002
- Attachment 15: Inmate Population 2003
- Attachment 16: Inmate Admissions 2003
- Attachment 17: Inmate Releases 2003
- Attachment 18: Inmate Transfers 2003
- Attachment 19: Inmate Population Projections 2004-2010
- Attachment 20: Maintenance Center Information (System B – System C)
- Attachment 21: Office of Administration Office for Information Technology Information Technology Bulletin (ITB)

- Attachment 22: Revenue Commissions Prepaid 2004 Summary Report, Site Codes for Prepaid and Financial Monthly Reports on Inmate Prepaid
- Attachment 23: Inmate Monthly Usage and Commissioning Collect Report
- Attachment 24: Messages and Minutes Billed Summary 2001 Monthly Statistic Message and Minutes (24-A), Messages and Minutes Billed Summary 2002 Monthly Statistic Message and Minutes (24-B), Messages and Minutes Billed Summary 2003 Monthly Statistic Message and Minutes (24-C) and Messages and Minutes Billed Summary 2004 Monthly Statistic Message and Minutes (24-D)
- Attachment 25: Commission Data 5-A. 2. p. (1) (a) Option 1 (25-A), Commission Data 5-A. 2. p. (1) (a) Option 2 (25-B), Commission Data 5-A.2.p (1) (b) Option 2 and Cost Data 5-D.1a., b. & c.

Attachment 1 – Section 2
Payphones and Enclosures In Place

The payphones and enclosures inventory is provided as a separate Microsoft Excel file consisting of one (1) tab, attached to this page.



Attachment 7-04.xls

Commonwealth of Pa
Public Telephone Inventory
Pa Turnpike

MAIL COMMISSION STATEMENT/CHECK TO Daniel Dunchock, PO Box 67676, Harrisburg, PA 17106										
ACCT # 115001987										
Telephone #	Cls of Svc	Listed Name	Listed Address	City	Location	LEC	TTY	add	disc	move
								DATE OF ORDER		
(215) 357-9646	1PC	PA TURNPIKE	PA TRNPK & RT 1	TREVOSE	EXIT 28	VZ				
(215) 362-9419	1PC	PA TURNPIKE	SUMNEYTOWN PK	LANSDALE	NEAR RESTROOMS	VZ				
(215) 362-9839	1PC	PA TURNPIKE	SUMNEYTOWN PK	LANSDALE	BOOTH OFF RAMP	VZ				
(215) 536-9808	1PC	PA TURNPIKE	239 PA TURNPIKE	QUAKERTOWN	NB BTW RESTROOMS	VZ				
(215) 536-9809	1PC	PA TURNPIKE	QUAKERTOWN INTERCHANGE	QUAKERTOWN	NB BTW RESTROOMS	VZ				
(215) 646-9189	1PC	PA TURNPIKE	FT WASHINGTON INTERCHANGE	AMBLER	EXIT 26	VZ				
(215) 646-9517	1PC	PA TURNPIKE	FORT WASHINGTON INTERCHANGE	AMBLER	EXIT 26	VZ				
(215) 646-9808	1PC	PA TURNPIKE	FORT WASHINGTON INTERCHANGE	AMBLER	EXIT 26	VZ				
(215) 646-9959	1PC	PA TURNPIKE	FORT WASHINGTON INTERCHANGE	AMBLER	EXIT 26	VZ				
(215) 788-8750	1PC	PA TURNPIKE	DELAWARE VALLEY INTERCHANGE	BRISTOL	EXIT 29	VZ				
(215) 788-9985	1PC	PA TURNPIKE	DELAWARE VALLEY INTERCHANGE	BRISTOL	NEAR EXIT 29 EB	VZ				
(215) 945-9525	1PC	PA TURNPIKE	3581 PENNSYLVANIA TURNPIKE	TULLYTOWN	WESTBOUND	VZ				
(215) 945-9965	1PC	PA TURNPIKE	3581 PENNSYLVANIA TURNPIKE	TULLYTOWN	WESTBOUND	VZ				
(215) 659-9726	1PC	PA TURNPIKE	INTERCHANGE 27	WILLOWGROVE	EXIT	VZ				
(215) 659-9869	1PC	PA TURNPIKE		WILLOWGROVE	ENTRANCE	VZ				
(412) 372-9539	1PC	PA TURNPIKE	PITTSBURGH INTERCHANGE	MONROEVILLE	OD HOLIDAY INN	VZ				
(412) 372-9540	1PC	PA TURNPIKE	PITTSBURGH INTERCHANGE	MONROEVILLE	OD B4 EXIT	VZ				
(412) 372-9724	1PC	PA TURNPIKE	PITTSBURGH INTERCHANGE	MONROEVILLE	OD B4 EXIT	VZ				
(412) 373-9739	1PC	PA TURNPIKE	PITTSBURGH INTERCHANGE	MONROEVILLE	OD HOLIDAY INN	VZ				
(412) 373-9741	1PC	PA TURNPIKE	PITTSBURGH-MONROEVILLE	MONROEVILLE	OD BY OFC	VZ				
(570) 443-9062	1PC	PA TURNPIKE	POCONO INTERCHANGE	WHITEHAVEN	OD	VZ				
(570) 562-9952	1PC	PA TURNPIKE	KEYSER AVE	TAYLOR	SOUTH SIDE	VZ				
(570) 562-9954	1PC	PA TURNPIKE	KEYSER AVE	TAYLOR	NORTH SIDE	VZ				
(570) 654-9463	1PC	PA TURNPIKE	WYOMING VALLEY INTERCHANGE	PITTSTON	AFTER TOLL	VZ				
(570) 654-9464	1PC	PA TURNPIKE	WYOMING VALLEY INTERCHANGE	PITTSTON	LEFT SIDE	VZ				
(570) 829-8340	1PC	PA TURNPIKE	RT 115 BEAR CREEK	WILKES-BARRE	PASS GATE	VZ				
(570) 829-9622	1PC	PA TURNPIKE	WILKES BARRE INTERCHANGE	WILKES-BARRE	OD	VZ				
(570) 586-0425	1PC	PA TURNPIKE	INTERCHANGE #38	CLARKS SUMMIT						
(610) 265-9970	1PC	PA TURNPIKE	VALLEY FORGE INTERCHANGE			VZ				
(610) 265-9976	1PC	PA TURNPIKE	VALLEY FORGE INTERCHANGE			VZ				

Commonwealth of Pa
Public Telephone Inventory
Pa Turnpike

MAIL COMMISSION STATEMENT/CHECK TO Daniel Dunchock, PO Box 67676, Harrisburg, PA 17106										
ACCT # 115001987										
Telephone #	Cls of Svc	Listed Name	Listed Address	City	Location	LEC	TTY	add	disc	move
								DATE OF ORDER		
(610) 377-9908	1PC	PA TURNPIKE	MAHONING VALLEY INTERCHNG	LEHIGHTON	OD	VZ				
(610) 458-5931	1PC	PA TURNPIKE	RT 100 & TRNPK DOWNINGTOWN	EAGLE	ENTRANCE SIDE	VZ				
(610) 458-5938	1PC	PA TURNPIKE	RT 100 & TRNPK DOWNINGTOWN	EAGLE	ENTRANCE SIDE	VZ				
(610) 458-5960	1PC	PA TURNPIKE	RT 100 & TRNPK DOWNINGTOWN	EAGLE	EXITING SIDE	VZ				
(610) 458-5961	1PC	PA TURNPIKE	RT 100 & TRNPK DOWNINGTOWN	EAGLE	EXITING SIDE	VZ				
(610) 530-9758	1PC	PA TURNPIKE	LEHIGH VLY INTERCHANGE	KUHNSVILLE	RIGHT OF UTIL BLDG	VZ				
(610) 530-9759	1PC	PA TURNPIKE	LEHIGH VLY INTERCHANGE	KUHNSVILLE	RIGHT OF UTIL BLDG	VZ				
(610) 825-9804	1PC	PA TURNPIKE	CONSHOHOCKEN INTERCHANGE	CONSHOHOCKEN	POLICE BARRACKS	VZ				
(610) 825-9868	1PC	PA TURNPIKE	MID COUNTY INTERCHANGE	CONSHOHOCKEN	NORTH BOUND	VZ				
(610) 825-9880	1PC	PA TURNPIKE	MID COUNTY INTERCHANGE	CONSHOHOCKEN	NORTH BOUND	VZ				
(610) 825-9969	1PC	PA TURNPIKE	GERMANTOWN PK INTERCH 25A	CONSHOHOCKEN	SOUTH BOUND	VZ				
(610) 913-6216	1PC	PA TURNPIKE	INTERCHANGE #22	MORGANTOWN						
(610) 825-9980	1PC	PA TURNPIKE	GERMANTOWN PIKE INTERCHANGE	CONSHOHOCKEN	EMP ENTR	VZ				
(610) 827-9413	1PC	PA TURNPIKE	8 MILES OFF VALLEY HILL RD	CHESTER SPRINGS	DEVVAULT MAINT BLDG	VZ				
610-828-9900	1PC	PA TURNPIKE	INTERCHANGE #25	CONSHOHOCKEN	BY TOLLBOOTH	VZ				
(717) 243-8350	1PC	PA TURNPIKE	1201 WALNUT BOTTOM RD	CARLISLE	OD	UNITED				
(717) 766-9911	1PC	PA TURNPIKE	GETTYSBURG INTERCHANGE	MECHANICSBURG	OD RIGHT SIDE	VZ				
(717) 766-9995	1PC	PA TURNPIKE	GETTYSBURG INTERCHANGE	MECHANICSBURG	OD LEFT SIDE	VZ				
(717) 774-9912	1PC	PA TURNPIKE	R D 1	NEW CUMBERLAND	OD	VZ				
(717) 664-8983	1PC	PA TURNPIKE	INTERCHNAGE #20	MANHEIM						
(717) 939-9121	1PC	PA TURNPIKE	HARRISBURG EAST INTERCHANGE	STEELTON	RIGHT SIDE	VZ				
(717) 939-9136	1PC	PA TURNPIKE	RT 230 BYPASS	HARRISBURG	GROUND FLR	VZ				
(717) 336-8920	1PC	PA TURNPIKE	INTERCHANGE #21	DENVER						
(717) 349-9938	1PC	PA TURNPIKE	INTERCHANGE #14	DRY RUN						
(717) 485-3182	1PC	PA TURNPIKE	INTERCHANGE #13	MCCONNELLBURG						
(724) 274-9892	1PC	PA TURNPIKE	ALLEGHENY VALLEY INTERCHANGE	SPRINGDALE	OD AT OFC	VZ				
(724) 443-9713	1PC	PA TURNPIKE	BUTLER VALLEY INTERCHG #4	GIBSONIA		VZ-GTE			9/2/2003	

Commonwealth of Pa
Public Telephone Inventory
Pa Turnpike

MAIL COMMISSION STATEMENT/CHECK TO Daniel Dunchock, PO Box 67676, Harrisburg, PA 17106										
ACCT # 115001987										
Telephone #	Cls of Svc	Listed Name	Listed Address	City	Location	LEC	TTY	add	disc	move
								DATE OF ORDER		
(724) 658-9479	1PC	PA TURNPIKE	GILMORE RD NORTH BEAVER TWP	NEW CASTLE	SOUTHBOUND	VZ				
(724) 658-9483	1PC	PA TURNPIKE	GILMORE RD	NEW CASTLE	NORTHBOUND	VZ				
(724) 836-8900	1PC	PA TURNPIKE	NEW ROUTE 66	GREENSBURG	BYPASS NORTH RAMP	VZ				
(724) 836-8901	1PC	PA TURNPIKE	NEW ROUTE 66	GREENSBURG	BYPASS SOUTH RAMP	VZ				
(724) 836-8903	1PC	PA TURNPIKE	RTE 30 W	GREENSBURG	OUTDOOR RAMP	VZ				
(724) 836-8971	1PC	PA TURNPIKE	RTE 30 W	GREENSBURG	RAMP DD	VZ-BA				
(724) 843-9540	1PC	PA TURNPIKE	ROUTE 51 INTERCHANGE	BEAVER FALLS	TOLL PLZ NORTH	VZ-BA				
(724) 843-9985	1PC	PA TURNPIKE	RTE 51 INTERCHANGE	BEAVER FALLS	OD SOUTH TOLL	VZ-BA				
(724) 863-9818	1PC	PA TURNPIKE	INTERCHANGE # 7	IRWIN	LEFT SIDE OD	VZ-BA				
(724) 863-9840	1PC	PA TURNPIKE	INTERCHANGE # 7	IRWIN	RIGHT SIDE OD	VZ-BA				
(724) 863-9935	1PC	PA TURNPIKE	INTERCHANGE # 7	IRWIN	RIGHT SIDE ENTR	VZ-BA				
(724) 864-6525	1PC	PA TURNPIKE	INTERCHANGE # 7	IRWIN	OD LEFT SIDE	VZ-BA				
(724) 925-1550	DDC	PA TURNPIKE	NEW STANTON INTERCHANGE #76	NEW STANTON	OD	VZ-BA				
(724) 925-1557	DDC	PA TURNPIKE	NEW STANTON INTERCHANGE #76	NEW STANTON	OD	VZ-BA				
(724) 925-7360	1PC	PA TURNPIKE	NEW STANTON INTERCHANGE #76	NEW STANTON	OD OUTSIDE OF GATE	VZ-BA				
(724) 925-7980	1PC	PA TURNPIKE	NEW STANTON INTERCHANGE #76	NEW STANTON	OD INSIDE OF GATE	VZ-BA				
(724) 940-0171	1PC	PA TURNPIKE	CRANBERRY INTERCHANGE # 3	WARRENDALE		NORTH PITTSBURGH			5/15/2003	
(724) 940-0174	1PC	PA TURNPIKE	CRANBERRY INTERCHANGE # 3	WARRENDALE		NORTH PITTSBURGH			5/15/2003	
(724) 593-9112	1PC	PA TURNPIKE	DONEGAL INTERCHANGE #9	STAHLSTOWN						
(814) 623-5031	1PC	PA TURNPIKE	BEDFORD INTERCHANGE	BEDFORD	OD	UNITED				
(814) 652-9436	1PC	PA TURNPIKE	EVERETT INTERCHANGE	EVERETT	ID POLICE BARRACKS	UNITED				
(814) 735-9661	1PC	PA TURNPIKE	123 S BREEZEWOOD RD	BREEZEWOOD	OD	BREEZEWOOD TEL				
(814) 735-9670	1PC	PA TURNPIKE	124 S BREEZEWOOD RD	BREEZEWOOD	OD	BREEZEWOOD TEL				
# stat's 80										

Commonwealth of Pa
Public Telephone Inventory
Shippensburg University

SUB ACCT	115105008									
MAIL COMMISSION STATEMENT /CHECK TO SHIPPENSBURG UNIVERSITY MICHAEL F. BONAFAIR 1871 OLD MAIN DR. SHIPPENSBURG PA 17257										
MAC 19531										
BTN (717) 532-9712										
Telephone #	Cls of Svc	Listed Name	Listed Address	City	Location	LEC	add	disc	move	DATE OF ORDER
(717) 532-9712	1PC	SHIPPENSBURG UNIV	CUMBERLAND DR	SHIPPENSBURG	MAIN ENTR	SPRINT				
(717) 532-9737	1PC	SHIPPENSBURG UNIV	CUMBERLAND DR	SHIPPENSBURG	BY INFO DESK	SPRINT				
(717) 532-9743	1PC	SHIPPENSBURG UNIV	OLD MAIN DR	SHIPPENSBURG	CENTURY CAFÉ AREA	SPRINT				
(717) 532-9751	1PC	SHIPPENSBURG UNIV	BUCKS DR	SHIPPENSBURG	HEIGHES FIELD HSE RIGHT OF ENTR	SPRINT				
(717) 532-9752	1PC	SHIPPENSBURG UNIV	BUCKS DR	SHIPPENSBURG	HEIGHES FIELD HSE RIGHT OF ENTR	SPRINT				
(717) 532-9777	1PC	SHIPPENSBURG UNIV	DAUPHIN DR	SHIPPENSBURG	LACKHOVE HALL LEFT OF ENTR	SPRINT				
(717) 532-9802	1PC	SHIPPENSBURG UNIV	OD MAIN DR	SHIPPENSBURG	CENTURY CAFÉ AREA	SPRINT				
(717) 532-9814	1PC	SHIPPENSBURG UNIV	ADAMS DR	SHIPPENSBURG	MCLEAN HALL LOBBY	SPRINT				
(717) 532-9817	1PC	SHIPPENSBURG UNIV	ADAMS & CUMBERLAND	SHIPPENSBURG	NAUGLE HALL LOBBY	SPRINT				
(717) 532-9854	1PC	SHIPPENSBURG UNIV	LANCASTER DR	SHIPPENSBURG	KEIFFER HALL RIGHT OF ENTR	SPRINT				
(717) 532-9911	1PC	SHIPPENSBURG UNIV	ADAMS DR	SHIPPENSBURG	MEMORIAL AUDITORIUM BY ENTR	SPRINT				
(717) 532-9912	1PC	SHIPPENSBURG UNIV	LEBANON DR	SHIPPENSBURG	SEAVERS APT LOBBY	SPRINT				
(717) 532-9915	1PC	SHIPPENSBURG UNIV	DAUPHIN DR	SHIPPENSBURG	MATH & COMPUTER CTR LOBBY	SPRINT				
(717) 532-9917	1PC	SHIPPENSBURG UNIV	DELAWARE DR	SHIPPENSBURG	MCCUNE HALL RIGHT OF ENTR	SPRINT				
(717) 532-9941	1PC	SHIPPENSBURG UNIV	CUMBERLAND DR	SHIPPENSBURG	REISNER HALL DINING RM LOUNGE	SPRINT				
(717) 532-9954	1PC	SHIPPENSBURG UNIV	YORK DR	SHIPPENSBURG	HARLEY HALL LOBBY	SPRINT				
(717) 532-9966	1PC	SHIPPENSBURG UNIV	FRANKLIN DR	SHIPPENSBURG	LIBRARY LL OD RM 010	SPRINT				
(717) 532-9980	1PC	SHIPPENSBURG UNIV	CUMBERLAND DR	SHIPPENSBURG	MOWERY HALL RIGHT OF ENTR	SPRINT				
# STAS: 18										

Commonwealth of Pennsylvania
Public Telephone Inventory
Halfway Houses

MAIL COMMISSION STATEMENT/CHECK TO DEPARTMENT OF CORRECTIONS, ATTN TIMOTHY RINGLER, PO BOX 598 LISBURN RD, CAMP HILL PA 17001										
ACCOUNT NMBR 115001976										
BTN	TELEPHONE #	CLS OF SVC	LISTED NAME	LISTED ADDRESS	CITY	LOCATION	LEC	add DATE OF ORDER	disc DATE OF ORDER	move DATE OF ORDER
	(215) 627-9672	1PC	COMMUNITY CORRECTIONS	219 E. HIGH ST	PHILA	LOWER LEVEL	VZ			
	(215) 844-9174	1PC	COMMUNITY CORRECTIONS	219 E. HIGH ST	PHILA		VZ			
	(215) 627-8505	1CC	COMMUNITY CORRECTIONS	407 N 8 ST	PHILA	LOWER LEVEL FACING WEST	VZ			
	(215) 849-9673	1CC	COMMUNITY CORRECTIONS	407 N 8TH ST	PHILA	LOWER LEVEL MIDDLE SET	VZ			
	(215) 922-9181	1CC	COMMUNITY CORRECTIONS	407 N 8TH ST	PHILA	LOWER LEVEL MIDDLE SET	VZ			
	(215) 922-9182	1CC	COMMUNITY CORRECTIONS	407 N 8TH ST	PHILA	UPPER LEVEL	VZ			
	(215) 978-9336	1CC	COMMUNITY SVC CTR	1628 N 15TH ST	PHILA	ENTRANCE RIGHT PHONE	VZ			
	(215) 978-9603	1CC	COMMUNITY SVC CTR	1628 N 15TH ST	PHILA	ENTRANCE LEFT PHONE	VZ			
	(215) 545-9384	1PC	DEPT OF CORRECTIONS	1221 BAINBRIDGE ST	PHILA	LEFT SET, LEFT WALL	VZ			
	(215) 732-9831	1PC	COMMUNITY CORRECTION	1221 BAINBRIDGE ST	PHILA	CENTER 5	VZ		9/10/2003	
	(215) 732-9865	1PC	COMMUNITY CORRECTION	1221 BAINBRIDGE ST	PHILA	CENTER 5	VZ		9/10/2003	
	(215) 732-9893	1PC	COMMUNITY CORRECTION	1221 BAINBRIDGE ST	PHILA	CENTER 5	VZ		9/10/2003	
	(215) 732-9897	1PC	COMMUNITY CORRECTION	1221 BAINBRIDGE ST	PHILA	CENTER 5	VZ		9/10/2003	
	(814) 453-3194	1PC	ERIE COMM. CORRECTIONS	137 W 2ND ST	ERIE	FRONT LOBBY	VZ		10/14/2003	
	(814) 454-3037	1PC	ERIE COMM. CORRECTIONS	137 W 2ND ST	ERIE	2ND FLR	VZ		10/28/2003	
	(814) 454-3989	1PC	ERIE COMM. CORRECTIONS	137 W 2ND ST	ERIE	2ND FLR	VZ		10/28/2003	
	(814) 459-1402	1PC	ERIE COMM. CORRECTIONS	137 W 2ND ST	ERIE	2ND FLR	VZ		10/28/2003	
	(814) 456-2063	1PC	ERIE COMM. CORRECTIONS	137 W 2ND ST	ERIE	3RD FLR	VZ		10/14/2003	
	(814) 456-2216	1PC	ERIE COMM. CORRECTIONS	137 W 2ND ST	ERIE	3RD FLR	VZ		10/14/2003	
	(814) 455-2780	1PC	ERIE COMM. CORRECTIONS	137 W 2ND ST	ERIE	3RD FLR	VZ		10/14/2003	
	(570) 961-8182	PC	COMMUNITY SERVICE CENTER	240 ADAMS AV	SCRANTO	BY SODA MACHINE NR STEPS	VZ			
	(570) 961-8378	PC	COMMUNITY SERVICE CENTER	240 ADAMS AV	SCRANTO	240 ADAMS AV, SCRANTON	VZ			
	(814) 536-9124	1PC	JOHNSTOWN COMM. CORRECTIO	301 WASHINGTON ST	JHNSTN		VZ		9/19/2003	
	(814) 536-9880	1PC	JOHNSTOWN COMM. CORRECTIO	301 WASHINGTON ST	JHNSTN		VZ		9/19/2003	
	(814) 536-9212	1PC	JOHNSTOWN COMM. CORRECTIO	301 WASHINGTON ST	JHNSTN		VZ		9/19/2003	
	(610) 439-9002	PC	COMMUNITY SERVICE CENTER	610 HAMILTON MALL	ALLENTON	FLR 2 HALLWAY RIGHT OF 4	VZ			
	(610) 439-9005	PC	COMMUNITY; SERVICE CTR	610 HAMILTON MALL	ALLENTON	FLR 2 HALLWAY 2ND FROM RIG	VZ			
	(610) 439-9037	PC	COMMUNITY; SERVICE CTR	610 HAMILTON MALL	ALLENTON	FLR 2 HALLWAY 2ND FROM LEF	VZ			
	(610) 439-9405	PC	COMMUNITY; SERVICE CTR	610 HAMILTON MALL	ALLENTON	FLR 2 HALLWAY LEFT OF 4	VZ			

