

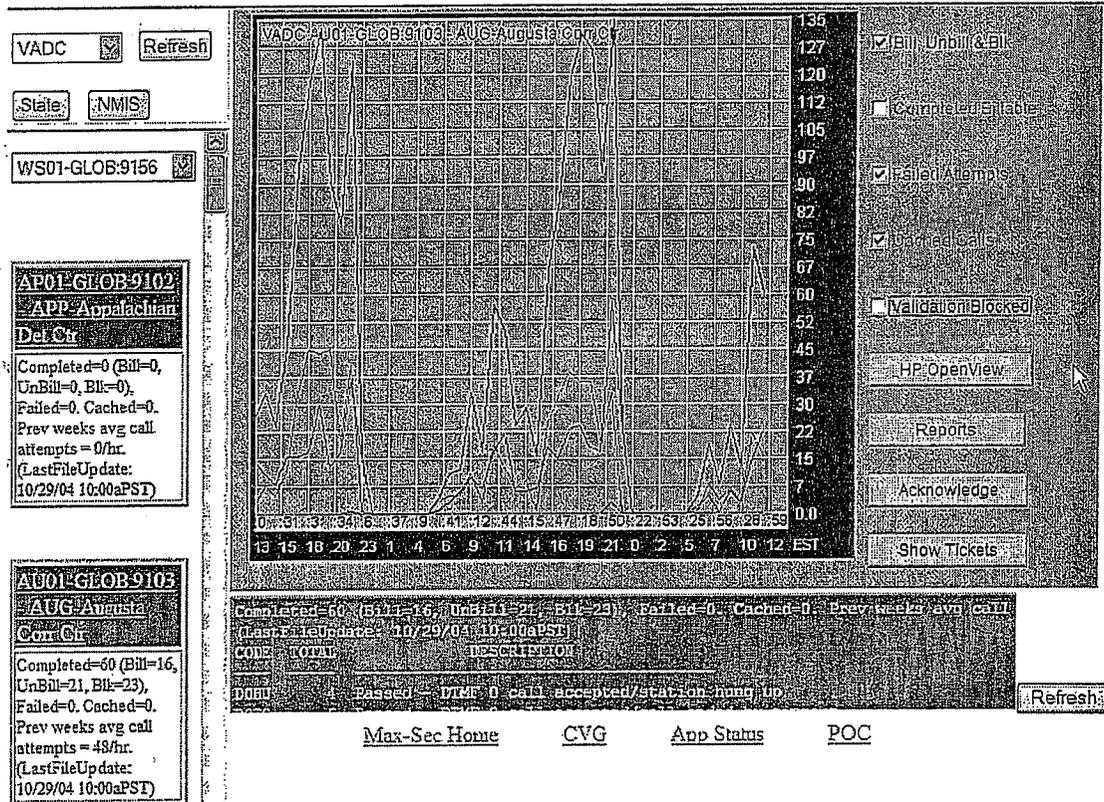


Site Monitor : CADC

AC01GLOB-CA43 - Acton Conservation Camp	AD01GLOB-CA44 - Algar Conservation Camp	AV01GLOB-CA11 - Arvad State Prison	BL01GLOB-CA45 - Bassline Camp
BN01GLOB-CA21 - CVA/Ben Linnard Camp	CD01GLOB-CA16 - CSR/Caswell II	CH01GLOB-CA07 - CSP/Caswell I	CM01GLOB-CA27 - CVA/Washburn Ridge
CN01GLOB-CA12 - Central State Prison	CP01GLOB-CA11 - Calipatria State Prison	CR01GLOB-CA26 - CVA/El Paso De Robles	CW01GLOB-CA14 - Chula Vista Valley SP
DL01GLOB-CA21 - North Kern State Prison	DT01GLOB-CA48 - Delta Camp	ET01GLOB-CA71 - Folsom Transitional Inst	HD01GLOB-CA18 - High Desert State Prison
IS01GLOB-CA19 - Inland State Prison	IT01GLOB-CA77 - State Conservation Ctr	MD01GLOB-CA28 - Valley SP for Women	MA01GLOB-CA13 - Central Cr Women's Ctr
MC01GLOB-CA40 - Mola Creek State Prison	NC01GLOB-CA24 - CVA/North Yuba Corr Ctr	NP01GLOB-CA09 - CSP/Santa	MO01GLOB-CA05 - CA/Riverside Corr Home
OD01GLOB-CA17 - Palom SP	PR01GLOB-CA37 - PFA Prison	CV01GLOB-CA22 - Pleasant Valley SP	SA01GLOB-CA23 - Salina Valley SP
SD01GLOB-CA25 - RJ Dawson State Prison	SI01GLOB-CA15 - CA/Mesa Colony	SO01GLOB-CA19 - Corr Training Facility	SC01GLOB-CA24 - San Clemente State Prison
SR01GLOB-CA66 - Salt Creek Camp	ST01GLOB-CA22 - No. Cal Women's Facility	SV01GLOB-CA02 - CA Corr Ctr/Stockton	VB01GLOB-CA14 - CA/Ceres State Inst
TR01GLOB-CA16 - Delta Vocational Inst	VI01GLOB-CA10 - CA/Medical Facility	VS01GLOB-CA10 - CSP/Santa	WS01GLOB-CA29 - Wasco State Prison