Commonwealth of Pennsylvania
Public Telephone Inventory
Halfway Houses

(717) 255-9475	PC	HARRISBURG CORR CTR	27 N CAMERSON ST	HARRISBU	MAIN DESK AREA	VZ						
(717) 255-9812	PC	HARRISBURG CORR CTR	27 N CAMERSON ST	HARRISBU	BESIDE HESS'S GAS STA	VZ						
(717) 255-9814	PC	HARRISBURG CORR CTR	27 N CAMERSON ST	HARRISBU	REC AREA	VZ						
(717) 255-9816	PC	HARRISBURG CORR CTR	27 N CAMERSON ST	HARRISBU	MAIN LOBBY	VZ						
(724) 983-9955	1CC	SHARON COMM SVC CTR	300 W STATE ST	SHARON	AT COMMUNITY TREATMENT C	VZ						
(724) 983-9956	PC	SHARON COMMUNITY SVC CTR	300 W STATE ST	SHARON	ON STAIRS	VZ						
(412) 361-8999	PC	COMMUNITY TREATMENT CTR	501 N NEGLEY AVE	EAST LIBE	HALL CLOSET NR STAIRS	VZ						
(412) 361-9876	PC	COMMUNITY TREATMENT CTR	501 N NEGLEY AVE	EAST LIBE	LWR LVL	VZ						
(412) 682-9494	PC	WOMEN'S COMMUNITY SVC CTR	535 S AIKEN AVE	PITTSBUR	OPP PROF BLDG	VZ						
(412) 231-8916	PC	PRE-RELEASE CENTER	915 RIDGE AVE.	PITTSBUR	BSMNT LAUNDRY LFT SET	VZ						
(412) 231-8973	PC	PRE RELEASE CENTER	915 RIDGE AVE	PITTSBUR	BSMNT UNDR STPS	VZ						
(412) 231-9172	PC	PRE RELEASE CENTER	915 RIDGE AVE	PITTSBUR	BSMNT LNDRY RM RGT SET	VZ						
(717) 845-9015	PC	YORK COMM. CORRECTIONS	317 W MARKET ST	YORK		VZ						
(717) 845-9977	PC	YORK COMM. CORRECTIONS	317 W MARKET ST	YORK		VZ						
#of stats 43												

Commonwealth of Pennsylvania
Public Telephone Inventory
Game Commission

MAC 19501			AGENCY CODE 023							
BTN (717) 255-9802										
ACCT # 115001983										
MAIL COMMISSION STATEMENT/CHECK TO: Mr. Thomas Wylie, Game Commission, 2001 Elmerton Avenue, Harrisburg, PA 17110-9797										
								add	disc	move
Account #	Tel. Number	Cls of Svc	Listed Name	Listed Address	City	Location	LEC	DATE OF ORDER		
	(717) 255-9802	1PC	PENNA GAME COMMISSION	2001 ELMERTON AVE	HARRISBURG	2001 ELMERTON, SUSQUEENNA	VZ			
	(717) 255-9803	1PC	PENNA GAME COMMISSION	2001 ELMERTON AVE	HARRISBURG	LFT PAST RECEP, DOWN HALLWAY, UPSTAIRS	VZ			
# Slas: 2										

Commonwealth of Pennsylvania
 Public Telephone Inventory
 Labor Industry

Account 106007648		MAC							
MAIL COMMISSION STATEMENT/CHECK TO: Mr. John Hagstrom, Labor & Industry Bldg, 7th and Forster Street, Room 212, Harrisburg, PA 17120									
						add	disc	move	
Account #	Tel Number	Listed Name	Listed Address	Location	LEC	DATE OF ORDER			PIC CHANGE
	(814) 255-9900	Dept of Labor and Industry	727 Goucher St Johnstown Pa		VZ				
	(814) 255-9904	Dept of Labor and Industry	727 Goucher St Johnstown Pa		VZ				9/9/2003
	(814) 255-9932	Dept of Labor and Industry	727 Goucher St Johnstown Pa		VZ				9/9/2003
	(814) 255-9948	Dept of Labor and Industry	727 Goucher St Johnstown Pa		VZ				9/9/2003
	(814) 255-9952	Dept of Labor and Industry	727 Goucher St Johnstown Pa		VZ				9/9/2003
	(814) 255-9959	Dept of Labor and Industry	727 Goucher St Johnstown Pa		VZ				9/9/2003
	(814) 255-9960	Dept of Labor and Industry	727 Goucher St Johnstown Pa		VZ				9/9/2003
	(814) 255-9970	Dept of Labor and Industry	727 Goucher St Johnstown Pa		VZ				9/9/2003
	(814) 255-9974	Dept of Labor and Industry	727 Goucher St Johnstown Pa		VZ				9/9/2003
	(814) 255-9992	Dept of Labor and Industry	727 Goucher St Johnstown Pa		VZ				9/9/2003
	(814) 255-9995	Dept of Labor and Industry	727 Goucher St Johnstown Pa		VZ				9/9/2003
# STAT'S 11									

Attachment 2 – Section 2

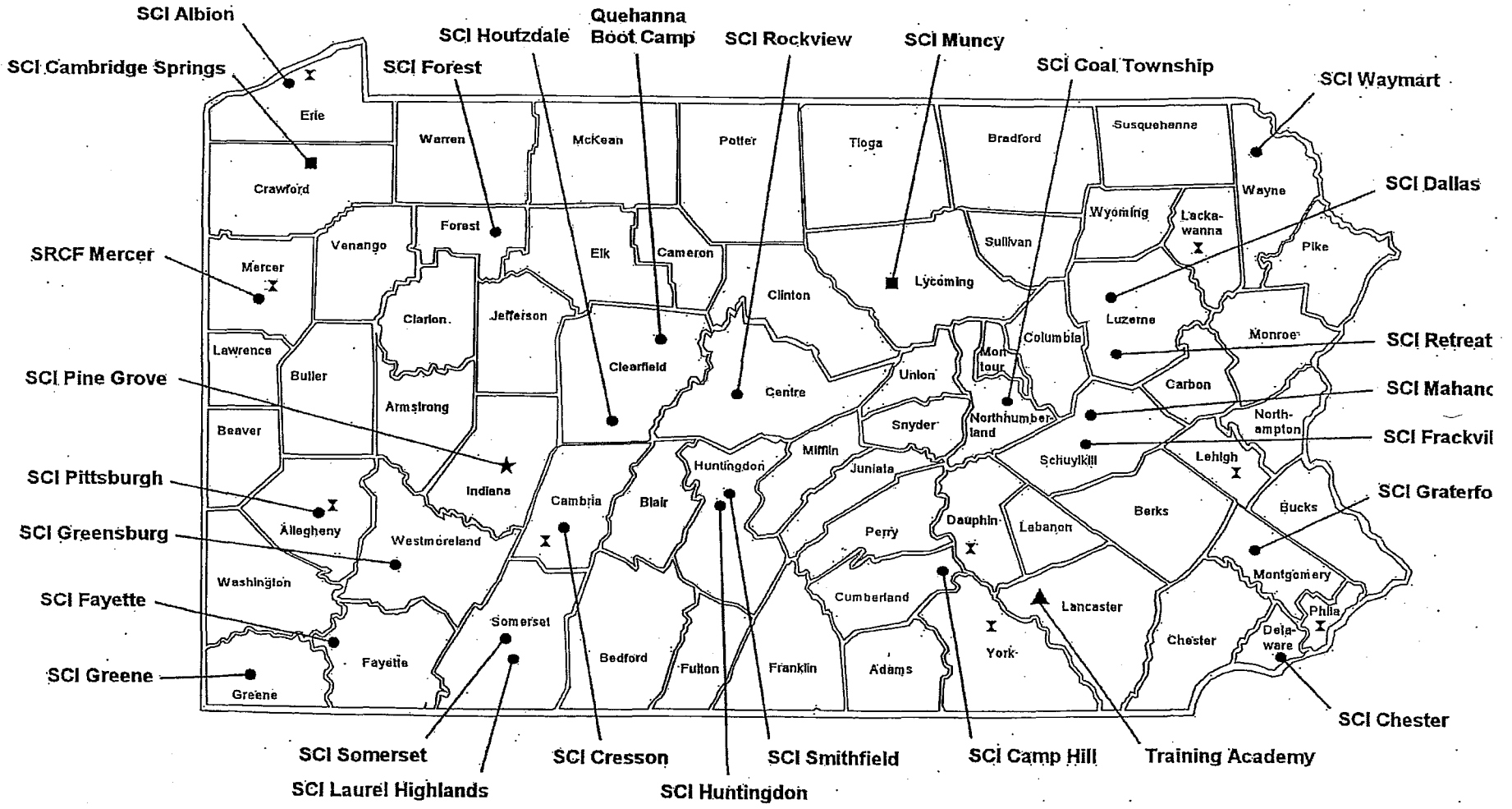
State Correctional Institution (SCI) Locations and SCI Contact Personnel

<u>Institution</u>	<u>Contact</u>
Albion	William Barr
Cambridge Springs	Michele Wagner
Camp Hill	Ian Taggart
Chester	James Spagnoletti
Coal Township	Kandis Dascani
Cresson	Rebecca Reifer
Dallas	Kenneth Burnett
Fayette	Mark Krysevig
Forest	Christina Kennedy
Frackville	Peter Damiter
Graterford	Michael Lorenzo
Greene	Dan Davis
Greensburg	Angie Marhefka
Houtzdale	David Perry
Huntingdon	Diana Baney
Laurel Highlands	Betsy Nightingale
Mahanoy	Gerald Gavin
Mercer	Fred Ruffo
Muncy	Patricia Stover
Pine Grove	Douglas Russell
Quehanna Boot Camp	Thomas Aaron
Retreat	Tim Telesky
Rockview	Jeffrey Rackovan
Smithfield	Lisa Hollibaugh
Somerset	James Cronauer
Waymart	Ronald Richards

**Attachment 3 – Section 2 State Map – SCI Locations and Addresses on the Next 2
Pages**

Pennsylvania Department Of Corrections

State Correctional Institutions & Community Corrections Centers



- Adult Male Facility
 - Adult Female Facility
 - ★ Facility for Young Adult Offenders
 - ▲ Elizabethtown Training Academy
 - X Community Corrections Centers (CCC's)
- Pittsburgh has 3 CCC's
Philadelphia has 4 CCC's

***SCI-ALBION**

Erie County - (25)
10745 Route 18
Albion, PA 16475-0001
(814) 756-5778 ext. 709

**** SCI-CAMBRIDGE SPRINGS**

Crawford County - (20)
451 Fullerton Avenue
Cambridge Springs, PA 16403-1238
(814) 398-5400 ext. 5450

***SCI-CAMP HILL**

Cumberland County - (21)
P.O. Box 8837, 2500 Lisburn Rd.
Camp Hill, PA 17001-8837
(717) 975-5229

***SCI-CHESTER**

Delaware County - (23)
500 East 4th Street
Chester, PA 19013
(610) 490-5412

***SCI-COAL TOWNSHIP**

Northumberland County - (49)
1 Kelley Drive
Coal Township, PA 17866-1020
(570) 644-7890 ext. 427

***SCI-CRESSON**

Cambria County - (11)
P.O. Box A, Old Route 22
Cresson, PA 16699-0001
(814) 886-8181 ext. 144

***SCI-DALLAS**

Luzerne County - (40)
Drawer K, Follies Road
Dallas, PA 18612-0286
(570) 675-1101

SCI Fayette

Fayette County - (26)
50 Overlook Drive
LaBelle, PA 15450-1050
(724) 364-2200

***SCI-FRACKVILLE**

Schuylkill County - (54)
1111 Altamont Blv
Frackville, PA 17931-2699
(570) 874-4516 ext. 312

***SCI-GRATERFORD**

Montgomery County - (46)
P.O. Box 246, Route 29
Graterford, PA 19426
(610) 489-4151

***SCI-GREENE**

Greene County - (30)
169 Progress Drive
Waynesburg, PA 15370
(724) 852-2902 ext. 107

***SCI-GREENSBURG**

Westmoreland County - (65)
R.D.#10, Box 10, Route 119 South
Greensburg, PA 15601
(724) 837-4397

***SCI-HOUTZDALE**

Clearfield County - (17)
P.O. Box 1000
Houtzdale, PA 16698-1000
(814) 378-1000 ext. 1713

***SCI-HUNTINGDON**

Huntingdon County - (31)
1100 Pike Street
Huntingdon, PA 16654-1112
(814) 643-2400 ext. 357

***SCI-LAUREL HIGHLANDS**

Somerset County - (56)
5706 Glades Pike
Somerset, PA 15501
(814) 445-6501 ext. 233

***SCI-MAHANAY**

Schuylkill County - (54)
301 Morea Road
Frackville, PA 17932
(570) 773-2158 ext. 104

***SRCF-MERCER**

Mercer County - (43)
801 Butler Pike
Mercer, PA 16137
(724) 662-1837 ext. 171

****SCI-MUNCY**

Lycoming County - (41)
P.O. Box 180, Route 405
Muncy, PA 17756-0180
(570) 546-3171 ext. 298

***SCI-PINE GROVE**

Indiana County - (32)
189 Fyock Rd.,
Indiana, PA 15701
(724) 465-9630

***SCI-PITTSBURGH**

Allegheny County - (02)
P.O. Box 99901
Pittsburgh, PA 15233
(412) 761-1955 ext. 249

~~Closed 12/04~~

*****QUEHANNA BOOT CAMP**

Clearfield County - (17)
H C Box 32
Karthaus, PA 16845
(814) 263-4125 ext. 231

***SCI-RETREAT**

Luzerne County - (40)
660 State Route 11
Hunlock Creek, PA 18621
(570) 735-8754 ext. 238

***SCI-ROCKVIEW**

Centre County - (14)
Box A, Bellefonte, PA 16823
(814) 355-4874 ext. 204

***SCI-SMITHFIELD**

Huntingdon County - (31)
P.O. Box 999
Huntingdon, PA 16652
(814) 643-6520 ext. 109

***SCI-SOMERSET**

Somerset County - (56)
1590 Walters Mill Road
Somerset, PA 15510-0001
(814) 443-8100

***SCI-WAYMART**

Wayne County - (64)
P.O. Box 256, Route 6
Waymart, PA 18472-0256
(570) 488-5811 ext. 2508

***SCI Forest**

Forest County - (27)
(814) 621-2110

~~Opened October 4, 2004~~

* State Correctional Institution for men.
** State Correctional Institution for Women.
*** State Correctional Facility for Men & Women

Information Updated
1/12/2004

Attachment 4-A – Section 2
Telco Providers Servicing Department of Corrections State Correctional Institutions
(DOC-SCI)

SCI Location	Served by Verizon		Served by	
	Verizon	Verizon Former GTE	Independent Telephone Company	
SCI – Albion			1	Alltel
SCI - Cambridge Springs		1		
SCI - Camp Hill	1			
SCI – Chester	1			
SCI – Coal	1			
SCI – Cresson	1			
SCI – Dallas			1	Commonwealth
SCI – Forest	1			
SCI – Fayette	1			
SCI – Frackville	1			
SCI – Graterford	1			
SCI – Greene			1	Alltel
SCI – Greensburg	1			
SCI – Houtzdale	1			
SCI – Huntingdon	1			
SCI - Laurel Highlands		1		
SCI – Mahanoy	1			
SCI – Mercer			1	Sprint
SCI – Muncy			1	Alltel
SCI - Pine Grove	1			
SCI – Retreat	1			
SCI – Rockville	1			
SCI - Quehanna B.C.	1			
SCI – Smithfield	1			
SCI – Somerset		1		
SCI – Waymart			1	South Canaan
Totals:	17	3	6	

Grand total-DOC-SCIs: 26

Attachment 4-B – Section 2
SCI's Inmate Inventory

The inmate payphone station inventory is provided as a separate Microsoft Excel file consisting of twenty-eight (28) tabs, attached to this page. One (1) tab is a summary page of the approximately 1,493 inmate stations installed at SCIs and approximately fifteen (15) TTYs, following by twenty-seven (27) tabs that break down each SCI. All tabs total sixty-four (64) pages. SCI Forest opened October 4, 2004. SCI Pittsburgh closed December 2004.



Inmate_Inventory_u
pdated 10-12-04.xls

Attachment 4-B Section 2
SCI's Inmate Inventory

COMMONWEALTH OF PA - DEPARTMENT OF CORRECTIONS

INMATE TELEPHONE INVENTORY

	State Correctional Institution	Number of Phones	ADD	DISC	MOVE	Updated Inventory 12/12/2004	TTY'S
1	Cambridge Springs	116003444	44			44	
2	Somerset	116003439	67			67	
3	Laurel Highlands	116003437	30			30	
4	Albion	116003376	72		2	70	8
5	Dallas	116003381	38		2	36	
6	Greene	116003384	91		4	87	
7	Mercer	116002897	25			25	
8	Muncy	116002896	27			27	
9	Waymart	116003226	46			46	
10	Chester	116003378	86		1	85	
11	Graterford	116003382	145		1	144	1
12	Greensburg	116003385	42			42	
13	Pittsburgh	116002892	92				
14	Camp Hill	116003377	100			100	1
15	Frackville	116003383	45			48	
16	Retreat	116002893	20			20	
17	Coal	116003379	61			61	1
18	Mahonoy	116002986	57			58	
19	Rockview	116002894	45			45	
20	Huntingdon	116002900	42			42	1
21	Cresson	116003380	40			40	
22	Smithfield	116002895	46			46	
23	Quehanna Boot Camp	116003374	25			25	
24	Houtzdale	116002998	72			72	
25	Pine Grove	116003160	57			57	
26	Fayette	116003375	88			88	
27	Forest	116005796	0	88		88	1
GRAND TOTAL			88	88	10	1,493	13

DOC-SCI/Pittsburgh/ISSA/12/04

Commonwealth of Pennsylvania
Inmate Telephone Inventory
DOC

BTN SCI-CAMBRIDGE SPRINGS (814) 398-1725						
116003444	MAC 19501					
Mail commission statement/check to:						
Mr. Steven Hilbish, Chief Support Services Division.						
PO Box 598						
Camp Hill, PA 17001						
Tel. Number	Facility Name	Address	City	LEC	DATE OF ORDER	add disc move
(814) 398-1725	PA SCI-CAMBRIDGE SPRINGS	451 FULLERTON AVE	CAMBRIDGE SPRINGS	GTE		
(814) 398-9915	PA SCI-CAMBRIDGE SPRINGS	451 FULLERTON AVE	CAMBRIDGE SPRINGS	GTE		
(814) 398-9917	PA SCI-CAMBRIDGE SPRINGS	451 FULLERTON AVE	CAMBRIDGE SPRINGS	GTE		
(814) 398-9918	PA SCI-CAMBRIDGE SPRINGS	451 FULLERTON AVE	CAMBRIDGE SPRINGS	GTE		
(814) 398-9919	PA SCI-CAMBRIDGE SPRINGS	451 FULLERTON AVE	CAMBRIDGE SPRINGS	GTE		
(814) 398-4411	PA SCI-CAMBRIDGE SPRINGS	451 FULLERTON AVE	CAMBRIDGE SPRINGS	GTE		
(814) 398-4414	PA SCI-CAMBRIDGE SPRINGS	451 FULLERTON AVE	CAMBRIDGE SPRINGS	GTE		
(814) 398-4416	PA SCI-CAMBRIDGE SPRINGS	451 FULLERTON AVE	CAMBRIDGE SPRINGS	GTE		
(814) 398-4417	PA SCI-CAMBRIDGE SPRINGS	451 FULLERTON AVE	CAMBRIDGE SPRINGS	GTE		
(814) 398-4418	PA SCI-CAMBRIDGE SPRINGS	451 FULLERTON AVE	CAMBRIDGE SPRINGS	GTE		
(814) 398-4420	PA SCI-CAMBRIDGE SPRINGS	451 FULLERTON AVE	CAMBRIDGE SPRINGS	GTE		
(814) 398-4422	PA SCI-CAMBRIDGE SPRINGS	451 FULLERTON AVE	CAMBRIDGE SPRINGS	GTE		
(814) 398-4424	PA SCI-CAMBRIDGE SPRINGS	451 FULLERTON AVE	CAMBRIDGE SPRINGS	GTE		
(814) 398-4425	PA SCI-CAMBRIDGE SPRINGS	451 FULLERTON AVE	CAMBRIDGE SPRINGS	GTE		
(814) 398-4427	PA SCI-CAMBRIDGE SPRINGS	451 FULLERTON AVE	CAMBRIDGE SPRINGS	GTE		
(814) 398-4430	PA SCI-CAMBRIDGE SPRINGS	451 FULLERTON AVE	CAMBRIDGE SPRINGS	GTE		
(814) 398-4431	PA SCI-CAMBRIDGE SPRINGS	451 FULLERTON AVE	CAMBRIDGE SPRINGS	GTE		
(814) 398-4432	PA SCI-CAMBRIDGE SPRINGS	451 FULLERTON AVE	CAMBRIDGE SPRINGS	GTE		
(814) 398-4434	PA SCI-CAMBRIDGE SPRINGS	451 FULLERTON AVE	CAMBRIDGE SPRINGS	GTE		
(814) 398-4436	PA SCI-CAMBRIDGE SPRINGS	451 FULLERTON AVE	CAMBRIDGE SPRINGS	GTE		
(814) 398-4440	PA SCI-CAMBRIDGE SPRINGS	451 FULLERTON AVE	CAMBRIDGE SPRINGS	GTE		
(814) 398-4441	PA SCI-CAMBRIDGE SPRINGS	451 FULLERTON AVE	CAMBRIDGE SPRINGS	GTE		
(814) 398-4442	PA SCI-CAMBRIDGE SPRINGS	451 FULLERTON AVE	CAMBRIDGE SPRINGS	GTE		
(814) 398-4443	PA SCI-CAMBRIDGE SPRINGS	451 FULLERTON AVE	CAMBRIDGE SPRINGS	GTE		
(814) 398-4445	PA SCI-CAMBRIDGE SPRINGS	451 FULLERTON AVE	CAMBRIDGE SPRINGS	GTE		
(814) 398-4446	PA SCI-CAMBRIDGE SPRINGS	451 FULLERTON AVE	CAMBRIDGE SPRINGS	GTE		
(814) 398-4449	PA SCI-CAMBRIDGE SPRINGS	451 FULLERTON AVE	CAMBRIDGE SPRINGS	GTE		
(814) 398-4450	PA SCI-CAMBRIDGE SPRINGS	451 FULLERTON AVE	CAMBRIDGE SPRINGS	GTE		
(814) 398-4451	PA SCI-CAMBRIDGE SPRINGS	451 FULLERTON AVE	CAMBRIDGE SPRINGS	GTE		
(814) 398-9900	PA SCI-CAMBRIDGE SPRINGS	451 FULLERTON AVE	CAMBRIDGE SPRINGS	GTE		
(814) 398-9901	PA SCI-CAMBRIDGE SPRINGS	451 FULLERTON AVE	CAMBRIDGE SPRINGS	GTE		
(814) 398-9902	PA SCI-CAMBRIDGE SPRINGS	451 FULLERTON AVE	CAMBRIDGE SPRINGS	GTE		

Commonwealth of Pennsylvania
Inmate Telephone Inventory
DOC

BTN SCI-CAMBRIDGE SPRINGS (814) 398-1725						
116003444	MAC 19501					
Mail commission statement/check to:						
Mr. Steven Hilbish, Chief Support Services Division						
PO Box 598						
Camp Hill, PA 17001						
					add	disc
					move	
Tel. Number	Facility Name	Address	City	LEC	DATE OF ORDER	
(814) 398-9903	PA SCI-CAMBRIDGE SPRINGS	451 FULLERTON AVE	CAMBRIDGE SPRINGS	GTE		
(814) 398-9904	PA SCI-CAMBRIDGE SPRINGS	451 FULLERTON AVE	CAMBRIDGE SPRINGS	GTE		
(814) 398-9905	PA SCI-CAMBRIDGE SPRINGS	451 FULLERTON AVE	CAMBRIDGE SPRINGS	GTE		
(814) 398-9906	PA SCI-CAMBRIDGE SPRINGS	451 FULLERTON AVE	CAMBRIDGE SPRINGS	GTE		
(814) 398-9907	PA SCI-CAMBRIDGE SPRINGS	451 FULLERTON AVE	CAMBRIDGE SPRINGS	GTE		
(814) 398-9908	PA SCI-CAMBRIDGE SPRINGS	451 FULLERTON AVE	CAMBRIDGE SPRINGS	GTE		
(814) 398-9909	PA SCI-CAMBRIDGE SPRINGS	451 FULLERTON AVE	CAMBRIDGE SPRINGS	GTE		
(814) 398-9910	PA SCI-CAMBRIDGE SPRINGS	451 FULLERTON AVE	CAMBRIDGE SPRINGS	GTE		
(814) 398-9911	PA SCI-CAMBRIDGE SPRINGS	451 FULLERTON AVE	CAMBRIDGE SPRINGS	GTE		
(814) 398-9916	PA SCI-CAMBRIDGE SPRINGS	451 FULLERTON AVE	CAMBRIDGE SPRINGS	GTE		
(814) 398-9933	PA SCI-CAMBRIDGE SPRINGS	451 FULLERTON AVE	CAMBRIDGE SPRINGS	GTE		
(814) 398-9988	PA SCI-CAMBRIDGE SPRINGS	451 FULLERTON AVE	CAMBRIDGE SPRINGS	GTE		
# OF STAS: 44						

Commonwealth of Pennsylvania
Inmate Telephone Inventory
DOC

BTN SCI-SOMERSET (814) 443-1790							
Mail commission statement/check to:							
Mr. Steven Hilbish, Chief Support Services Section							
PO Box 598							
Camp Hill, PA 17001							
116003439 MAC 19501							
Tel. Number	Facility Name	Address	City	LEC	add DATE OF ORDER	disc	move
(814) 443-1790	PA SCI-SOMERSET	1590 WALTERS MILL RD	SOMERSET	GTE			
(814) 443-2374	PA SCI-SOMERSET	1590 WALTERS MILL RD	SOMERSET	GTE			
(814) 443-3277	PA SCI-SOMERSET	1590 WALTERS MILL RD	SOMERSET	GTE			
(814) 443-3735	PA SCI-SOMERSET	1590 WALTERS MILL RD	SOMERSET	GTE			
(814) 443-6232	PA SCI-SOMERSET	1590 WALTERS MILL RD	SOMERSET	GTE			
(814) 443-6235	PA SCI-SOMERSET	1590 WALTERS MILL RD	SOMERSET	GTE			
(814) 443-6320	PA SCI-SOMERSET	1590 WALTERS MILL RD	SOMERSET	GTE			
(814) 443-6321	PA SCI-SOMERSET	1590 WALTERS MILL RD	SOMERSET	GTE			
(814) 443-6323	PA SCI-SOMERSET	1590 WALTERS MILL RD	SOMERSET	GTE			
(814) 443-6542	PA SCI-SOMERSET	1590 WALTERS MILL RD	SOMERSET	GTE			
(814) 444-9801	PA SCI-SOMERSET	1590 WALTERS MILL RD	SOMERSET	GTE			
(814) 444-9815	PA SCI-SOMERSET	1590 WALTERS MILL RD	SOMERSET	GTE			
(814) 444-9816	PA SCI-SOMERSET	1590 WALTERS MILL RD	SOMERSET	GTE			
(814) 444-9817	PA SCI-SOMERSET	1590 WALTERS MILL RD	SOMERSET	GTE			
(814) 444-9818	PA SCI-SOMERSET	1590 WALTERS MILL RD	SOMERSET	GTE			
(814) 444-9819	PA SCI-SOMERSET	1590 WALTERS MILL RD	SOMERSET	GTE			
(814) 444-9820	PA SCI-SOMERSET	1590 WALTERS MILL RD	SOMERSET	GTE			
(814) 444-9821	PA SCI-SOMERSET	1590 WALTERS MILL RD	SOMERSET	GTE			
(814) 444-9822	PA SCI-SOMERSET	1590 WALTERS MILL RD	SOMERSET	GTE			
(814) 444-9902	PA SCI-SOMERSET	1590 WALTERS MILL RD	SOMERSET	GTE			
(814) 444-9903	PA SCI-SOMERSET	1590 WALTERS MILL RD	SOMERSET	GTE			
(814) 444-9904	PA SCI-SOMERSET	1590 WALTERS MILL RD	SOMERSET	GTE			
(814) 445-8059	PA SCI-SOMERSET	1590 WALTERS MILL RD	SOMERSET	GTE			
(814) 445-8515	PA SCI-SOMERSET	1590 WALTERS MILL RD	SOMERSET	GTE			
(814) 445-9001	PA SCI-SOMERSET	1590 WALTERS MILL RD	SOMERSET	GTE			
(814) 445-9007	PA SCI-SOMERSET	1590 WALTERS MILL RD	SOMERSET	GTE			
(814) 445-9015	PA SCI-SOMERSET	1590 WALTERS MILL RD	SOMERSET	GTE			
(814) 445-9020	PA SCI-SOMERSET	1590 WALTERS MILL RD	SOMERSET	GTE			
(814) 445-9022	PA SCI-SOMERSET	1590 WALTERS MILL RD	SOMERSET	GTE			
(814) 445-9023	PA SCI-SOMERSET	1590 WALTERS MILL RD	SOMERSET	GTE			

Commonwealth of Pennsylvania
Inmate Telephone Inventory
DOC

BTN SCI-SOMERSET (814) 443-1790							
Mail commission statement/check to:							
Mr. Steven Hilbish, Chief Support Services Section							
PO Box 598							
Camp Hill, PA 17001							
116003439	MAC 19501						
					add	disc	move
Tel. Number	Facility Name	Address	City	LEC	DATE OF ORDER		
(814) 445-9028	PA SCI-SOMERSET	1590 WALTERS MILL RD	SOMERSET	GTE			
(814) 445-9101	PA SCI-SOMERSET	1590 WALTERS MILL RD	SOMERSET	GTE			
(814) 445-9102	PA SCI-SOMERSET	1590 WALTERS MILL RD	SOMERSET	GTE			
(814) 445-9103	PA SCI-SOMERSET	1590 WALTERS MILL RD	SOMERSET	GTE			
(814) 445-9108	PA SCI-SOMERSET	1590 WALTERS MILL RD	SOMERSET	GTE			
(814) 445-9112	PA SCI-SOMERSET	1590 WALTERS MILL RD	SOMERSET	GTE			
(814) 445-9115	PA SCI-SOMERSET	1590 WALTERS MILL RD	SOMERSET	GTE			
(814) 445-9130	PA SCI-SOMERSET	1590 WALTERS MILL RD	SOMERSET	GTE			
(814) 445-9132	PA SCI-SOMERSET	1590 WALTERS MILL RD	SOMERSET	GTE			
(814) 445-9133	PA SCI-SOMERSET	1590 WALTERS MILL RD	SOMERSET	GTE			
(814) 445-9135	PA SCI-SOMERSET	1590 WALTERS MILL RD	SOMERSET	GTE			
(814) 445-9148	PA SCI-SOMERSET	1590 WALTERS MILL RD	SOMERSET	GTE			
(814) 445-9149	PA SCI-SOMERSET	1590 WALTERS MILL RD	SOMERSET	GTE			
(814) 445-9156	PA SCI-SOMERSET	1590 WALTERS MILL RD	SOMERSET	GTE			
(814) 445-9168	PA SCI-SOMERSET	1590 WALTERS MILL RD	SOMERSET	GTE			
(814) 445-9171	PA SCI-SOMERSET	1590 WALTERS MILL RD	SOMERSET	GTE			
(814) 445-9174	PA SCI-SOMERSET	1590 WALTERS MILL RD	SOMERSET	GTE			
(814) 445-9205	PA SCI-SOMERSET	1590 WALTERS MILL RD	SOMERSET	GTE			
(814) 445-9247	PA SCI-SOMERSET	1590 WALTERS MILL RD	SOMERSET	GTE			
(814) 445-9902	PA SCI-SOMERSET	1590 WALTERS MILL RD	SOMERSET	GTE			
(814) 445-9903	PA SCI-SOMERSET	1590 WALTERS MILL RD	SOMERSET	GTE			
(814) 445-9906	PA SCI-SOMERSET	1590 WALTERS MILL RD	SOMERSET	GTE			
(814) 445-9909	PA SCI-SOMERSET	1590 WALTERS MILL RD	SOMERSET	GTE			
(814) 445-9928	PA SCI-SOMERSET	1590 WALTERS MILL RD	SOMERSET	GTE			
(814) 445-9930	PA SCI-SOMERSET	1590 WALTERS MILL RD	SOMERSET	GTE			
(814) 445-9940	PA SCI-SOMERSET	1590 WALTERS MILL RD	SOMERSET	GTE			
(814) 445-9951	PA SCI-SOMERSET	1590 WALTERS MILL RD	SOMERSET	GTE			
(814) 445-9952	PA SCI-SOMERSET	1590 WALTERS MILL RD	SOMERSET	GTE			
(814) 445-9953	PA SCI-SOMERSET	1590 WALTERS MILL RD	SOMERSET	GTE			
(814) 445-9956	PA SCI-SOMERSET	1590 WALTERS MILL RD	SOMERSET	GTE			

Commonwealth of Pennsylvania
Inmate Telephone Inventory
DOC

BTN SCI-LAUREL HIGHLANDS (814) 445-9042						
Mail commission statement/check to:						
Mr. Steven Hilbish, Chief Support Services Section						
PO Box 598						
Camp Hill, PA 17001						
116003437	MAC 19501					
Tel. Number	Facility Name	Address	City	LEC	add	disc
					DATE OF ORDER	move
(814) 445-9042	PA SCI-LAUREL HIGHLANDS	5706 GLADES PIKE	SOMERSET	GTE		
(814) 445-9107	PA SCI-LAUREL HIGHLANDS	5706 GLADES PIKE UNIT D2	SOMERSET	GTE		
(814) 444-0676	PA SCI-LAUREL HIGHLANDS	5706 GLADES PIKE	SOMERSET	GTE		
(814) 444-0682	PA SCI-LAUREL HIGHLANDS	5707 GLADES PIKE	SOMERSET	GTE		
(814) 444-0734	PA SCI-LAUREL HIGHLANDS	5708 GLADES PIKE	SOMERSET	GTE		
(814) 444-0743	PA SCI-LAUREL HIGHLANDS	5709 GLADES PIKE	SOMERSET	GTE		
(814) 444-1095	PA SCI-LAUREL HIGHLANDS	5706 GLADES PIKE	SOMERSET	GTE		
(814) 445-9010	PA SCI-LAUREL HIGHLANDS	5706 GLADES PIKE UNIT D4	SOMERSET	GTE		
(814) 445-9027	PA SCI-LAUREL HIGHLANDS	5706 GLADES PIKE UNIT D1	SOMERSET	GTE		
(814) 445-9032	PA SCI-LAUREL HIGHLANDS	5706 GLADES PIKE UNIT D4	SOMERSET	GTE		
(814) 445-9034	PA SCI-LAUREL HIGHLANDS	5706 GLADES PIKE UNIT D3	SOMERSET	GTE		
(814) 445-9035	PA SCI-LAUREL HIGHLANDS	5706 GLADES PIKE UNIT D2	SOMERSET	GTE		
(814) 445-9113	PA SCI-LAUREL HIGHLANDS	5706 GLADES PIKE UNIT D3	SOMERSET	GTE		
(814) 445-9114	PA SCI-LAUREL HIGHLANDS	5706 GLADES PIKE UNIT D2	SOMERSET	GTE		
(814) 445-9118	PA SCI-LAUREL HIGHLANDS	5706 GLADES PIKE UNIT D2	SOMERSET	GTE		
(814) 445-9119	PA SCI-LAUREL HIGHLANDS	5706 GLADES PIKE UNIT D4	SOMERSET	GTE		
(814) 445-9123	PA SCI-LAUREL HIGHLANDS	5706 GLADES PIKE UNIT D3	SOMERSET	GTE		
(814) 445-9910	PA SCI-LAUREL HIGHLANDS	5706 GLADES PIKE UNIT D3	SOMERSET	GTE		
(814) 445-9911	PA SCI-LAUREL HIGHLANDS	5706 GLADES PIKE UNIT D2	SOMERSET	GTE		
(814) 445-9912	PA SCI-LAUREL HIGHLANDS	5706 GLADES PIKE	SOMERSET	GTE		
(814) 445-9913	PA SCI-LAUREL HIGHLANDS	5706 GLADES PIKE	SOMERSET	GTE		
(814) 445-9915	PA SCI-LAUREL HIGHLANDS	5706 GLADES PIKE UNIT D2	SOMERSET	GTE		
(814) 445-9926	PA SCI-LAUREL HIGHLANDS	5706 GLADES PIKE	SOMERSET	GTE		
(814) 445-9927	PA SCI-LAUREL HIGHLANDS	5706 GLADES PIKE	SOMERSET	GTE		
(814) 445-9931	PA SCI-LAUREL HIGHLANDS	5706 GLADES PIKE UNIT D2	SOMERSET	GTE		
(814) 445-9951	PA SCI-LAUREL HIGHLANDS	5706 GLADES PIKE UNIT D2	SOMERSET	GTE		
(814) 443-0647	PA SCI-LAUREL HIGHLANDS	5706 GLADES PIKE UNIT C	SOMERSET	GTE		
(814) 443-0651	PA SCI-LAUREL HIGHLANDS	5706 GLADES PIKE UNIT C	SOMERSET	GTE		
(814) 443-9099	PA SCI-LAUREL HIGHLANDS	5706 GLADES PIKE UNIT C	SOMERSET	GTE		
(814) 443-9098	PA SCI-LAUREL HIGHLANDS	5706 GLADES PIKE UNIT C	SOMERSET	GTE		
# STAS: 30						

Commonwealth of Pennsylvania
Inmate Telephone Inventory
DOC

BTN SCI-ALBION (814) 756-0555							
SUB ACCT 115001977	MAC 19501						
Mail commission statement/check to:							
Mr. Steve Hilbish, Chief Support Services Div							
PO Box 598							
Camp Hill, PA 17001							
Tel. Number	Facility Name	Address	City	LEC	add DATE OF ORDER	disc	move
(814) 756-0439	SCI-ALBION	10475 ROUTE 18	ALBION	ALLTEL			
(814) 756-0440	SCI-ALBION	10475 ROUTE 18	ALBION	ALLTEL			
(814) 756-0441	SCI-ALBION	10475 ROUTE 18	ALBION	ALLTEL			
(814) 756-0555	SCI-ALBION	10475 ROUTE 18	ALBION	ALLTEL			
(814) 756-0563	SCI-ALBION	10475 ROUTE 18	ALBION	ALLTEL			
(814) 756-0566	SCI-ALBION	10475 ROUTE 18	ALBION	ALLTEL			
(814) 756-0573	SCI-ALBION	10475 ROUTE 18	ALBION	ALLTEL			
(814) 756-0583	SCI-ALBION	10475 ROUTE 18	ALBION	ALLTEL			
(814) 756-0593	SCI-ALBION	10475 ROUTE 18	ALBION	ALLTEL			
(814) 756-0653	SCI-ALBION	10475 ROUTE 18	ALBION	ALLTEL			
(814) 756-0654	SCI-ALBION	10475 ROUTE 18	ALBION	ALLTEL			
(814) 756-0655	SCI-ALBION	10475 ROUTE 18	ALBION	ALLTEL			
(814) 756-0788	SCI-ALBION	10475 ROUTE 18	ALBION	ALLTEL			
(814) 756-0789	SCI-ALBION	10475 ROUTE 18	ALBION	ALLTEL			
(814) 756-0790	SCI-ALBION	10475 ROUTE 18	ALBION	ALLTEL			
(814) 756-0857	SCI-ALBION	10475 ROUTE 18	ALBION	ALLTEL			
(814) 756-0867	SCI-ALBION	10475 ROUTE 18	ALBION	ALLTEL			
(814) 756-0872	SCI-ALBION	10475 ROUTE 18	ALBION	ALLTEL			
(814) 756-0877	SCI-ALBION	10475 ROUTE 18	ALBION	ALLTEL			
(814) 756-0885	SCI-ALBION	10475 ROUTE 18	ALBION	ALLTEL			
(814) 756-0887	SCI-ALBION	10475 ROUTE 18	ALBION	ALLTEL			
(814) 756-0954	SCI-ALBION	10475 ROUTE 18	ALBION	ALLTEL			
(814) 756-3070	SCI-ALBION	10475 ROUTE 18	ALBION	ALLTEL			
(814) 756-3078	SCI-ALBION	10475 ROUTE 18	ALBION	ALLTEL			
(814) 756-3157	SCI-ALBION	10475 ROUTE 18	ALBION	ALLTEL			
(814) 756-3171	SCI-ALBION	10475 ROUTE 18	ALBION	ALLTEL			
(814) 756-3173	SCI-ALBION	10475 ROUTE 18	ALBION	ALLTEL			
(814) 756-3277	SCI-ALBION	10475 ROUTE 18	ALBION	ALLTEL			
(814) 756-3293	SCI-ALBION	10475 ROUTE 18	ALBION	ALLTEL			
(814) 756-3295	SCI-ALBION	10475 ROUTE 18	ALBION	ALLTEL			
(814) 756-3297	SCI-ALBION	10475 ROUTE 18	ALBION	ALLTEL			

Commonwealth of Pennsylvania
Inmate Telephone Inventory
DOC

BTN SCI-ALBION (814) 756-0555						
SUB ACCT 115001977	MAC 19501					
Mail commission statement/check to:						
Mr. Steve Hilbish, Chief Support Services Div						
PO Box 598						
Camp Hill, PA 17001						
					add	disc
					move	
Tel. Number	Facility Name	Address	City	LEC	DATE OF ORDER	
(814) 756-3439	SCI-ALBION	10475 ROUTE 18	ALBION	ALLTEL		
(814) 756-3446	SCI-ALBION	10475 ROUTE 18	ALBION	ALLTEL		
(814) 756-3469	SCI-ALBION	10475 ROUTE 18	ALBION	ALLTEL		
(814) 756-3471	SCI-ALBION	10475 ROUTE 18	ALBION	ALLTEL		
(814) 756-3478	SCI-ALBION	10475 ROUTE 18	ALBION	ALLTEL		
(814) 756-3526	SCI-ALBION	10475 ROUTE 18	ALBION	ALLTEL		
(814) 756-3749	SCI-ALBION	10475 ROUTE 18	ALBION	ALLTEL		
(814) 756-3826	SCI-ALBION	10475 ROUTE 18	ALBION	ALLTEL		
(814) 756-3930 TTY	SCI-ALBION	10475 ROUTE 18	ALBION	ALLTEL		
(814) 756-4155	SCI-ALBION	10475 ROUTE 18	ALBION	ALLTEL		
(814) 756-4184	SCI-ALBION	10475 ROUTE 18	ALBION	ALLTEL		
(814) 756-4211	SCI-ALBION	10475 ROUTE 18	ALBION	ALLTEL		
(814) 756-4273	SCI-ALBION	10475 ROUTE 18	ALBION	ALLTEL		
(814) 756-4306	SCI-ALBION	10475 ROUTE 18	ALBION	ALLTEL		
(814) 756-4369	SCI-ALBION	10475 ROUTE 18	ALBION	ALLTEL		
(814) 756-4389	SCI-ALBION	10475 ROUTE 18	ALBION	ALLTEL		
(814) 756-4470	SCI-ALBION	10475 ROUTE 18	ALBION	ALLTEL		
(814) 756-4541	SCI-ALBION	10475 ROUTE 18	ALBION	ALLTEL		
(814) 756-4562	SCI-ALBION	10475 ROUTE 18	ALBION	ALLTEL		
(814) 756-4617	SCI-ALBION	10475 ROUTE 18	ALBION	ALLTEL		
(814) 756-4627	SCI-ALBION	10475 ROUTE 18	ALBION	ALLTEL		
(814) 756-4843	SCI-ALBION	10475 ROUTE 18	ALBION	ALLTEL		
(814) 756-5108	SCI-ALBION	10475 ROUTE 18	ALBION	ALLTEL		
(814) 756-5510	SCI-ALBION	10475 ROUTE 18	ALBION	ALLTEL		
(814) 756-5521	SCI-ALBION	10475 ROUTE 18	ALBION	ALLTEL		
(814) 756-5676	SCI-ALBION	10475 ROUTE 18	ALBION	ALLTEL		
(814) 756-5716	SCI-ALBION	10475 ROUTE 18	ALBION	ALLTEL		
(814) 756-5731	SCI-ALBION	10475 ROUTE 18	ALBION	ALLTEL		
(814) 756-5751	SCI-ALBION	10475 ROUTE 18	ALBION	ALLTEL		
(814) 756-5832	SCI-ALBION	10475 ROUTE 18	ALBION	ALLTEL		
(814) 756-5875	SCI-ALBION	10475 ROUTE 18	ALBION	ALLTEL		

Commonwealth of Pennsylvania
Inmate Telephone Inventory
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BTN SCI-ALBION (814) 756-0555						
SUB ACCT 115001977	MAC 19501					
Mail commission statement/check to:						
Mr. Steve Hilbish, Chief Support Services Div						
PO Box 598						
Camp Hill, PA 17001						
					add	disc
					move	
Tel. Number	Facility Name	Address	City	LEC	DATE OF ORDER	
(814) 756-5879	SCI-ALBION	10475 ROUTE 18	ALBION	ALLTEL		
(814) 756-5883	SCI-ALBION	10475 ROUTE 18	ALBION	ALLTEL		
(814) 756-5893	SCI-ALBION	10475 ROUTE 18	ALBION	ALLTEL		
(814) 756-5896	SCI-ALBION	10475 ROUTE 18	ALBION	ALLTEL		
(814) 756-5899	SCI-ALBION	10475 ROUTE 18	ALBION	ALLTEL		
(814) 756-5910	SCI-ALBION	10475 ROUTE 18	ALBION	ALLTEL		
(814) 756-5929	SCI-ALBION	10475 ROUTE 18	ALBION	ALLTEL		
(814) 756-5937	SCI-ALBION	10475 ROUTE 18	ALBION	ALLTEL		
# STAS: 70						
TTYs:	Quantity					
Ultratec Miniprint 225	5					
Ultratec Supercom 4400	3					
total:	8					

Commonwealth of Pennsylvania
Inmate Telephone Inventory
DOC

BTN SCI-DALLAS (570) 675-7600							
SUB ACCT 115001977		MAC 19501					
Mail commission statement/check to:							
Mr. Steven Hilbish, Chief Support Services							
PO Box 598							
Camp Hill, PA 17001							
						add	disc
						DATE OF ORDER	move
(570) 675-2819	SCI-DALLAS	@FOLLIES ROAD'	DALLAS	COMMONWEALTH		6/9/2003	
(570) 675-7362	SCI-DALLAS	@FOLLIES ROAD"	DALLAS	COMMONWEALTH		7/16/2003	
(570) 675-7601	SCI-DALLAS	@FOLLIES ROAD'	DALLAS	COMMONWEALTH			
(570) 675-7602	SCI-DALLAS	@FOLLIES ROAD	DALLAS	COMMONWEALTH			
(570) 675-7603	SCI-DALLAS	@FOLLIES ROAD	DALLAS	COMMONWEALTH			
(570) 675-7604	SCI-DALLAS	@FOLLIES ROAD	DALLAS	COMMONWEALTH			
(570) 675-7605	SCI-DALLAS	@FOLLIES ROAD'	DALLAS	COMMONWEALTH			
(570) 675-7606	SCI-DALLAS	@FOLLIES ROAD	DALLAS	COMMONWEALTH			
(570) 675-7607	SCI-DALLAS	@FOLLIES ROAD	DALLAS	COMMONWEALTH			
(570) 675-7608	SCI-DALLAS	@FOLLIES ROAD	DALLAS	COMMONWEALTH			
(570) 675-7609	SCI-DALLAS	@FOLLIES ROAD	DALLAS	COMMONWEALTH			
(570) 675-7610	SCI-DALLAS	@FOLLIES ROAD	DALLAS	COMMONWEALTH			
(570) 675-7611	SCI-DALLAS	@FOLLIES ROAD	DALLAS	COMMONWEALTH			
(570) 675-7612	SCI-DALLAS	@FOLLIES ROAD	DALLAS	COMMONWEALTH			
(570) 675-7613	SCI-DALLAS	@FOLLIES ROAD	DALLAS	COMMONWEALTH			
(570) 675-7614	SCI-DALLAS	@FOLLIES ROAD	DALLAS	COMMONWEALTH			
(570) 675-7615	SCI-DALLAS	@FOLLIES ROAD	DALLAS	COMMONWEALTH			
(570) 675-7616	SCI-DALLAS	@FOLLIES ROAD	DALLAS	COMMONWEALTH			
(570) 675-7617	SCI-DALLAS	@FOLLIES ROAD	DALLAS	COMMONWEALTH			
(570) 675-7618	SCI-DALLAS	@FOLLIES ROAD	DALLAS	COMMONWEALTH			
(570) 675-7619	SCI-DALLAS	@FOLLIES ROAD	DALLAS	COMMONWEALTH			
(570) 675-7620	SCI-DALLAS	@FOLLIES ROAD	DALLAS	COMMONWEALTH			
(570) 675-7621	SCI-DALLAS	@FOLLIES ROAD	DALLAS	COMMONWEALTH			
(570) 675-7622	SCI-DALLAS	@FOLLIES ROAD	DALLAS	COMMONWEALTH			
(570) 675-7623	SCI-DALLAS	@FOLLIES ROAD	DALLAS	COMMONWEALTH			
(570) 675-7624	SCI-DALLAS	@FOLLIES ROAD	DALLAS	COMMONWEALTH			
(570) 675-7625	SCI-DALLAS	@FOLLIES ROAD	DALLAS	COMMONWEALTH			
(570) 675-7626	SCI-DALLAS	@FOLLIES ROAD	DALLAS	COMMONWEALTH			
(570) 675-7627	SCI-DALLAS	@FOLLIES ROAD	DALLAS	COMMONWEALTH			
(570) 675-7628	SCI-DALLAS	@FOLLIES ROAD	DALLAS	COMMONWEALTH			

Commonwealth of Pennsylvania
Inmate Telephone Inventory
DOC

BTN SCI-DALLAS (570) 675-7600							
SUB ACCT 115001977	MAC 19501						
Mail commission statement/check to:							
Mr. Steven Hilbish, Chief Support Services							
PO Box 598							
Camp Hill, PA 17001							
						add	disc
						move	
Tel. Number	Facility Name	Address	City	LEC	DATE OF ORDER		
(570) 675-7629	SCI-DALLAS	@FOLLIES ROAD	DALLAS	COMMONWEALTH			
(570) 675-7630	SCI-DALLAS	@FOLLIES ROAD	DALLAS	COMMONWEALTH			
(570) 675-7631	SCI-DALLAS	@FOLLIES ROAD	DALLAS	COMMONWEALTH			
(570) 675-7632	SCI-DALLAS	@FOLLIES ROAD	DALLAS	COMMONWEALTH			
(570) 675-7507	SCI-DALLAS	@FOLLIES ROAD	DALLAS	COMMONWEALTH			
(570) 675-7596	SCI-DALLAS	@FOLLIES ROAD	DALLAS	COMMONWEALTH			
# STAS: 36							

Commonwealth of Pennsylvania
Inmate Telephone Inventory
DOC

BTN SCI-GREENE (724) 627-3815							
Mail commission statement/check to:							
Mr. Steven Hilbish, Chief Support Services Se							
PO Box 598							
Camp Hill, PA 17001							
					add	disc	move
SUB ACCT 115001977					DATE OF ORDER		
MAC 19501							
Tel. Number	Facility Name	Address	City	LEC			
(724) 627-3815	SCI-GREENE	1030 EAST ROY FURMAN	WAYNESBURG	ALLTEL			
(724) 627-3827	SCI-GREENE	1030 EAST ROY FURMAN	WAYNESBURG	ALLTEL			
(724) 627-3830	SCI-GREENE	1030 EAST ROY FURMAN	WAYNESBURG	ALLTEL			
(724) 627-3851	SCI-GREENE	1030 EAST ROY FURMAN	WAYNESBURG	ALLTEL			
(724) 627-3871	SCI-GREENE	1030 EAST ROY FURMAN	WAYNESBURG	ALLTEL			
(724) 627-3875	SCI-GREENE	1030 EAST ROY FURMAN	WAYNESBURG	ALLTEL			
(724) 627-3881	SCI-GREENE	1030 EAST ROY FURMAN	WAYNESBURG	ALLTEL			
(724) 627-3899	SCI-GREENE	1030 EAST ROY FURMAN	WAYNESBURG	ALLTEL			
(724) 627-5029	SCI-GREENE	1030 EAST ROY FURMAN	WAYNESBURG	ALLTEL			
(724) 627-5051	SCI-GREENE	1030 EAST ROY FURMAN	WAYNESBURG	ALLTEL			
(724) 627-5073	SCI-GREENE	1030 EAST ROY FURMAN	WAYNESBURG	ALLTEL			
(724) 627-5182	SCI-GREENE	1030 EAST ROY FURMAN	WAYNESBURG	ALLTEL			
(724) 627-5187	SCI-GREENE	1030 EAST ROY FURMAN	WAYNESBURG	ALLTEL			
(724) 627-5224	SCI-GREENE	1030 EAST ROY FURMAN	WAYNESBURG	ALLTEL			
(724) 627-5242	SCI-GREENE	1030 EAST ROY FURMAN	WAYNESBURG	ALLTEL			
(724) 627-5313	SCI-GREENE	1030 EAST ROY FURMAN	WAYNESBURG	ALLTEL			
(724) 627-5334	SCI-GREENE	1030 EAST ROY FURMAN	WAYNESBURG	ALLTEL			
(724) 627-5351	SCI-GREENE	1030 EAST ROY FURMAN	WAYNESBURG	ALLTEL			
(724) 627-5582	SCI-GREENE	1030 EAST ROY FURMAN	WAYNESBURG	ALLTEL			
(724) 627-5626	SCI-GREENE	1030 EAST ROY FURMAN	WAYNESBURG	ALLTEL			
(724) 627-5661	SCI-GREENE	1030 EAST ROY FURMAN	WAYNESBURG	ALLTEL			
(724) 627-5722	SCI-GREENE	1030 EAST ROY FURMAN	WAYNESBURG	ALLTEL			
(724) 627-5752	SCI-GREENE	1030 EAST ROY FURMAN	WAYNESBURG	ALLTEL			
(724) 627-6363	SCI-GREENE	1030 EAST ROY FURMAN	WAYNESBURG	ALLTEL			
(724) 627-6434	SCI-GREENE	1030 EAST ROY FURMAN	WAYNESBURG	ALLTEL			
(724) 627-6487	SCI-GREENE	1030 EAST ROY FURMAN	WAYNESBURG	ALLTEL			
(724) 627-6756	SCI-GREENE	1030 EAST ROY FURMAN	WAYNESBURG	ALLTEL			
(724) 627-6986	SCI-GREENE	1030 EAST ROY FURMAN	WAYNESBURG	ALLTEL			
(724) 627-7070	SCI-GREENE	1030 EAST ROY FURMAN	WAYNESBURG	ALLTEL			
(724) 627-7117	SCI-GREENE	1030 EAST ROY FURMAN	WAYNESBURG	ALLTEL			
(724) 627-7122	SCI-GREENE	1030 EAST ROY FURMAN	WAYNESBURG	ALLTEL			

Commonwealth of Pennsylvania
Inmate Telephone Inventory
DOC

BTN SCI-GREENE (724) 627-3815				
Mail commission statement/check to:				
Mr. Steven Hilbish, Chief Support Services Se				
PO Box 598				
Camp Hill, PA 17001				
SUB ACCT 115001977		MAC 19501		
				add disc move
				DATE OF ORDER
Tel. Number	Facility Name	Address	City	LEC
(724) 627-7127	SCI-GREENE	1030 EAST ROY FURMAN	WAYNESBURG	ALLTEL
(724) 627-7128	SCI-GREENE	1030 EAST ROY FURMAN	WAYNESBURG	ALLTEL
(724) 627-7695	SCI-GREENE	1030 EAST ROY FURMAN	WAYNESBURG	ALLTEL
(724) 627-8325	SCI-GREENE	1030 EAST ROY FURMAN	WAYNESBURG	ALLTEL
(724) 627-8705	SCI-GREENE	1030 EAST ROY FURMAN	WAYNESBURG	ALLTEL
(724) 627-8945	SCI-GREENE	1030 EAST ROY FURMAN	WAYNESBURG	ALLTEL
(724) 627-9410	SCI-GREENE	1030 EAST ROY FURMAN	WAYNESBURG	ALLTEL
(724) 627-9660	SCI-GREENE	1030 EAST ROY FURMAN	WAYNESBURG	ALLTEL
(724) 627-9681	SCI-GREENE	1030 EAST ROY FURMAN	WAYNESBURG	ALLTEL
(724) 627-9720	SCI-GREENE	1030 EAST ROY FURMAN	WAYNESBURG	ALLTEL
(724) 627-9896	SCI-GREENE	1030 EAST ROY FURMAN	WAYNESBURG	ALLTEL
(724) 852-1013	SCI-GREENE	1030 EAST ROY FURMAN	WAYNESBURG	ALLTEL
(724) 852-1117	SCI-GREENE	1030 EAST ROY FURMAN	WAYNESBURG	ALLTEL
(724) 852-1148	SCI-GREENE	1030 EAST ROY FURMAN	WAYNESBURG	ALLTEL
(724) 852-1523	SCI-GREENE	1030 EAST ROY FURMAN	WAYNESBURG	ALLTEL
(724) 852-2039	SCI-GREENE	1030 EAST ROY FURMAN	WAYNESBURG	ALLTEL
(724) 852-2080	SCI-GREENE	1030 EAST ROY FURMAN	WAYNESBURG	ALLTEL
(724) 852-2114	SCI-GREENE	1030 EAST ROY FURMAN	WAYNESBURG	ALLTEL
(724) 852-2170	SCI-GREENE	1030 EAST ROY FURMAN	WAYNESBURG	ALLTEL
(724) 852-2195	SCI-GREENE	1030 EAST ROY FURMAN	WAYNESBURG	ALLTEL
(724) 852-2218	SCI-GREENE	1030 EAST ROY FURMAN	WAYNESBURG	ALLTEL
(724) 852-2584	SCI-GREENE	1030 EAST ROY FURMAN	WAYNESBURG	ALLTEL
(724) 852-2793	SCI-GREENE	1030 EAST ROY FURMAN	WAYNESBURG	ALLTEL
(724) 852-2839	SCI-GREENE	1030 EAST ROY FURMAN	WAYNESBURG	ALLTEL
(724) 852-2992	SCI-GREENE	1030 EAST ROY FURMAN	WAYNESBURG	ALLTEL
(724) 852-3049	SCI-GREENE	1030 EAST ROY FURMAN	WAYNESBURG	ALLTEL
(724) 852-3093	SCI-GREENE	1030 EAST ROY FURMAN	WAYNESBURG	ALLTEL
(724) 852-3094	SCI-GREENE	1030 EAST ROY FURMAN	WAYNESBURG	ALLTEL
(724) 852-3112	SCI-GREENE	1030 EAST ROY FURMAN	WAYNESBURG	ALLTEL
(724) 852-3120	SCI-GREENE	1030 EAST ROY FURMAN	WAYNESBURG	ALLTEL
(724) 852-3128	SCI-GREENE	1030 EAST ROY FURMAN	WAYNESBURG	ALLTEL

Commonwealth of Pennsylvania
Inmate Telephone Inventory
DOC

BTN SCI-MERCER (724) 748-3080								
SUB ACCT 115001977		MAC 19501						
Mail commission statement/check to:								
Mr. Steven Hilbish, Chief Support Services								
PO Box 598								
Camp Hill, PA 17001								
Tel. Number	Facility Name	Address	City	LEC	add	disc	move	DATE OF ORDER
(724) 748-3312	SCI-MERCER	801 BUTLER PIKE	MERCER	SPRINT				
(724) 748-3313	SCI-MERCER	801 BUTLER PIKE	MERCER	SPRINT				
(724) 748-3314	SCI-MERCER	801 BUTLER PIKE	MERCER	SPRINT				
(724) 748-3329	SCI-MERCER	801 BUTLER PIKE	MERCER	SPRINT				
(724) 748-3350	SCI-MERCER	801 BUTLER PIKE	MERCER	SPRINT				
(724) 748-3351	SCI-MERCER	801 BUTLER PIKE	MERCER	SPRINT				
(724) 748-3371	SCI-MERCER	801 BUTLER PIKE	MERCER	SPRINT				
(724) 748-3374	SCI-MERCER	801 BUTLER PIKE	MERCER	SPRINT				
(724) 748-3383	SCI-MERCER	801 BUTLER PIKE	MERCER	SPRINT				
(724) 748-3392	SCI-MERCER	801 BUTLER PIKE	MERCER	SPRINT				
(724) 748-3399	SCI-MERCER	801 BUTLER PIKE	MERCER	SPRINT				
(724) 748-3420	SCI-MERCER	801 BUTLER PIKE	MERCER	SPRINT				
(724) 748-3422	SCI-MERCER	801 BUTLER PIKE	MERCER	SPRINT				
(724) 748-3464	SCI-MERCER	801 BUTLER PIKE	MERCER	SPRINT				
(724) 748-3471	SCI-MERCER	801 BUTLER PIKE	MERCER	SPRINT				
(724) 748-3473	SCI-MERCER	801 BUTLER PIKE	MERCER	SPRINT				
(724) 748-3479	SCI-MERCER	801 BUTLER PIKE	MERCER	SPRINT				
(724) 748-3486	SCI-MERCER	801 BUTLER PIKE	MERCER	SPRINT				
(724) 748-3487	SCI-MERCER	801 BUTLER PIKE	MERCER	SPRINT				
(724) 748-3499	SCI-MERCER	801 BUTLER PIKE	MERCER	SPRINT				
(724) 748-3510	SCI-MERCER	801 BUTLER PIKE	MERCER	SPRINT				
(724) 748-3518	SCI-MERCER	801 BUTLER PIKE	MERCER	SPRINT				
(724) 748-3524	SCI-MERCER	801 BUTLER PIKE	MERCER	SPRINT				
(724) 748-3525	SCI-MERCER	801 BUTLER PIKE	MERCER	SPRINT				
(724) 748-1056	SCI-MERCER	801 BUTLER PIKE	MERCER	SPRINT				
# STAS: 25								

Commonwealth of Pennsylvania
Inmate Telephone Inventory
DOC

BTN SCI-MUNCY (570) 546-2478							
Mail commission statement/check to:							
Mr. Steven Hilbish, Chief Support Services Section							
PO Box 598							
Camp Hill, PA 17001							
SUB ACCT 115001977 MAC 19501							
Tel. Number	Facility Name	Address	City	LEC	add	disc	move
					DATE OF ORDER		
(570) 546-2478	SCI-MUNCY	BOX 180	MUNCY	ALLTEL			
(570) 546-2793	SCI-MUNCY	BOX 180	MUNCY	ALLTEL		ORPHAN	
(570) 546-7484	SCI-MUNCY	BOX 180	MUNCY	ALLTEL			
(570) 546-7485	SCI-MUNCY	BOX 180	MUNCY	ALLTEL			
(570) 546-7486	SCI-MUNCY	BOX 180	MUNCY	ALLTEL			
(570) 546-7488	SCI-MUNCY	BOX 180	MUNCY	ALLTEL			
(570) 546-7804	SCI-MUNCY	BOX 180	MUNCY	ALLTEL			
(570) 546-8027	SCI-MUNCY	BOX 180	MUNCY	ALLTEL			
(570) 546-8039	SCI-MUNCY	BOX 180	MUNCY	ALLTEL			
(570) 546-9100	SCI-MUNCY	BOX 180	MUNCY	ALLTEL			
(570) 546-9102	SCI-MUNCY	BOX 180	MUNCY	ALLTEL			
(570) 546-9103	SCI-MUNCY	BOX 180	MUNCY	ALLTEL			
(570) 546-9104	SCI-MUNCY	BOX 180	MUNCY	ALLTEL			
(570) 546-9106	SCI-MUNCY	BOX 180	MUNCY	ALLTEL			
(570) 546-9108	SCI-MUNCY	BOX 180	MUNCY	ALLTEL			
(570) 546-9109	SCI-MUNCY	BOX 180	MUNCY	ALLTEL			
(570) 546-9111	SCI-MUNCY	BOX 180	MUNCY	ALLTEL			
(570) 546-9112	SCI-MUNCY	BOX 180	MUNCY	ALLTEL			
(570) 546-9113	SCI-MUNCY	BOX 180	MUNCY	ALLTEL			
(570) 546-9114	SCI-MUNCY DD8 CLS OF SVC	BOX 180	MUNCY	ALLTEL			
(570) 546-9115	SCI-MUNCY DD8 CLS OF SVC	BOX 180	MUNCY	ALLTEL			
(570) 546-9117	SCI-MUNCY	BOX 180	MUNCY	ALLTEL			
(570) 546-9118	SCI-MUNCY	BOX 180	MUNCY	ALLTEL			
(570) 546-9119	SCI-MUNCY	BOX 180	MUNCY	ALLTEL			
(570) 546-9120	SCI-MUNCY	BOX 180	MUNCY	ALLTEL			
(570) 546-9332	SCI-MUNCY	BOX 180	MUNCY	ALLTEL			
(570) 546-9333	SCI-MUNCY	BOX 180	MUNCY	ALLTEL			
#STAS: 27							

Commonwealth of Pennsylvania
Inmate Telephone Inventory
DOC

BTN SCI-WAYMART (570) 488-5711							
Mail commission statement/check to:							
Mr. Steven Hilbish, Chief Support Services Sec							
PO Box 598							
Camp Hill, PA 17001							
SUB ACCT 115001977	MAC 19501						
Tel. Number	Facility Name	Address	City	LEC	add	disc	move
					DATE OF ORDER		
(570) 488-5711	SCI-WAYMART	P.O. BOX 256 ROUTE 6	WAYMART	SOUTH CANAAN			
(570) 488-5712	SCI-WAYMART	P.O. BOX 256 ROUTE 6	WAYMART	SOUTH CANAAN			
(570) 488-5713	SCI-WAYMART	P.O. BOX 256 ROUTE 6	WAYMART	SOUTH CANAAN			
(570) 488-5714	SCI-WAYMART	P.O. BOX 256 ROUTE 6	WAYMART	SOUTH CANAAN			
(570) 488-5715	SCI-WAYMART	P.O. BOX 256 ROUTE 6	WAYMART	SOUTH CANAAN			
(570) 488-5716	SCI-WAYMART	P.O. BOX 256 ROUTE 6	WAYMART	SOUTH CANAAN			
(570) 488-5717	SCI-WAYMART	P.O. BOX 256 ROUTE 6	WAYMART	SOUTH CANAAN			
(570) 488-5718	SCI-WAYMART	P.O. BOX 256 ROUTE 6	WAYMART	SOUTH CANAAN			
(570) 488-5720	SCI-WAYMART	P.O. BOX 256 ROUTE 6	WAYMART	SOUTH CANAAN			
(570) 488-5721	SCI-WAYMART	P.O. BOX 256 ROUTE 6	WAYMART	SOUTH CANAAN			
(570) 488-5722	SCI-WAYMART	P.O. BOX 256 ROUTE 6	WAYMART	SOUTH CANAAN			
(570) 488-5723	SCI-WAYMART	P.O. BOX 256 ROUTE 6	WAYMART	SOUTH CANAAN			
(570) 488-5724	SCI-WAYMART	P.O. BOX 256 ROUTE 6	WAYMART	SOUTH CANAAN			
(570) 488-5725	SCI-WAYMART	P.O. BOX 256 ROUTE 6	WAYMART	SOUTH CANAAN			
(570) 488-5726	SCI-WAYMART	P.O. BOX 256 ROUTE 6	WAYMART	SOUTH CANAAN			
(570) 488-5727	SCI-WAYMART	P.O. BOX 256 ROUTE 6	WAYMART	SOUTH CANAAN			
(570) 488-5728	SCI-WAYMART	P.O. BOX 256 ROUTE 6	WAYMART	SOUTH CANAAN			
(570) 488-5729	SCI-WAYMART	P.O. BOX 256 ROUTE 6	WAYMART	SOUTH CANAAN			
(570) 488-5730	SCI-WAYMART	P.O. BOX 256 ROUTE 6	WAYMART	SOUTH CANAAN			
(570) 488-5731	SCI-WAYMART	P.O. BOX 256 ROUTE 6	WAYMART	SOUTH CANAAN			
(570) 488-5732	SCI-WAYMART	P.O. BOX 256 ROUTE 6	WAYMART	SOUTH CANAAN			
(570) 488-5733	SCI-WAYMART	P.O. BOX 256 ROUTE 6	WAYMART	SOUTH CANAAN			
(570) 488-5734	SCI-WAYMART	P.O. BOX 256 ROUTE 6	WAYMART	SOUTH CANAAN			
(570) 488-5735	SCI-WAYMART	P.O. BOX 256 ROUTE 6	WAYMART	SOUTH CANAAN			
(570) 488-5736	SCI-WAYMART	P.O. BOX 256 ROUTE 6	WAYMART	SOUTH CANAAN			
(570) 488-5737	SCI-WAYMART	P.O. BOX 256 ROUTE 6	WAYMART	SOUTH CANAAN			
(570) 488-5738	SCI-WAYMART	P.O. BOX 256 ROUTE 6	WAYMART	SOUTH CANAAN			
(570) 488-5739	SCI-WAYMART	P.O. BOX 256 ROUTE 6	WAYMART	SOUTH CANAAN			
(570) 488-5740	SCI-WAYMART	P.O. BOX 256 ROUTE 6	WAYMART	SOUTH CANAAN			
(570) 488-5741	SCI-WAYMART	P.O. BOX 256 ROUTE 6	WAYMART	SOUTH CANAAN			
(570) 488-5742	SCI-WAYMART	P.O. BOX 256 ROUTE 6	WAYMART	SOUTH CANAAN			

Commonwealth of Pennsylvania
Inmate Telephone Inventory
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BTN SCI-WAYMART (570) 488-5711						
Mail commission statement/check to:						
Mr. Steven Hilbish, Chief Support Services Sec						
PO Box 598						
Camp Hill, PA 17001						
SUB ACCT 115001977	MAC 19501					
					add	disc
Tel. Number	Facility Name	Address	City	LEC	DATE OF ORDER	move
(570) 488-5743	SCI-WAYMART	P.O. BOX 256 ROUTE 6	WAYMART	SOUTH CANAAN		
(570) 488-5744	SCI-WAYMART	P.O. BOX 256 ROUTE 6	WAYMART	SOUTH CANAAN		
(570) 488-5745	SCI-WAYMART	P.O. BOX 256 ROUTE 6	WAYMART	SOUTH CANAAN		
(570) 488-5746	SCI-WAYMART	P.O. BOX 256 ROUTE 6	WAYMART	SOUTH CANAAN		
(570) 488-5747	SCI-WAYMART	P.O. BOX 256 ROUTE 6	WAYMART	SOUTH CANAAN		
(570) 488-5748	SCI-WAYMART	P.O. BOX 256 ROUTE 6	WAYMART	SOUTH CANAAN		
(570) 488-5749	SCI-WAYMART	P.O. BOX 256 ROUTE 6	WAYMART	SOUTH CANAAN		
(570) 488-5750	SCI-WAYMART	P.O. BOX 256 ROUTE 6	WAYMART	SOUTH CANAAN		
(570) 488-5751	SCI-WAYMART	P.O. BOX 256 ROUTE 6	WAYMART	SOUTH CANAAN		
(570) 488-5752	SCI-WAYMART	P.O. BOX 256 ROUTE 6	WAYMART	SOUTH CANAAN		
(570) 488-5753	SCI-WAYMART	P.O. BOX 256 ROUTE 6	WAYMART	SOUTH CANAAN		
(570) 488-5754	SCI-WAYMART	P.O. BOX 256 ROUTE 6	WAYMART	SOUTH CANAAN		
(570) 488-5755	SCI-WAYMART	P.O. BOX 256 ROUTE 6	WAYMART	SOUTH CANAAN		
(570) 488-5756	SCI-WAYMART	P.O. BOX 256 ROUTE 6	WAYMART	SOUTH CANAAN		
(570) 488-7021	SCI-WAYMART	P.O. BOX 256 ROUTE 7	WAYMART	SOUTH CANAAN		
# STAS: 46						

Commonwealth of Pennsylvania
Inmate Telephone Inventory
DOC

BTN SCI-CHESTER (610) 872-9618							
Mail commission statement/check to:							
Mr. Steven Hilbish, Chief Support Services Section							
PO Box 598							
Camp Hill, PA 17001							
SUB ACCT 115001977 MAC 19501							
Tel. Number	Facility Name	Address	City	LEG	add	disc	move
					DATE OF ORDER		
(610) 872-9671	SCI-CHESTER	500 E 4 ST	CHESTER	VERIZON			
(610) 872-9673	SCI-CHESTER	500 E 4 ST	CHESTER	VERIZON			
(610) 872-9676	SCI-CHESTER	500 E 4 ST	CHESTER	VERIZON			
(610) 872-9691	SCI-CHESTER	500 E 4 ST	CHESTER	VERIZON			
(610) 872-9696	SCI-CHESTER	500 E 4 ST	CHESTER	VERIZON			
(610) 872-9697	SCI-CHESTER	500 E 4 ST	CHESTER	VERIZON			
(610) 872-9700	SCI-CHESTER	500 E 4 ST	CHESTER	VERIZON			
(610) 872-9703	SCI-CHESTER	500 E 4 ST	CHESTER	VERIZON			
(610) 872-9705	SCI-CHESTER	500 E 4 ST	CHESTER	VERIZON			
(610) 872-9708	SCI-CHESTER	500 E 4 ST	CHESTER	VERIZON			
(610) 872-9710	SCI-CHESTER	500 E 4 ST	CHESTER	VERIZON			
(610) 872-9712	SCI-CHESTER	500 E 4 ST	CHESTER	VERIZON			
(610) 872-9714	SCI-CHESTER	500 E 4 ST	CHESTER	VERIZON			
(610) 872-9718	SCI-CHESTER	500 E 4 ST	CHESTER	VERIZON			
(610) 872-9719	SCI-CHESTER	500 E 4 ST	CHESTER	VERIZON			
(610) 872-9722	SCI-CHESTER	500 E 4 ST	CHESTER	VERIZON			
(610) 872-9725	SCI-CHESTER	500 E 4 ST	CHESTER	VERIZON			
(610) 872-9727	SCI-CHESTER	500 E 4 ST	CHESTER	VERIZON			
(610) 872-9729	SCI-CHESTER	500 E 4 ST	CHESTER	VERIZON			
(610) 872-9731	SCI-CHESTER	500 E 4 ST	CHESTER	VERIZON			
(610) 872-9732	SCI-CHESTER	500 E 4 ST	CHESTER	VERIZON			
(610) 872-9735	SCI-CHESTER	500 E 4 ST	CHESTER	VERIZON			
(610) 872-9737	SCI-CHESTER	500 E 4 ST	CHESTER	VERIZON			
(610) 872-9739	SCI-CHESTER	500 E 4 ST	CHESTER	VERIZON			
(610) 872-9749	SCI-CHESTER	500 E 4 ST	CHESTER	VERIZON			
(610) 872-9751	SCI-CHESTER	500 E 4 ST	CHESTER	VERIZON			
(610) 872-9752	SCI-CHESTER	500 E 4 ST	CHESTER	VERIZON			
(610) 872-9753	SCI-CHESTER	500 E 4 ST	CHESTER	VERIZON			
(610) 872-9755	SCI-CHESTER	500 E 4 ST	CHESTER	VERIZON			

Commonwealth of Pennsylvania
Inmate Telephone Inventory
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BTN SCI-CHESTER (610) 872-9618							
Mail commission statement/check to:							
Mr. Steven Hilbish, Chief Support Services Section							
PO Box 598							
Camp Hill, PA 17001							
SUB ACCT 115001977 MAC 19501							
					add	disc	move
Tel. Number	Facility Name	Address	City	LEC	DATE OF ORDER		
(610) 872-9757	SCI-CHESTER	500 E 4 ST	CHESTER	VERIZON			
(610) 872-9758	SCI-CHESTER	500 E 4 ST	CHESTER	VERIZON			
(610) 872-9759	SCI-CHESTER	500 E 4 ST	CHESTER	VERIZON			
(610) 872-9761	SCI-CHESTER	500 E 4 ST	CHESTER	VERIZON			
(610) 872-9762	SCI-CHESTER	500 E 4 ST	CHESTER	VERIZON			
(610) 872-9767	SCI-CHESTER	500 E 4 ST	CHESTER	VERIZON			
(610) 872-9770	SCI-CHESTER	500 E 4 ST	CHESTER	VERIZON			
(610) 872-9771	SCI-CHESTER	500 E 4 ST	CHESTER	VERIZON			
(610) 872-9773	SCI-CHESTER	500 E 4 ST	CHESTER	VERIZON			
(610) 872-9774	SCI-CHESTER	500 E 4 ST	CHESTER	VERIZON			
(610) 872-9775	SCI-CHESTER	500 E 4 ST	CHESTER	VERIZON			
(610) 872-9776	SCI-CHESTER	500 E 4 ST	CHESTER	VERIZON			
(610) 872-9777	SCI-CHESTER	500 E 4 ST	CHESTER	VERIZON			
(610) 872-9781	SCI-CHESTER	500 E 4 ST	CHESTER	VERIZON			
(610) 872-9787	SCI-CHESTER	500 E 4 ST	CHESTER	VERIZON			
(610) 872-9788	SCI-CHESTER	500 E 4 ST	CHESTER	VERIZON			
(610) 872-9789	SCI-CHESTER	500 E 4 ST	CHESTER	VERIZON			
(610) 872-9790	SCI-CHESTER	500 E 4 ST	CHESTER	VERIZON			
(610) 872-9795	SCI-CHESTER	500 E 4 ST	CHESTER	VERIZON			
(610) 872-9796	SCI-CHESTER	500 E 4 ST	CHESTER	VERIZON			
(610) 872-9798	SCI-CHESTER	500 E 4 ST	CHESTER	VERIZON			
(610) 872-9799	SCI-CHESTER	500 E 4 ST	CHESTER	VERIZON			
(610) 872-9801	SCI-CHESTER	500 E 4 ST	CHESTER	VERIZON			
(610) 872-9802	SCI-CHESTER	500 E 4 ST	CHESTER	VERIZON			
(610) 872-9803	SCI-CHESTER	500 E 4 ST	CHESTER	VERIZON			
(610) 872-9806	SCI-CHESTER	500 E 4 ST	CHESTER	VERIZON			
(610) 872-9807	SCI-CHESTER	500 E 4 ST	CHESTER	VERIZON			
(610) 872-9811	SCI-CHESTER	500 E 4 ST	CHESTER	VERIZON			
(610) 872-9812	SCI-CHESTER	500 E 4 ST	CHESTER	VERIZON			

Commonwealth of Pennsylvania
Inmate Telephone Inventory
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BTN SCI-CHESTER (610) 872-9618							
Mail commission statement/check to:							
Mr. Steven Hilbish, Chief Support Services Section							
PO Box 598							
Camp Hill, PA 17001							
SUB ACCT 115001977		MAC 19501			add	disc	move
Tel. Number	Facility Name	Address	City	LEC	DATE OF ORDER		
(610) 872-9813	SCI-CHESTER	500 E 4 ST	CHESTER	VERIZON			
(610) 872-9817	SCI-CHESTER	500 E 4 ST	CHESTER	VERIZON			
(610) 872-9819	SCI-CHESTER	500 E 4 ST	CHESTER	VERIZON			
(610) 872-9820	SCI-CHESTER	500 E 4 ST	CHESTER	VERIZON			
(610) 872-9825	SCI-CHESTER	500 E 4 ST	CHESTER	VERIZON			
(610) 872-9828	SCI-CHESTER	500 E 4 ST	CHESTER	VERIZON			
(610) 872-9829	SCI-CHESTER	500 E 4 ST	CHESTER	VERIZON			
(610) 872-9830	SCI-CHESTER	500 E 4 ST	CHESTER	VERIZON			
(610) 872-9831	SCI-CHESTER	500 E 4 ST	CHESTER	VERIZON			
(610) 872-9839	SCI-CHESTER	500 E 4 ST	CHESTER	VERIZON			
(610) 872-9841	SCI-CHESTER	500 E 4 ST	CHESTER	VERIZON			
(610) 872-9842	SCI-CHESTER	500 E 4 ST	CHESTER	VERIZON			
(610) 872-9843	SCI-CHESTER	500 E 4 ST	CHESTER	VERIZON			
(610) 872-9844	SCI-CHESTER	500 E 4 ST	CHESTER	VERIZON			
(610) 872-9845	SCI-CHESTER	500 E 4 ST	CHESTER	VERIZON			
(610) 872-9847	SCI-CHESTER	500 E 4 ST	CHESTER	VERIZON			
(610) 872-9848	SCI-CHESTER	500 E 4 ST	CHESTER	VERIZON			
(610) 872-9851	SCI-CHESTER	500 E 4 ST	CHESTER	VERIZON			
(610) 872-9853	SCI-CHESTER	500 E 4 ST	CHESTER	VERIZON			
(610) 872-9856	SCI-CHESTER	500 E 4 ST	CHESTER	VERIZON			
(610) 872-9857	SCI-CHESTER	500 E 4 ST	CHESTER	VERIZON			
(610) 872-9871	SCI-CHESTER	500 E 4 ST	CHESTER	VERIZON			
(610) 872-9872	SCI-CHESTER	500 E 4 ST	CHESTER	VERIZON			
(610) 872-9873	SCI-CHESTER	500 E 4 ST	CHESTER	VERIZON			
(610) 872-9782	SCI-CHESTER F BLOCK	500 E 4 ST	CHESTER	VERIZON			
(610) 872-9785	SCI-CHESTER F BLOCK	500 E 4 ST	CHESTER	VERIZON			
(610) 872-9874	SCI-CHESTER F BLOCK	500 E 4 ST	CHESTER	VERIZON			
# STAS: 85							

Commonwealth of Pennsylvania
Inmate Telephone Inventory
DOC

BTN SCI-GRATERFORD (610) 489-0107						
Mail commission statement/check to:						
Mr. Steven Hilbish, Chief Support Services Section						
PO Box 598						
Camp Hill, PA 17001						
SUB ACCT 116003382 MAC 19501						
Tel. Number	Facility Name	Address	City	LEC	DATE OF ORDER	add disc move
(610) 489-0107	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON		
(610) 489-0108	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON		
(610) 489-0109	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON		
(610) 489-0110	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON		
(610) 489-0111	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON		
(610) 489-0112	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON		
(610) 489-0113	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON		
(610) 489-0114	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON		
(610) 489-0115	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON		
(610) 489-0116	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON		
(610) 489-0117	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON		
(610) 489-0118	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON		
(610) 489-0129	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON		
(610) 489-0140	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON		
(610) 489-0156	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON		
(610) 489-0157	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON		
(610) 489-0158	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON		
(610) 489-0195	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON		
(610) 489-0197	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON		
(610) 489-0303	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON		
(610) 489-0340	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON		
(610) 489-0381	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON		
(610) 489-0416	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON		
(610) 489-0529	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON		
(610) 489-0570	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON		
(610) 489-0687	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON		
(610) 489-0702	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON		
(610) 489-0708	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON		
(610) 489-0732	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON		
(610) 489-0754	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON		
(610) 489-0758	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON		
(610) 489-0760	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON		

Commonwealth of Pennsylvania
Inmate Telephone Inventory
DOC

BTN SCI-GRATERFORD (610) 489-0107							
Mail commission statement/check to:							
Mr. Steven Hilbish, Chief Support Services Section							
PO Box 598							
Camp Hill, PA 17001							
SUB ACCT 116003382 MAC 19501							
Tel. Number	Facility Name	Address	City	LEC	add	disc	move
					DATE OF ORDER		
(610) 489-0934	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON			
(610) 489-0951	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON			
(610) 489-0974	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON			
(610) 489-1060	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON			
(610) 489-1160	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON			
(610) 489-1287	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON			
(610) 489-1299	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON			
(610) 489-1360	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON			
(610) 489-1375	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON			
(610) 489-1515	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON			
(610) 489-1517	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON			
(610) 489-1570	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON			
(610) 489-1700	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON			
(610) 489-1701	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON			
(610) 489-1702	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON			
(610) 489-1703	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON			
(610) 489-1704	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON			
(610) 489-1705	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON			
(610) 489-1706	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON			
(610) 489-1707	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON			
(610) 489-1708	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON			
(610) 489-1709	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON			
(610) 489-1710	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON			
(610) 489-1714	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON			
(610) 489-1783	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON			
(610) 489-1785	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON			
(610) 489-1792	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON			
(610) 489-1796	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON			
(610) 489-2210	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON			
(610) 489-5980	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON			
(610) 489-5981	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON			
(610) 489-5982	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON			

Commonwealth of Pennsylvania
Inmate Telephone Inventory
DOC

BTN SCI-GRATERFORD (610) 489-0107						
Mail commission statement/check to:						
Mr. Steven Hilbish, Chief Support Services Section						
PO Box 598						
Camp Hill, PA 17001						
SUB ACCT 116003382 MAC 19501						
Tel. Number	Facility Name	Address	City	LEC	DATE OF ORDER	add disc move
(610) 489-5983	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON		
(610) 489-5984	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON		
(610) 489-5986	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON		
(610) 489-5987	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON		
(610) 489-5988	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON		
(610) 489-5989	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON		
(610) 489-5990	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON		
(610) 489-8220	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON		
(610) 489-8221	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON		
(610) 489-8222	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON		
(610) 489-8223	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON		
(610) 489-8224	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON		
(610) 489-8225	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON		
(610) 489-8226	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON		
(610) 489-8227	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON		
(610) 489-8228	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON		
(610) 489-8229	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON		
(610) 489-8230	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON		
(610) 489-8231	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON		
(610) 489-8232	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON		
(610) 489-8233	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON		
(610) 489-8234	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON		
(610) 489-8235	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON		
(610) 489-8236	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON		
(610) 489-8237	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON		
(610) 489-8238	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON		
(610) 489-8239	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON		
(610) 489-8240	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON		
(610) 489-8241	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON		
(610) 489-8242	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON		
(610) 489-8243	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON		
(610) 489-8244	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON		

Commonwealth of Pennsylvania
Inmate Telephone Inventory
DOC

BTN SCI-GRATERFORD (610) 489-0107								
Mail commission statement/check to:								
Mr. Steven Hilbish, Chief Support Services Section								
PO Box 598								
Camp Hill, PA 17001								
SUB ACCT 116003382 MAC 19501								
						add	disc	move
Tel. Number	Facility Name	Address	City	LEC	DATE OF ORDER			
(610) 489-8245	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON				
(610) 489-8246	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON				
(610) 489-8247	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON				
(610) 489-8248	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON				
(610) 489-8249	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON				
(610) 489-8250	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON				
(610) 489-8251	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON				
(610) 489-8252	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON				
(610) 489-8253	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON				
(610) 489-8254	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON				
(610) 489-8261	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON				
(610) 489-8262	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON				
(610) 489-8263	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON				
(610) 489-8264	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON				
(610) 489-8265	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON				
(610) 489-8266	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON				
(610) 489-8267	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON				
(610) 489-8268	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON				
(610) 489-8269	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON				
(610) 489-8777	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON				
(610) 489-9262	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON				
(610) 489-9381	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON				
(610) 489-9382	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON				
(610) 489-9383	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON				
(610) 489-9384	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON				
(610) 489-9385	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON				
(610) 489-9386	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON				
(610) 489-9387	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON				
(610) 489-9388	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON				
(610) 489-9801	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON				
(610) 489-9804	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON				
(610) 489-9810	SCI-GRATERFORD	1 PRISON RD	GRATERFORD	VERIZON	4/29/2003			

Commonwealth of Pennsylvania
Inmate Telephone Inventory
DOC

BTN SCI-GREENSBURG (724) 832-2612						
SUB ACCT 115001977		MAC 19501				
Mail commission statement/check to:						
Mr. Steven Hilbish, Chief Support Services Section						
PO Box 598						
Camp Hill, PA 17001						
					add	disc
					DATE OF ORDER	move
Tel. Number	Facility Name	Address	City	LEC		
(724) 832-2612	SCI-GREENSBURG	@ROUTE 119 S	GREENSBURG	VERIZON		
(724) 832-2613	SCI-GREENSBURG	@ROUTE 119 S	GREENSBURG	VERIZON		
(724) 832-2614	SCI-GREENSBURG	@ROUTE 119 S	GREENSBURG	VERIZON		
(724) 832-2625	SCI-GREENSBURG	@ROUTE 119 S	GREENSBURG	VERIZON		
(724) 832-2626	SCI-GREENSBURG	@ROUTE 119 S	GREENSBURG	VERIZON		
(724) 832-2638	SCI-GREENSBURG	@ROUTE 119 S	GREENSBURG	VERIZON		
(724) 832-2642	SCI-GREENSBURG	@ROUTE 119 S	GREENSBURG	VERIZON		
(724) 832-2643	SCI-GREENSBURG	@ROUTE 119 S	GREENSBURG	VERIZON		
(724) 832-2644	SCI-GREENSBURG	@ROUTE 119 S	GREENSBURG	VERIZON		
(724) 832-2649	SCI-GREENSBURG	@ROUTE 119 S	GREENSBURG	VERIZON		
(724) 832-2790	SCI-GREENSBURG	@ROUTE 119 S	GREENSBURG	VERIZON		
(724) 832-2806	SCI-GREENSBURG	@ROUTE 119 S	GREENSBURG	VERIZON		
(724) 832-2807	SCI-GREENSBURG	@ROUTE 119 S	GREENSBURG	VERIZON		
(724) 832-2808	SCI-GREENSBURG	@ROUTE 119 S	GREENSBURG	VERIZON		
(724) 832-3002	SCI-GREENSBURG	@ROUTE 119 S	GREENSBURG	VERIZON		
(724) 832-3860	SCI-GREENSBURG	@ROUTE 119 S	GREENSBURG	VERIZON		
(724) 832-3861	SCI-GREENSBURG	@ROUTE 119 S	GREENSBURG	VERIZON		
(724) 832-3862	SCI-GREENSBURG	@ROUTE 119 S	GREENSBURG	VERIZON		
(724) 832-3863	SCI-GREENSBURG	@ROUTE 119 S	GREENSBURG	VERIZON		
(724) 832-3865	SCI-GREENSBURG	@ROUTE 119 S	GREENSBURG	VERIZON		
(724) 832-3866	SCI-GREENSBURG	@ROUTE 119 S	GREENSBURG	VERIZON		
(724) 832-3867	SCI-GREENSBURG	@ROUTE 119 S	GREENSBURG	VERIZON		
(724) 832-3868	SCI-GREENSBURG	@ROUTE 119 S	GREENSBURG	VERIZON		
(724) 832-3869	SCI-GREENSBURG	@ROUTE 119 S	GREENSBURG	VERIZON		
(724) 832-3870	SCI-GREENSBURG	@ROUTE 119 S	GREENSBURG	VERIZON		
(724) 832-3871	SCI-GREENSBURG	@ROUTE 119 S	GREENSBURG	VERIZON		
(724) 832-3872	SCI-GREENSBURG	@ROUTE 119 S	GREENSBURG	VERIZON		
(724) 832-3873	SCI-GREENSBURG	@ROUTE 119 S	GREENSBURG	VERIZON		
(724) 832-3874	SCI-GREENSBURG	@ROUTE 119 S	GREENSBURG	VERIZON		
(724) 832-3875	SCI-GREENSBURG	@ROUTE 119 S	GREENSBURG	VERIZON		

Commonwealth of Pennsylvania
Inmate Telephone Inventory
DOC

BTN SCI-GREENSBURG (724) 832-2612						
SUB ACCT 115001977		MAC 19501				
Mail commission statement/check to:						
Mr. Steven Hilbish, Chief Support Services Section						
PO Box 598						
Camp Hill, PA 17001						
					add	disc
					move	
Tel. Number	Facility Name	Address	City	LEC	DATE OF ORDER	
(724) 832-3876	SCI-GREENSBURG	@ROUTE 119 S	GREENSBURG	VERIZON		
(724) 832-3877	SCI-GREENSBURG	@ROUTE 119 S	GREENSBURG	VERIZON		
(724) 832-3879	SCI-GREENSBURG	@ROUTE 119 S	GREENSBURG	VERIZON		
(724) 832-9955	SCI-GREENSBURG	@ROUTE 119 S	GREENSBURG	VERIZON		
(724) 832-9956	SCI-GREENSBURG	@ROUTE 119 S	GREENSBURG	VERIZON		
(724) 832-9957	SCI-GREENSBURG	@ROUTE 119 S	GREENSBURG	VERIZON		
(724) 832-9958	SCI-GREENSBURG	@ROUTE 119 S	GREENSBURG	VERIZON		
(724) 832-9959	SCI-GREENSBURG	@ROUTE 119 S	GREENSBURG	VERIZON		
(724) 832-9960	SCI-GREENSBURG	@ROUTE 119 S	GREENSBURG	VERIZON		
(724) 832-9961	SCI-GREENSBURG	@ROUTE 119 S	GREENSBURG	VERIZON		
(724) 837-9970	SCI-GREENSBURG	@ROUTE 119 S	GREENSBURG	VERIZON	5/30/2003	
(724) 837-9966	SCI-GREENSBURG	@ROUTE 119 S	GREENSBURG	VERIZON	5/30/2003	
#STAS 42						

Commonwealth of Pennsylvania
Inmate Telephone Inventory
DOC

DOC-SCI Pittsburg Closed December, 2004							
BTN SCI-PITTSBURGH (412) 734-4310							
SUB ACCT 115001977	MAC 19501						
Mail commission statement/check to:							
Mr. Steven Hilbish, Chief Support Services S							
PO Box 598							
Camp Hill, PA 17001							
					add	disc	move
Tel. Number	Facility Name	Address	City	LEC.	DATE OF ORDER		
Removed	SCI-PITTSBURGH	3001 BEAVER AVE	PITTSBURGH	VERIZON			
Removed	SCI-PITTSBURGH	3001 BEAVER AVE	PITTSBURGH	VERIZON			
# STAS: 92 SCI Pittsburg closed December 2004							
TTY:							

Attachment 5 – Section 2
Department of Corrections (DOC)
Inmate Telephone Cutover Schedule

The inmate control system technical requirements are listed in Section 5-B of this RFP. These requirements are to be considered minimum and must be included in any proposal, regardless of what other services the Contractor includes in its proposal. All inmate telephone systems shall be installed using a procedure such that there shall be no interruption of inmate telephone service. The installation schedule below is alphabetical listed and will be used to evaluate the Contractor's cutover schedule. The order of the installations at the DOC-SCIs will be determined by the DOC after the award has been made. Each responding Contractor must submit a detailed cutover schedule with its proposal, including time frames for the various stages of installation, including tests, acceptance by the Commonwealth including ending time of the project.

The following timetable will be completed by the Contractor and is to start with the signing of the contract:

<u>Time of Installation including tests</u>	<u>Test & Acceptance Date</u>	<u>State Correctional Institution (SCI)</u>
_____	_____	Albion
_____	_____	Cambridge Springs
_____	_____	Camp Hill & *
_____	_____	Chester
_____	_____	Coal
_____	_____	Cresson
_____	_____	Dallas
_____	_____	Fayette
_____	_____	Forest **
_____	_____	Frackville
_____	_____	Graterford
_____	_____	Greene
_____	_____	Greensburg
_____	_____	Houtzdale
_____	_____	Huntingdon
_____	_____	Laurel Highlands
_____	_____	Mahanoy
_____	_____	Mercer

- Muncy
- Pine Grove
- Quehanna Boot Camp
- Retreat
- Rockview
- Smithfield
- Somerset
- Waymart

*Office of Security, Office of Professional
 ** Forest opened October 4, 2004)

Attachment 6 – Section 2

Verizon Inmate Collect and Prepaid Tariffs



PUC #500 Section
36A.pdf



PA Comp Svc 500
Tariff Section 35B.pdf



VSSI pa-tariff.pdf



PUC #500 Section
40A.pdf



PUC #500 Section
38A.pdf



PUC #500 Section
39A.pdf



PUC #500 Section
37A.pdf

OPERATOR SERVICES

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(C)

A. GENERAL

The following regulations and rates apply to local message calls placed through an Operator or Customer Dialed Calling Card, Operator Station-to-Station and Mechanized Station-to-Station calls between points in the local calling area.

B. REGULATIONS

1. The following rates schedules apply to calls placed through a Residence Dial Tone Line, Business Dial Tone Line, and Pay Telephone Line.
2. All other applicable rates, charges and regulations can be found in other tariffs of the Company.
3. The local calling areas of each Exchange Area are those which appear in this tariff under "Exchange Areas or Zones".
4. Local Calling Areas and Exchange Area Maps are contained in D. and E. preceding.

Operator Services

C. RATES

The rates for originating messages are listed below.

1. To points to which the Local General Tariffs for each Exchange Area indicate service is furnished on a Local Area Unlimited Usage Package basis, rates per message are:

Calling Card Customer Dialed, Initial 3 Minutes.....	\$.75	
Operator Station-to-Station†, Initial 3 Minutes.....	2.50	
Mechanized Station-to-Station, Initial 3 Minutes.....	2.50	
Mechanized Station-to-Station Corrections Collect Call, Initial 3 Minutes	1.75(I)	(C)
Operator All Types Operator Person-To-Person, Initial 3 Minutes..	4.50	
All Classes of Service Overtime, Each 3 Minutes.....	.05	

2. To points to which the Local General Tariffs for each Exchange Area indicate that local service is offered on a measured local use basis, the following rates apply for Coin Calls in addition to the Dialed Station-to-Station Measured Local Use rates in C.4 following:

Coin Paid Customer Dialed.....	\$.25
Calling Card Customer Dialed, Initial 3 Minutes.....	.75
Operator Station-to-Station†.....	2.50
Mechanized Station-to-Station.....	2.50
Mechanized Station-to-Station Corrections Collect Call.....	1.75(I)
Person-To-Person.....	4.50

NOTE:

† Includes Collect, Special Billing Number, Bill To A Third Number calls and Hotel/Motel Guest originated operator completed calls. The live operator surcharge will be waived for victims of domestic violence, the staffs of domestic violence program agencies (when involved in domestic violence counseling) and emergency services personnel (while in the performance of their jobs).

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OPERATOR SERVICES
MESSAGE TOLL SERVICE

A. APPLICATION OF TARIFF

This Tariff applies to Operator Message Toll Service between points within a Local Access and Transport Area (LATA) and within the State of Pennsylvania. The points between which service is furnished on a local basis are indicated by the Local General Tariffs governing the rates for exchange service.

B. GENERAL REGULATIONS

1. DEFINITION

Operator Message Toll Service is that of furnishing facilities for communication between stations in different local service areas of the same LATA in accordance with the regulations and system of rates specified in this tariff. The rates specified in this tariff are in payment for all service furnished between the calling and called stations. (C)

2. UNDERTAKING OF TELEPHONE COMPANY.

The Telephone Company offers, subject to the terms and conditions specified in this tariff, the use of its facilities where available for communication between customers. (C)

3. PRIORITY OF SERVICE

In case a shortage of facilities exists at any time either for temporary or protracted periods, the furnishing of message toll service shall take precedence over the use of lines between central offices for the furnishing of special services.

4. LIABILITY OF TELEPHONE COMPANY

The liability of the Company for damages arising out of mistakes, omissions, interruptions, delays, or errors or defects in transmission, or failures or defects in the Company's equipment occurring in the course of furnishing service or other facilities and not caused by the negligence of the customer, or of the Company in failing to maintain proper standards of maintenance and operation and to exercise reasonable supervision, shall in no event exceed an amount equivalent to the proportionate charge to the customer for the period of service during which such mistake, omission, interruption, delay, or error or defect in transmission, or failure or defect in the Company's equipment occurs. Adjustments within the limits provided herein may be made by direct payment to the customer or by credit to the customer's account.

OPERATOR SERVICES
MESSAGE TOLL SERVICE

B. GENERAL REGULATIONS (Cont'd)

5. USE

Use of Service for Unlawful Purposes

Service is furnished subject to the condition that it will not be used for an unlawful purpose. Service will not be furnished if any law enforcement agency, acting within its jurisdiction, advises that such service is being used or will be used in violation of the law, or if the Telephone Company receives other evidence that such service is being or will be so used.

6. SERVICE USED FOR DATA TRANSMISSION

- a. Message toll service is available for use on a two-point service basis with data transmitting and/or receiving equipment for the transmission and reception of data signals.
- b. The regulations and rates for each call made for the purpose of transmitting data signals are those applicable in this tariff for Operator Services. (C)

C. OPERATOR MESSAGE TOLL SERVICE

1. DEFINITIONS

Bill to Third Party

The term "Bill to Third Party" denotes a billing arrangement by which a call may be charged to an authorized station as determined by the Telephone Company other than the station originating the call or the station where the call is terminated.

OPERATOR SERVICES
MESSAGE TOLL SERVICE

(C)

C. OPERATOR MESSAGE TOLL SERVICE (Cont'd)

1. DEFINITIONS (Cont'd)

Calling Card

The term "Calling Card" denotes a billing arrangement by which a call may be charged to an authorized Telephone Company Calling Card Number.

Collect Call

The term "Collect Call" denotes a billing arrangement by which the charge for a call may be reversed provided the charge is accepted at the called station. A collect call may be billed to a Calling Card or third party number. In the case of a collect call to a pay telephone the charges must be billed to a Calling Card or third party number, or the call may be reoriginated from the called station.

Operator Person-to-Person

The term "Operator Person-to-Person" denotes that service where the person originating the call specifies to the Company operator a particular person to be reached, a particular mobile station to be reached through a Miscellaneous Common Carrier attendant, or a particular station, department, or office to be reached through customer provided equipment (CPE).

When, after the station called has been reached and while the connection remains established, the person originating the call requests or agrees to talk to any person other than the person specified, or to any other person or mobile station to be reached through a Miscellaneous Common Carrier attendant, or to any other station, department or office to be reached through a Centrex or PBX attendant, the classification of the call remains person-to-person.

Station

The term "Station" denotes the network control signaling unit and any other equipment provided in accordance with Telephone Exchange Service Tariffs of the Telephone Company's concurring and connecting carriers, or Tariffs of this Telephone Company's other participating carriers, or furnished by foreign telephone administrations, at a customer's premises or at pay telephone locations which enables a customer to establish communications connections and to effect communications through such connections.

Station-to-Station

The term "Station-to-Station" denotes that service where the person originating the call dials the telephone number desired or gives to the Telephone Company operator the telephone number of the desired station, Miscellaneous Common Carrier connecting circuit, Centrex, PBX, Centrex station, or PBX station which is reached directly rather than through a Centrex or PBX attendant, or gives only the name and address under which the number of the desired station, Miscellaneous Common Carrier connecting circuit, Centrex or PBX is listed and does not specify a particular person to be reached, nor a particular mobile station to be reached through a Miscellaneous Common Carrier attendant, nor a particular station, department or office to be reached through a Centrex or PBX attendant.

OPERATOR SERVICES
MESSAGE TOLL SERVICE

(C)

C. OPERATOR MESSAGE TOLL SERVICE (Cont'd)

1. DEFINITIONS (Cont'd)

The classes of service offered are as follows:

"Coin Paid Customer Dialed" is that service where the person originates the call from a Network Controlled Coin Line telephone, dials "1" plus the called number, and pays for the call by depositing the coins in the coin telephone.

"Calling Card Customer Dialed" is that service where the person originating the call dials "0" plus the called number and charges the call to an authorized Telephone Company Calling Card Number.

"Operator Station" is that service where the person originating the call dials "0" plus the called number and charges the call to a third number, special billing number or makes the call collect. "Operator Station" is also that service where the person originating the call dials "0" and requests the operator to dial the desired number and charge the call to a Calling Card, third number, special billing number, make it a collect call or pay for the call. All Station Time and Charge Requests are also included in this category.

"Mechanized Station" is that service where the person originating the call dials "0" plus the called number and charges the call to a third number or makes the call collect by following the instructions of the automated operator rather than requesting the assistance of the live operator.

OPERATOR SERVICES
MESSAGE TOLL SERVICE

(C)

C. OPERATOR MESSAGE TOLL SERVICE (Cont'd)

2. PROCEDURE FOR DETERMINING A RATE

a. In order to determine the rate for a given class of service between two points within a LATA and within the State of Pennsylvania, the steps to be followed are:

- (1) Refer to the Telephone Company's Tariff Pa. P.U.C.-Toll No. 2C and note the V and H coordinates for the rate centers involved, together with any other rate information in the V-H coordinate columns. In accordance with the instructions therein determine the rate airline distance between the rate centers involved.
- (2) For Harrisburg, Philadelphia, and Pittsburgh, to points for which the direct distance is 40 miles or less from the respective zones, toll rates are based on the airline distance between the points. To points for which the direct distances to the respective zones are more than 40 miles, toll rates are based on the distances to Zone 1 with a minimum of 41 miles.
- (3) Refer to the appropriate Table of Rates in 8. following. Opposite the rate mileage step which includes the mileage determined as in (1) preceding will be found the rates for service between the rate centers involved.

3. METHOD OF APPLYING RATES

Message toll service rates between points within a LATA in Pennsylvania are based on the airline distance between rate centers. In general, each point is designated as a rate center except that certain small towns or communities are assigned adjacent rate centers with which they are closely associated for communication purposes or by community of interest and in the large metropolitan areas there are several rate centers. Each exchange area has one rate center except the Harrisburg, Philadelphia, Pittsburgh, Philadelphia Suburban and Pittsburgh Suburban exchange areas which are divided into zones each of which has a separate rate center.

For the purpose of determining the rate distances a vertical (V) and horizontal (H) coordinate system is used. The V-H system consists of a series of coordinates which represent a theoretical grid of vertical and horizontal lines covering the State of Pennsylvania. The spacing between these lines is about 1670 feet and an intersection of any two grid lines represents the center of an area approximately one-tenth of a square mile designated by the two coordinates.

OPERATOR SERVICES
MESSAGE TOLL SERVICE

(C)

C. OPERATOR MESSAGE TOLL SERVICE (Cont'd)

3. METHOD OF APPLYING RATES (Cont'd)

The location of a rate center expressed in latitude and longitude can be converted mathematically to its grid location, i.e., vertical (V) and horizontal (H) coordinates. These coordinates permit calculation of the distance between any two such rate centers. The rate applicable for the distance so obtained is as provided in 8A. following.

The V and H coordinates for each rate center, and the rate center for each central office, within the LATA'(s) within the State of Pennsylvania are listed in the Rate Guide, Tariff Pa. P.U.C.-Toll No. 2C.

When service is available to a point not listed in Tariff Pa. P.U.C.-Toll No. 2C, the rate center is the rate center for the central office through which exchange telephone service is furnished.

Rates for messages are based upon the day of the week and the time of day that each initial minute or additional minute begins.

4. INITIAL MINUTE AND ADDITIONAL MINUTES

Rates are provided in terms of initial minute and additional minutes for Day, Evening (Off-Peak) and Night & Weekend rate periods.

a. Message Toll Service

Initial minute rates given in the Table of Rates in 8A. following are for connections of one minute or any fraction thereof.

b. All additional minute rates given in the Table of Rates in 8A. following are for each additional minute or any fraction thereof that the connection continues beyond the initial minute.

5. TIMING OF MESSAGES

a. The time when the connection is established, (determined in accordance with the time - standard or daylight saving - observed at the location of the rate center of the calling station) determines whether Day, Evening (Off-Peak) or Night & Weekend rates apply.

(1) In cases where a message begins in one rate period and ends in another, the rate in effect at that time the connection is established applies to the initial minute. The rate for each additional minute is the rate in effect at the beginning of each additional minute of usage.

(2) On person-to-person messages, chargeable time begins when connection is established between the calling person and the particular person or station specified, or an agreed alternate.

OPERATOR SERVICES
MESSAGE TOLL SERVICE

C. OPERATOR MESSAGE TOLL SERVICE (Cont'd)

5. TIMING OF MESSAGES (Cont'd)

- b. Chargeable time ends when the calling station "hangs up" thereby releasing the network connection. If the called station "hangs up" but the calling station does not, chargeable time ends when the network connection is released by automatic timing equipment in the network.
- c. Chargeable time does not include time lost because of faults or defects in the service.
- d. When exchange service used for Operator Services Message Toll Service is connected through a Service Terminating Arrangement or Connecting Arrangement at a customer's premises to a communications system, chargeable time for all calls begins when a call from the telecommunications network terminates in or passes through the first terminal equipment on that communications system. It is the customer's responsibility to furnish answer supervision so that chargeable time may begin.

6. REVERSAL OF CHARGES (COLLECT CALLS)

The regularly established Operator Station-to-Station or Operator Person-to-Person rates apply.

7. RATES APPLICABLE ON CERTAIN HOLIDAYS

On Christmas Day (December 25), New Year's Day (January 1), Independence Day (July 4), Thanksgiving Day and Labor Day the rate applicable is the Evening (Off-Peak) rate, unless a lower rate would normally apply.

8. TABLE OF RATES

a. Toll Rate Schedule

Rate Mileage	DAY		EVENING (OFF-PEAK)		NIGHT & WEEKEND	
	Init. Minute	Each Add'l Minute	Init. Minute	Each Add'l. Minute	Init. Minute	Each Add'l. Minute
1-10	\$.16	\$.08	\$.12	\$.05	\$.07	\$.03
11-16	.18	.10	.15	.07	.09	.05
17-22	.20	.11	.17	.08	.10	.06
23-30	.22	.14	.19	.10	.12	.07
31-40	.26	.16	.21	.13	.13	.08
41-55	.27	.16	.21	.13	.14	.09
56-70	.27	.16	.21	.13	.14	.09
71-124	.27	.16	.21	.13	.14	.09
125-196	.27	.16	.21	.13	.14	.09

OPERATOR SERVICES
MESSAGE TOLL SERVICE

C. OPERATOR MESSAGE TOLL SERVICE (Cont'd)

8. TABLE OF RATES (Cont'd)

a. Toll Rate Schedule (Cont'd)

FOR OPERATOR-ASSISTED CALLS,
THE FOLLOWING SERVICE
CHARGES APPLY:

Rate Schedule
Charge Plus:

Calling Card Customer Dialed+.....	\$.75
Coin Paid Customer Dialed.....	\$.65
Operator Station-to-Station*.....	\$ 2.50
Mechanized Station-to-Station.....	\$ 2.50
Mechanized Station-to-Station Corrections Collect Call...	\$ 1.75 (I)
Person-to-Person.....	\$ 4.50

b. TIME SCHEDULE:

Day, Evening and Night/Weekend Rates Apply As Follows:

- (1) Day: 8:00 AM to 5:00 PM, Monday through Friday
- (2) Evening: 5:00 PM to 10:00 PM, Monday through Friday
- (3) Night/Weekend: 10:00 PM to 8:00 AM, All Days
8:00 AM to 10:00 PM, Saturday and Sunday

c. Charges Paid for by Coin Deposits in a Network Controlled Coin Line telephone.

The charge for a call paid for by coin deposit in a Network Controlled Coin Line telephone is the sum, rounded to the nearer multiple of \$.05, of the appropriate initial minute rate, additional minute charges and Operator Service Charge.

d. Corrections Collect Call - IntraLATA Toll Rate

All periods Applies to directly dialed station-to-station calls placed Sunday through Saturday, all time periods.

The rate is \$.20 per minute or fraction thereof.

NOTES:

- * Includes all Time and Charge request calls. Includes collect, special billing number, bill to a third number calls and Hotel/Motel Guest originated operator completed calls. The live operator surcharge will be waived for victims of domestic violence, the staffs of domestic violence program agencies (when involved in domestic violence counseling) and emergency services personnel (while in the performance of their jobs).
- + Toll calls originating from payphones made through a Telecommunications Relay Service (TRS) will not exceed the rate applicable for a similar non-TRS toll call made using coin sent-paid service.

OPERATOR SERVICES
MESSAGE TOLL SERVICE

C. OPERATOR MESSAGE TOLL SERVICE (Cont'd)

8. TABLE OF RATES (Cont'd)

a. Toll Rate Schedule (Cont'd)

FOR OPERATOR-ASSISTED CALLS,
THE FOLLOWING SERVICE
CHARGES APPLY:

Rate Schedule
Charge Plus:

Calling Card Customer Dialed+.....	\$.75
Coin Paid Customer Dialed.....	\$.65
Operator Station-to-Station*.....	\$ 2.50
Mechanized Station-to-Station.....	\$ 2.50
Mechanized Station-to-Station Corrections Collect Call...	\$ 1.75 (I)
Person-to-Person.....	\$ 4.50

b. TIME SCHEDULE:

Day, Evening and Night/Weekend Rates Apply As Follows:

- (1) Day: 8:00 AM to 5:00 PM, Monday through Friday
- (2) Evening: 5:00 PM to 10:00 PM, Monday through Friday
- (3) Night/Weekend: 10:00 PM to 8:00 AM, All Days
8:00 AM to 10:00 PM, Saturday and Sunday

c. Charges Paid for by Coin Deposits in a Network Controlled Coin Line telephone.

The charge for a call paid for by coin deposit in a Network Controlled Coin Line telephone is the sum, rounded to the nearer multiple of \$.05, of the appropriate initial minute rate, additional minute charges and Operator Service Charge.

d. Corrections Collect Call - IntraLATA Toll Rate

All periods Applies to directly dialed station-to-station calls placed Sunday through Saturday, all time periods.

The rate is \$.20 per minute or fraction thereof.

(C)

NOTES:

- * Includes all Time and Charge request calls. Includes collect, special billing number, bill to a third number calls and Hotel/Motel Guest originated operator completed calls. The live operator surcharge will be waived for victims of domestic violence, the staffs of domestic violence program agencies (when involved in domestic violence counseling) and emergency services personnel (while in the performance of their jobs).
- + Toll calls originating from payphones made through a Telecommunications Relay Service (TRS) will not exceed the rate applicable for a similar non-TRS toll call made using coin sent-paid service.

OPERATOR SERVICES
MESSAGE TOLL SERVICE

(C)

C. OPERATOR MESSAGE TOLL SERVICE (Cont'd)

9. RATES APPLICABLE ON MESSAGES PLACED BY CERTIFIED SPEECH AND/OR HEARING HANDICAPPED SPEECH AND/OR HEARING DISABLED

On calls placed by certified speech and/or hearing disabled customers who are incapable of verbal communication and use a telecommunications device (e.g. teletypewriter or similar keyboard communications terminal device) for communicating over the Message Toll Network, the rates in 10a. following will apply.

Certification of the speech and/or hearing disability requires the completion of an application form certified by an agency designated by the Telephone Company, or physician, otolaryngologist or licensed speech-language pathologist or audiologist.

The rates in 10a. following also apply on all intraLATA toll calls placed through the Pennsylvania Relay Service. No certification is required for such rate application.

10. TABLE OF RATES APPLICABLE TO MESSAGES PLACED BY CERTIFIED SPEECH AND/OR HEARING DISABLED RESIDENCE CUSTOMERS

a. Toll Rate Schedule

Rate Mileage	DAY		EVENING (OFF-PEAK)		NIGHT & WEEKEND	
	Init. Minute	Each Add'l Minute	Init. Minute	Each Add'l. Minute	Init. Minute	Each Add'l. Minute
1-10	\$.11	\$.06	\$.07	\$.03	\$.04	\$.02
11-16	.13	.07	.09	.04	.06	.03
17-22	.14	.09	.11	.05	.06	.03
23-30	.16	.10	.13	.07	.08	.04
31-40	.18	.11	.14	.08	.08	.05
41-55	.19	.12	.15	.09	.09	.06
56-70	.20	.13	.16	.09	.10	.06
71-124	.21	.14	.16	.10	.10	.07
125-196	.22	.15	.17	.11	.11	.08

b. TIME SCHEDULE:

Day, Evening and Night/Weekend Rates Apply As Follows:

- (1) Day: 8:00 AM to 5:00 PM, Monday through Friday
- (2) Evening: 5:00 PM to 10:00 PM, Monday through Friday
- (3) Night/Weekend: 10:00 PM to 8:00 AM, All Days
8:00 AM to 10:00 PM, Saturday and Sunday

OPERATOR SERVICES
MESSAGE TOLL SERVICE

(C)

C. OPERATOR MESSAGE TOLL SERVICE (Cont'd)

11. Public Payphone Usage Surcharge

In addition to any applicable Operator Handled Service Charge, this fee applies to all completed Local and IntraLATA long distance calls that are made from a payphone and are not paid by coins being placed in the payphone box.

This fee does not apply to calls made to emergency numbers (911), calls to a telecommunications relay service, or local calls for which the caller has made the required coin deposit.

Rates and Charges, per access line

	<u>Per Call</u>
Public Payphone Usage.....	\$.25

OPERATOR SERVICES
MESSAGE TOLL SERVICE

(C)

D. CONFERENCE SERVICE

1. TOLL CONFERENCE SERVICE

a. Definition

Message toll conference service is that of furnishing connections between three or more main lines on one connection at the same time.

b. Conditions Under Which Service Is Furnished

- (1) Service is furnished where and to the extent that facilities permit.
- (2) All lines on a conference connection may be so interconnected that each may communicate with all the others, or arrangements may be made whereby one line will be the transmitting line and all others receiving lines.
- (3) One class of service only is offered whether the call is to specified persons or specified telephones.
- (4) The Telephone Company, upon request, will attempt to arrange for the establishment of a conference connection at a specified time.

c. Reversal of Charges (Collect Calls)

Charges for conference calls may, upon request, be reversed, provided:

- (1) The total charge will be billed against one called line.
- (2) The charge is accepted at the designated line.

d. Timing of Messages

- (1) Chargeable time begins when connection is established between all the lines on the conference.
- (2) Chargeable time ends on a given two-point connection of a conference call when the connection is terminated by the originating line or the called line.
- (3) Chargeable time does not include time lost because of faults or defects in the service.

OPERATOR SERVICES
MESSAGE TOLL SERVICE

(C)

D. CONFERENCE SERVICE (Cont'd)

1. TOLL CONFERENCE SERVICE (Cont'd)

e. Rates and Charges

The rates for a conference call are the sum of:

- (1) the two-point initial minute and additional minute charges determined in accordance with C. preceding for a call between the originating line and each called line on the conference, and
- (2) a service charge of \$3.00 for each called line.

2. LOCAL CONFERENCE SERVICE

a. Definition

At points where the special equipment required for conference connections is in service, the Telephone Company will undertake to establish local conference connections between more than two lines, all of which are within the same local service area on one connection at the same time, all such lines being so interconnected that each may communicate with all the others. The total number of lines connected will be determined by equipment limitations.

These connections will be established on either a person-to-person or station-to-station basis. The Telephone Company, at the request of a customer, will undertake to arrange for the establishment of a conference connection at a specified time.

Reversal of Charges (Collect Calls)

Charges for conference calls may, upon request, be reversed, provided:

- (1) The total charge will be billed against one line.
- (2) The charge is accepted at the designated line.

b. Rates and Charges

Where all lines in a conference connection are within the same local service area, the following rates apply:

(1) Usage Charge:

For each line in excess of the originating line:
Each one minute or fraction thereof \$.05

(2) Service Charge:

For each called line 3.00

SECTION 6 - MISCELLANEOUS SERVICES

6.1 Payphone Service

6.1.1 General

Payphone Service allows calls to be placed from payphones pre-subscribed to Carrier with the assistance of an automated or live operator. Calls are billed in increments of one minute following the initial period (minimum billing period) of four minutes. Such charges are rounded to the next higher increment for billing purposes.

Rates are found in Section 6.1.4.

Payphones are generally available to callers who want to place a Customer dialed direct call by dialing 1 + Area Code + Telephone Number and pay for the call by depositing coins into the payphone. Customer dialed direct payphone calls are generally made without the assistance of an Operator unless the Operator is needed to specify charges.

6.1.2 Terms and Conditions

- A. To participate in this service, Customer must dial and complete a call from payphone and pay for the call by depositing coins into the payphone when the call is made.
- B. This service includes the following types of calls:
- Customer dialed direct calls that are made from a payphone, and
 - Customer dialed direct calls that are paid for by depositing coins into the payphone when the call is made.
- C. For Customer dialed direct calls:
- Charges for the initial four-minute period will be specified by Carrier's call processing system or by Carrier Operator prior to Customer call being connected to the called telephone number. The connection to the called telephone will not be made until the total value of the coins deposited into the payphone satisfies the specified charges.
 - Prior to the completion of the initial four-minute period, Carrier's call processing system or Carrier Operator will announce the amount of call time remaining and specify the charges to be paid for additional time period. If no additional coins are deposited into the payphone or if the total value of coins that are deposited into the payphone do not satisfy the specified charges for the additional period, the call will be terminated upon completion of the initial four-minute period.
 - Duration of each call is recorded for an initial four-minute period, and each additional one-minute period. A fractional period of less than four minutes is rounded up to equal a whole four-minute period.

All material on this page is new.

Issued: March 19, 2002

Effective: April 4, 2002

by:

Director - Tariffs
Verizon Select Services Inc.
600 Hidden Ridge
Irving, Texas 75038

SECTION 6 - MISCELLANEOUS SERVICES (Continued)

6.1 Payphone Service (Continued)

6.1.2 Terms and Conditions (Continued)

C. For Customer dialed direct calls: (Continued)

- Usage rates apply to each additional one-minute period after the initial four-minute period.
- Usage rates and service charge apply 24 hours a day, seven days a week.
- Usage rates are applied for each four-minute period or fraction thereof. The price of a call paid for by depositing coins in the payphone is the sum of the usage charges for the initial period and any additional period(s), plus the applicable service charge (if any), and taxes, rounded to the nearest multiple of \$.05.
- Chargeable time begins when connection is established between the calling (C) telephone and the called telephone. Chargeable time ends when the calling telephone "hangs up". If the called telephone "hangs up", but the calling telephone does not, chargeable time ends when the network connection is released either by automatic time equipment in the network or by Carrier furnished equipment. (C)

D. Payphone Compensation Surcharge does not apply to calls paid for by depositing coins into the payphone, calls using Telecommunications Relay Service, and calls originated by Customers with qualified hearing or speech impairment who are certified by a physician as hearing or speech impaired.

6.1.3. Availability of Service

This service is available 24 hours a day, seven days a week where facilities and system capabilities permit.

Payphones that use network coin signaling will not be suitably equipped to accept payment by coin for long distance calls. Alternative payment methods such as calling card, commercial credit card, billed-to-third party number, collect and prepaid card may be used for calls made from such telephones.

6.1.4 Rates and Charges

These rates are applicable to 1+ sent-paid coin calls where Customer deposits coins into (C) a payphone. All rate periods apply.

	<u>Initial Four Minutes</u>	<u>Additional Minutes</u>
Per Minute	\$1.00	\$.25

Issued: May 30, 2002

Effective: June 14, 2002

by:

Director - Tariffs
 Verizon Select Services Inc.
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 Irving, Texas 75038

SECTION 6 - MISCELLANEOUS SERVICES (Continued)**6.2 Operator Services - Payphone****6.2.1 General**

Operator Services - Payphone allows calls to be placed from payphones pre-subscribed to Carrier for the handling of long distance traffic. These calls are placed with the assistance of an automated or live operator. Calls are billed in increments of one minute. Partial minutes are rounded to the next higher increment for billing purposes. A one-time operator surcharge, if applicable, will be added to the first minute of each operator assisted call in addition to per minute rates as specified in 6.2.4.

The following types of calls are available for operator assistance:

- **Collect Calls** - Operator assistance for collect calls will ask the caller to provide his/her name or other identification, then contact the party at the domestic telephone number specified by the caller, repeat the caller's identification and then ask if the called party will accept charges for the call. If the called party agrees to accept the charges, the call will be established and the associated charges for a collect call will be billed to the called party's residential telephone number billing account. Collect calls can be either person-to-person or station-to-station.
- **Billed-to-Third Number** - Operator assistance will establish the call requested by the caller and arrange for billing of associated charges to a residential domestic telephone number specified by the caller that is other than the calling telephone number or the called telephone number. Requests for third number billing are subject to operator verification that the party at the telephone number to be billed will accept charges for the call. Other efforts may be undertaken subsequently by Carrier, as necessary, to determine responsibility for payment of such calls.
- **Person-to-Person** - At the caller's request, operator assistance will attempt to place a call to a particular party at a domestic telephone number specified by the caller. The party specified by the caller may be a person, station, department, extension, or office. If successful, the Operator will establish the person-to-person call between the calling and called parties. If the identified party is not available and the caller requests, or agrees, to speak to a party other than the party initially specified, the call will be established and billed at the person-to-person call rates.
- **Operator Dialed Direct** - Operator assistance is available to callers who want an Operator to place their call for them. Operator dialed direct calls do not include: collect calls, billed-to-third number calls, person-to-person calls or calls billing to a calling card or commercial credit card.
- **Calling Card or Credit Card Calls** - Operator assistance is available to callers who request that charges for a long distance call be charged to a valid calling card or credit card. In order to control fraud, Carrier may refuse to accept a card that it determines or suspects to be invalid.

All material on this page is new.

Issued: May 30, 2002

Effective: June 14, 2002

by:

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600 Hidden Ridge
Irving, TX 75038

SECTION 6 - MISCELLANEOUS SERVICES (Continued)**6.2 Operator Services - Payphone (Continued)****6.2.1 General (Continued)**

- **Real Time Rated** - Operator assistance is available to provide the time (duration) and charges associated with an operator assisted call. Carrier's operator must establish the call for which time and charges are requested. The caller must provide the calling and called telephone numbers to the Operator and request the Operator provide the time and charges associated with such call upon completion of the call.

6.2.2 Terms and Conditions

- A. To participate in this service, Customer must access operator assistance to have a call established by dialing the appropriate operator code (e.g., 0, 00, a dial around number + 0) or by dialing a Carrier designated access number. Caller may need to specifically request a Carrier operator or respond to appropriate prompts, depending on the operator access code or Carrier designated access number initially dialed. Customer may dial 0- to speak to an automated operator or a live operator. This service is offered where technically feasible.
- B. The following types of calls are included in this service:
 - Live operator assisted calls from a payphone, and
 - Automated Operator Attendant assisted calls from a payphone.
- C. A surcharge, as specified in 6.2.4, will be assessed to all non-coin calls made from a payphone to compensate the payphone service provider, pursuant to FCC Ruling CC Docket 96-128. Payphone Compensation does not apply to calls using Telecommunications Relay Service, and calls originated by callers with qualified hearing or speech impairment who are certified by a physician as hearing or speech impaired.
- D. Customer will incur a surcharge based on the type of call placed. In addition, a per-minute rate will apply.

6.2.3 Availability of Service

This service is available 24 hours a day, seven days a week, where facilities and systems capabilities permit.

All material on this page is new.

Issued: May 30, 2002

Effective: June 14, 2002

by:

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SECTION 6 - MISCELLANEOUS SERVICES (Continued)

6.2 Operator Services - Payphoné (Continued)

6.2.4 Rates and Charges

These rates are applicable to all automated or live operator-assisted calls. All rate periods apply.

Plan A

		<u>Per Minute</u>	
A.	InterLATA	\$.59	
	IntraLATA	.59	
B.	Operator Assisted Service Charges	<u>Per Call</u>	
	Automated (Calling Card, Credit Card, Collect, Bill to Third Party)	\$3.99	(C)
	Operator Assisted (Calling Card, Credit Card, Collect, Bill to Third Party)	5.20	(C)
	Operator Dialed	1.20	
	Person-to-Person	6.50	
	Payphone Compensation Surcharge	.30	
	Directory Assistance	1.00	
C.	Premise Imposed Fee		
	Min.: \$.00		
	Max.: 3.00		

Plan B

		<u>Per Minute</u>		
A.	InterLATA	\$.59		
	IntraLATA	.45		
B.	Operator Assisted Service Charges – Per Call	<u>InterLATA</u>	<u>IntraLATA</u>	
	Automated			(C)
	Calling Card	\$3.99	\$3.50	
	Credit Card	3.99	5.50	
	Collect	3.99	4.95	
	Bill to Third Party	3.99	5.50	

Material omitted from this page now appears on Page 38.1

Issued: May 12, 2003

Effective: May 13, 2003

by:

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SECTION 6 - MISCELLANEOUS SERVICES (Continued)

6.2 Operator Services - Payphone (Continued)

6.2.4 Rates and Charges (Continued)

Plan B (Continued)

B. Operator Assisted Service Charges - Per Call (Continued)

	<u>InterLATA</u>	<u>IntraLATA</u>
Operator Assisted		
Calling Card	5.20	3.50
Credit Card	5.20	5.50
Collect	5.20	4.95
Bill to Third Party	5.20	5.50
Operator Dialed	1.20	3.50
Person-to-Person	6.50	9.95
Payphone Compensation Surcharge	.30	.30
Directory Assistance	1.00	1.00

Plan C

	<u>Per Minute</u>		
A. InterLATA		\$.59	
IntraLATA		.45	
Local		.45	(C)
B. Operator Assisted Service Charges - Per Call			
	<u>InterLATA</u>	<u>IntraLATA</u>	<u>Local</u>
Automated			
Calling Card	\$3.99	\$.80	\$.80
Credit Card	3.99	3.50	3.50
Collect	3.99	3.50	3.50
Bill to Third Party	3.99	3.45	3.45
Operator Assisted			
Calling Card, Credit Card, Collect	5.20	5.50	3.50
Bill to Third Party	5.20	3.45	3.45
Operator Dialed	1.20	3.50	3.50
Person-to-Person	6.50	3.50	3.50
Payphone Compensation Surcharge	.30	.30	.30
Directory Assistance	1.00	1.00	1.00

Issued: May 22, 2003

Effective: May 23, 2003

by:

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SECTION 6 - MISCELLANEOUS SERVICES (Continued)**6.3 Inmate Services****6.3.1 General**

Inmate Service permits inmates incarcerated in a participating prison to place collect calls originated from authorized telephone numbers in a prison administration controlled environment. Inmate Service includes operator station collect calls placed to domestic locations. Person-to-Person calling is not available. Calls cannot be converted from a collect call to a calling card or billed to a third party by the billed party. Telephones subscribed for this service may be controlled by the prison administration for one or more of the following:

- duration of call
- permission restrictions
- time of day
- call blocking
- restriction lists
- number of calls placed per individual

Inmate Service is available at prisons in the state in which prison administrators have requested the service and specific agreements are in place with the payphone service provider selected by the prison administrator. Inmate Service may not be available in all locations. This service is offered where technically feasible.

Inmate Service rates include usage charges and a per call service charge. Calls are billed in one-minute increments, with a minimum call duration of one minute.

Rates are located in 6.3.4.

All material on this page is new.

Issued: May 30, 2002

Effective: June 14, 2002

by:

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SECTION 6 - MISCELLANEOUS SERVICES (Continued)

6.3 Inmate Services (Continued)

6.3.2 Terms and Conditions

- A. To participate in this service, Customer must accept billing for a collect call placed from an authorized telephone number within a prison participating in this service.
- B. This service includes the following types of calls:
- State-to-State and intrastate collect calls placed from a prison participating in this service.
 - All other types of calls are rated at basic rates unless Customer is enrolled in another Carrier plan that covers these other types of calls.
- C. This service does not include the following types of calls:
- Person-to-Person.
 - Collect calls cannot be billed to telephone numbers located in the Commonwealth of the Northern Mariana Islands (CNMI) or Guam.
 - Collect calls cannot be billed to a payphone.
 - Calls cannot be converted from a collect call to a calling card call by the billed party.
- D. Carrier will bill for this service based on the following:
- Duration of each call is recorded in whole minutes, with partial minutes rounded up to the next whole minute.
 - Usage rates and a per call service charge apply.
 - Usage rates apply per minute of use or fraction thereof.

6.3.3 Availability of Service

This service is available 24 hours a day, seven days a week, where facilities and systems capabilities permit.

All material on this page is new.

Issued: May 30, 2002

Effective: June 14, 2002

by:

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SECTION 6 - MISCELLANEOUS SERVICES (Continued)

6.3 Inmate Services (Continued)

6.3.4 Rates and Charges

These rates are applicable to all inmate collect calls. All rate periods apply.

		Per Minute Rate or Fraction Thereof	
A. Plan A			
1.	InterLATA	\$.59	
	IntraLATA	.20	
	Local	.10	
2.	Service Charge	<u>Per Call</u>	
	InterLATA	\$1.50	
	IntraLATA	2.00	
	Local	2.00	
B. Plan B			
1.	InterLATA	\$.27	
	IntraLATA	.15	(C)
2.	Service Charge	<u>Per Call</u>	
	InterLATA	\$2.50	
	IntraLATA	1.75	
	Local	1.75	
C. Plan C			
1.	InterLATA	\$.35	(C)
			(C)
2.	Service Charge	<u>Per Call</u>	
	InterLATA	\$2.75	(C)
			(C)

Issued: June 16, 2003

Effective: June 17, 2003

by:

Donald R. Fowler, Director - Tariffs
 Verizon Select Services Inc.
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 Irving, TX 75038

SECTION 6 - MISCELLANEOUS SERVICES (Continued)

6.4 Prepaid Calling Services

Prepaid Calling Services is provided to correctional facilities as an alternative calling method for inmates that allows family and friends to prepay for their calls, or allows inmates to pay for their calls by using funds deposited into the correctional facilities' commissary which creates a debit arrangement. Inmates will be assigned a PIN to place calls.

A. Per Minute Rate

InterLata	\$.22
IntraLata	.15

(C)

B. Service Charge

InterLata	\$2.25
IntraLata	1.75
Local	1.75

SECTION 6 - MISCELLANEOUS SERVICES (Continued)**6.5 Long Distance Dialer Calling Plan****6.5.1 Description of Service****A. General**

This service allows residential and business Customers to originate outbound long distance calls by automatically bypassing Customer's current long distance service provider using a Customer Premise Equipment (CPE) device called the long distance dialer. This service provides Customer with the ability to make intrastate intraLATA and intrastate interLATA long distance calls and does not affect Customers local calling service or any local calling features; nor does it affect inbound long distance calls. Customer is required to pay for the service in advance by using a credit card or purchasing a plan at a retail location.

If Customer uses a credit card, Customer must go to a website or call a toll free number to register the dialer and select the desired calling plan.

The long distance dialer and calling plans can initially be purchased at various retail locations, over the internet, or via a toll free number. Once Customer has purchased the dialer, if he chooses to purchase service using a credit card, he must either go to a website or call a toll free number to register the dialer and select his desired calling plan. If Customer chooses to pay cash for his service, he must purchase the calling plan at a retail location, then either go to a website or call a toll free number to register the dialer and the calling plan.

For continuing service, Customer can either purchase a plan at a retail location or have his credit card automatically charged for the next period of service.

If Customers credit card cannot be authorized for the appropriate amount, the system will try an additional four times to authorize the account, at which time Customer's account will not be registered for use.

B. Plan A

1. This plan is available to residential Customers only and features 44,640 minutes for a flat rate per month.
2. The initial term of the service is one month and will be automatically renewed on Customer's credit card until Customer cancels the service, or Customer can purchase another term of service at a retail location.

Issued: August 28, 2003

Effective: September 1, 2003

by:

Director - Regulatory Affairs
Verizon Select Services Inc.
600 Hidden Ridge, 2nd Floor
Irving, Texas 75038

SECTION 6 - MISCELLANEOUS SERVICES (Continued)**6.5 Long Distance Dialer Calling Plan (Continued)****6.5.1 Description of Service (Continued)****B. Plan A (Continued)**

3. Plan A is limited to residential use only. If Customer uses Plan A for non-residential purposes such as for business or organization, or the business or organization of another (even if for non-profit), Carrier reserves the right to terminate service or change Customer to Plan B for which they qualify. Business or non-residential use includes, but is not limited to, use in connection with commercial facsimile, resale, three way calling, auto-dialing, mass communications equipment of any kind including, but not limited to, computers or using or accessing the Internet or call center, or for call back, call sell, telemarketing or debit card services, or for calls to or from party lines, chat rooms, conference lines, or other similar types of services. Carrier may also determine that Customer is using Plan A in a business-like manner if making excessive calls and otherwise simulating business-like calling patterns. Excessive calling in a business or non-residential use includes, but is not limited to, calls totaling more than 90 minutes to one ANI within a 24-hour period or calls to more than 15 different ANIs within a 24-hour period.

C. Plan B

1. This plan is available to residential and business Customers. Customers may choose a 225-minute plan, a 580-minute plan, a 1500-minute plan, or a 3200-minute plan.
2. Minutes expire six months after purchase of the plan.
3. Plan B automatically renews each time Customer exhausts his block of minutes within 180 days and there is less than two minutes remaining on the call.
4. If Customer chooses to cancel the service, the minutes remaining will expire six months after the initial call.
5. Calls may only be completed against an account that has a sufficient available balance.
6. The initial billing period (minimum call duration) is one minute.

Issued: August 28, 2003

Effective: September 1, 2003

by:

Director - Regulatory Affairs
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SECTION 6 - MISCELLANEOUS SERVICES (Continued)

6.5 Long Distance Dialer Calling Plan (Continued)

6.5.1 Description of Service (Continued)

C. Plan B (Continued)

7. Initial period rates are for connections of one minute or any fraction thereof. Usage is measured and rounded to the next higher one-minute increment.
8. Carrier's equipment shall track call duration for rating purposes on a real-time basis.
9. No charges apply for incomplete calls. If Customer believes he has been incorrectly billed for an incomplete call, Carrier shall, upon notification, investigate the circumstances of the call and issue a credit when appropriate.
10. If Customer's credit card fails to authorize on a renewal, Customer's Long Distance Dialer Calling Plan will be suspended. If Customer has more than one Long Distance Dialer Calling Plan, all plans will be suspended if the credit card fails to authorize on a renewal.

6.5.2 Device Features

- A. Device must be plugged into Customer's home telephone and works only from the telephone that is plugged into the device;
- B. Device is compatible with most standard or cordless telephones, fax machines, or DSL Service;
- C. Device works with most local calling features such as Call Waiting and Call Forwarding. However, Caller ID Block does not work when using the dialer.

6.5.3 Restrictions

- A. This service is not available when calling from Alaska and Hawaii, but provides for outgoing calls to those states.
- B. Non-continental U.S. and international calls are not available with Plan A but can be made by purchasing Plan B.
- C. Operator services are not included in this service.

Issued: August 28, 2003

Effective: September 1, 2003

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SECTION 6 - MISCELLANEOUS SERVICES (Continued)

6.5 Long Distance Dialer Calling Plan (Continued)

6.5.3 Restrictions (Continued)

- D. If Customer cancels service prior to the end of the term, Customer will not receive a refund for any unused days on Plan A or unused minutes on Plan B.
- E. Calls to 900, 976 or other numbers used for pay-per-call services shall not be completed using this service.

6.5.4 Rates and Charges

Calls are rounded in one-minute increments.

- 1. Plan A \$29.99 per month
- 2. Plan B
 - A. 225 Minute \$ 9.99
 - B. 580 Minute 19.99
 - C. 1500 Minute 49.99
 - D. 3200 Minute 99.99

Issued: August 28, 2003

Effective: September 1, 2003

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OPERATOR SERVICES

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(C)

A. GENERAL

The following regulations and rates apply to local message calls placed through an Operator or Customer Dialed Calling Card, Operator Station-to-Station and Mechanized Station-to-Station calls between points in Metro Call Bands 1 through 5.

B. REGULATIONS

1. The following rate schedules apply to calls placed through a Business Dial Tone Line and Pay Telephone Line.
2. All other applicable rates, charges and regulations can be found in other tariffs of the Telephone Company.
3. The local calling areas of each Exchange Area are those which appear in the Pa. P.U.C.-No. 185C Tariff under "Exchange Areas or Zones".
4. Local Calling Areas and Exchange Area Maps are contained in the Pa. P.U.C.-No. 185C Tariff.

Operator Services

C. RATES

The rates for originating messages are listed below.

1. To points to which the Local General Tariffs for each Exchange Area indicate service is furnished on a Local Area Unlimited Usage Package basis, rates per message are:

Calling Card Customer Dialed, Initial 3 Minutes	\$.75	
Operator Station-to-Station†, Initial 3 Minutes	\$ 2.50	
Mechanized Station-to-Station, Initial 3 Minutes	\$ 2.50	
Corrections Collect Call Surcharge - Local/IntraLATA Initial 3 Minutes	\$ 1.75 (I)	(C)
Operator All Types Operator Person-To-Person, Initial 3 Minutes	\$ 4.50	
All Classes of Service Overtime, Each 3 Minutes	\$.05	

2. To points to which the Local General Tariffs for each Exchange Area indicate that local service is offered on a measured local use basis, the following rates apply for Coin Calls in addition to the Dialed Station-to-Station Measured Local Use rates in C.4 following:

Coin Paid Customer Dialed	\$.25	
Calling Card Customer Dialed	\$.75	
Operator Station-to-Station†	\$ 2.50	
Mechanized Station-to-Station	\$ 2.50	
Corrections Collect Call Surcharge - Local/IntraLATA Person-To-Person	\$ 1.75 (I)	(C)
	\$ 4.50	

3. OPERATOR LOCAL CALLS - ALL SCHEDULES

Calls placed through the operator between points in the local calling area are charged the following Operator Service Charges:

Calling Card Customer Dialed	\$.75	
Operator Station-to-Station #	\$ 2.50	
Mechanized Station-to-Station	\$ 2.50	
Corrections Collect Call Surcharge - Local/IntraLATA	\$ 1.75 (I)	
Person-to-Person	\$ 4.50	

NOTE:

- † Includes Collect, Special Billing Number, Bill To A Third Number calls and Hotel/Motel Guest originated operator completed calls. The live operator surcharge will be waived for victims of domestic violence, the staffs of domestic violence program agencies (when involved in domestic violence counseling) and emergency services personnel (while in the performance of their jobs).

Operator Services

C. RATES (Cont'd)

3. OPERATOR LOCAL CALLS - ALL SCHEDULES (Cont'd)

For Metro Call Bands 2-5 the following rates apply in addition to the Dialed Station-to-Station rate.

Calling Card Customer Dialed	\$.75
Operator Station-to-Station #	\$ 2.50
Mechanized Station-to-Station	\$ 2.50
Mechanized Station-to-Station Corrections Collect Call	\$ 1.75(I)
Person-to-Person	\$ 4.50

4. DIAL STATION-TO-STATION MEASURED LOCAL USE RATES

a. Dial Station-To-Station Calls - Metro Call Band 1

Weekday Rate: applies to directly dialed local messages placed, Monday through Friday, 8:00 a.m.* to 10:00 p.m.*.

The rate is \$.07 per message.

Night and Weekend Rate: applies to directly dialed local messages placed Monday through Friday, 10:00 p.m.* to 8:00 a.m.* and all day Saturday and Sunday.

The rate is \$.028 per message.

b. Metro Call Bands 2-5 Rates

Metro Call Band	Metro Call Bands 2-5 Rates					
	DAY		EVENING (OFF-PEAK)		NIGHT and WEEKEND	
	Initial Minute	Additional Minute	Initial Minute	Additional Minute	Initial Minute	Additional Minute
2	\$.09	\$.03	\$.05	\$.02	\$.03	\$.01
3	.12	.04	.07	.03	.04	.01
4	.15	.06	.09	.04	.05	.02
5	.18	.07	.11	.04	.05	.02

NOTE:

Includes Special Billing Number, operator dialed and completed calls and all Time and Charge request calls (except Hotel/Motel Guest originated as provided in Pa. P.U.C.-No. 1). The live operator surcharge will be waived for victims of domestic violence, the staffs of domestic violence program agencies (when involved in domestic violence counseling) and emergency services personnel (while in the performance of their jobs).

Operator Services

(C)

C. RATES (Cont'd)

4. DIAL STATION-TO-STATION MEASURED LOCAL USE RATES (Cont'd)

Rate Application Periods

<u>DAY RATE</u> -	applies to directly dialed station-to-station calls placed Monday through Friday, 8:00 a.m.* to 5:00 p.m.*.
<u>EVENING RATE</u> -	applies to directly dialed station-to-station calls placed Monday through Friday, 5:00 p.m.* to 10:00 p.m.*.
<u>NIGHT AND WEEKEND RATE</u> -	applies to directly dialed station-to-station calls placed Monday through Friday, 10:00 p.m.* to 8:00 a.m.*, and all day Saturday and Sunday.

* The time shown indicates the termination of one rate application period and the beginning of the "next". Calls connected at exactly the time shown are considered in the "next" period.

OPERATOR SERVICES

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(C)

A. GENERAL

The following regulations and rates apply to local message calls placed through an Operator or Customer Dialed Calling Card, Operator Station-to-Station and Mechanized Station-to-Station calls between points in Metro Call Bands 1 through 6.

B. REGULATIONS

1. The following rate schedules apply to calls placed through a Business Dial Tone Line and Pay Telephone Line.
2. All other applicable rates, charges and regulations can be found in other tariffs of the Telephone Company.
3. The local calling areas of each Exchange Area are those which appear in Pa. P.U.C.-No. 182A under "Exchange Areas or Zones".
4. Local Calling Areas and Exchange Area Maps are contained in Pa. P.U.C.-No. 182A.

Operator Services

C. RATES

The rates for originating messages are listed below.

1. To points to which the Local General Tariffs for each Exchange Area indicate service is furnished on a Local Area Unlimited Usage Package basis, rates per message are:

Calling Card Customer Dialed, Initial 3 Minutes	\$.75	
Operator Station-to-Station†, Initial 3 Minutes	2.50	
Mechanized Station-to-Station, Initial 3 Minutes	2.50	
Mechanized Station-to-Station Corrections Collect Call, Initial 3 Minutes	1.75 (I)	(C)
Operator All Types Operator Person-To-Person, Initial 3 Minutes	4.50	
All Classes of Service Overtime, Each 3 Minutes #	.05	

2. To points to which the Local General Tariffs for each Exchange Area indicate that local service is offered on a measured local use basis, the following rates apply for Coin Calls in addition to the Dialed Station-to-Station Measured Local Use rates in C.4 following:

Coin Paid Customer Dialed	\$.25
Calling Card Customer Dialed	.75
Operator Station-to-Station†	2.50
Mechanized Station-to-Station	2.50
Mechanized Station-to-Station Corrections Collect Call	1.75 (I)
Person-To-Person	4.50

3. OPERATOR LOCAL CALLS - ALL SCHEDULES

Calls placed through the operator between points in the local calling area are charged the following Service Charges:

Calling Card Customer Dialed	\$.75
Operator Station-to-Station #	2.50
Mechanized Station-to-Station	2.50
Mechanized Station-to-Station Corrections Collect Call	1.75 (I)
Person-to-Person	4.50

NOTES:

- † Includes Collect, Special Billing Number, Bill To A Third Number calls and Hotel/Motel Guest originated operator completed calls. The live operator surcharge will be waived for victims of domestic violence, the staffs of domestic violence program agencies (when involved in domestic violence counseling) and emergency services personnel (while in the performance of their jobs).

Operator Services

C. RATES (Cont'd)

3. OPERATOR LOCAL CALLS - ALL SCHEDULES (Cont'd)

For Metro Call Bands 2-6 the following rates apply in addition to the Dialed Station-to-Station rate.

Calling Card Customer Dialed	\$.75.
Operator Station-to-Station #	2.50
Mechanized Station-to-Station	2.50
Mechanized Station-to-Station Corrections Collect Call	1.75(I)
Person-to-Person	4.50

4. DIAL STATION-TO-STATION MEASURED LOCAL USE RATES

a. Dial Station-To-Station Calls - Metro Call Band 1

Weekday Rate: applies to directly dialed local messages placed, Monday through Friday, 8:00 a.m.* to 10:00 p.m.*.

The rate is \$.07 per message.

Night and Weekend Rate: applies to directly dialed local messages placed Monday through Friday, 10:00 p.m.* to 8:00 a.m.* and all day Saturday and Sunday.

The rate is \$.028 per message.

b. Metro Call Bands 2-6 Rates

Metro Call Band	Metro Call Bands 2-6 Rates					
	DAY		EVENING (OFF-PEAK)		NIGHT and WEEKEND	
	Initial Minute	Additional Minute	Initial Minute	Additional Minute	Initial Minute	Additional Minute
2	\$.09	\$.03	\$.05	\$.02	\$.03	\$.01
3	.12	.04	.07	.03	.04	.01
4	.15	.06	.09	.04	.05	.02
5	.18	.07	.11	.04	.05	.02
6	.21	.08	.12	.05	.06	.02

NOTE:

Includes Special Billing Number, operator dialed and completed calls and all Time and Charge request calls (except Hotel/Motel Guest originated as provided in Pa. P.U.C.-No. 1). The live operator surcharge will be waived for victims of domestic violence, the staffs of domestic violence program agencies (when involved in domestic violence counseling) and emergency services personnel (while in the performance of their jobs).

Operator Services

(C)

C. RATES (Cont'd)

4. DIAL STATION-TO-STATION MEASURED LOCAL USE RATES (Cont'd)

Rate Application Periods

- DAY RATE - applies to directly dialed station-to-station calls placed Monday through Friday, 8:00 a.m.* to 5:00 p.m.*.
- EVENING RATE - applies to directly dialed station-to-station calls placed Monday through Friday, 5:00 p.m.* to 10:00 p.m.*.
- NIGHT AND WEEKEND RATE - applies to directly dialed station-to-station calls placed Monday through Friday, 10:00 p.m.* to 8:00 a.m.*, and all day Saturday and Sunday.

* The time shown indicates the termination of one rate application period and the beginning of the next. Calls connected at exactly the time shown are considered in the "next" period.