Login Page

Site Monitor Report / State View



Site Monitor Report / Site View

As an added diagnostic reporting feature, MCI's MaxPrm Daily Performance reporting application will poll all Focus 100 system installations on a daily basis. This application



measures and reports daily performance levels, such as the number of completed/accepted calls, the total number of call attempts, call validation performance, the number of failed call attempts, and the number of blocked calls. The MaxPrm application then compares this data against a sophisticated measurement model that it builds from historical data to identify any irregularities or sudden changes. If established thresholds are exceeded or fall short of expectations, they will be flagged and reported daily to MCI's Technical Support and Field Operations Team.

This measurement model can be adjusted on an installation-by-installation basis to ensure accurate comparisons. The DOC can request these customized reports on a daily basis.

The figure below is an example of a MaxPrm daily report showing attempted calls and completed calls by site.

[Unit Details]	MCI-Vendor ID	Files Billable	UnBill	Sus	Unit Name
--					
VADC:AU01-9103	1	297	736	3	AUG-Augusta Corr Ctr
VADC:BA01-9160	1	6	45	3	BON-Bon Air Juvenile
Just					
VADC:BC01-9104	1	363	724	1	BCK-Buckingham Corr.
Ctr.					
VADC:BL01-9106	1	199	487	4	BLN-Bland Corr Ctr
VADC:BM01-9159	1	39	136	4	BEA-Beaumont Juvenile
Jus					
VADC:BO01-9109	1	216	487	2	BTT-Botetourt Corr.
Ctr.					
VADC:BR01-9107	1	284	593	3	BRS-Brunswick Corr.
Ctr.					
VADC:BS01-9108	1	177	453	2	BSK-Baskerville Corr
Ctr					
VADC:BT01-9158	1	17	30	3	BAR-Barrett Juvenile
Just					
VADC:CD01-9115	1	468	989	7	CWD-Coffeewood Corr.
Ctr					
VADC:CH01-9110	1	30	112	0	CHF-Chesterfield Men
Div					
VADC:CM01-9111	1	55	114	0	CHM-Chatham Diversion
Ctr					
VADC:CP01-9161	1	27	33	0	CLP-Culpepper Juve Just
VADC:CR01-9112	1	107	214	0	CRL-Caroline Corr. Ctr
VADC:CS01-9113	1	115	242	2	CSP-Cold Springs Corr
Ctr					
VADC:DN01-9116	1	61	168	1	DNW-Dinwiddie Corr. Ctr
VADC:DP01-9117	1	712	1600	10	DPM-Deep Meadoow Corr
Ctr					
VADC:DR01-9118	1	65	150	1	DRF-Deerfield Corr. Ctr
VADC:DY01-9119	1	389	928	3	DYL-Dillwyn Corr Ctr



VADC:FL01-9121 #1	1	470	1110	17	FLU-Fluvanna Corr Ctr
VADC:GN01-9122 Ctr	1	1012	2073	18	GNV-Greensville Corr
VADC:HA01-9126 Ctr	1	447	1031	3	HVN-Haynesville Corr
VADC:HL01-9124	1	92	226	1	HLF-Halifax Corr Ctr
VADC:HR01-9125 Ctr	1	79	162	2	HRR-Harrisonburg Dent
VADC:HV01-9162 Just.	1	35	70	2	HAN-Hanover Juvenile
VADC:HY01-9127 Unit.	1	41	94	0	HYV-Haynesville Corr
VADC:IC01-9128 Ctr	1	584	1359	14	ICC-Indian Creek Corr
VADC:JM01-9129	1	291	575	2	JMR-James River Corr
VADC:JW01-9130 Ctr	1	180	304	1	JWC-James River Work
VADC:KN01-9131 Ctr	1	220	448	3	KNM-Keen Mountain Cor
VADC:LR01-9132 Ctr	1	615	1566	11	LRV-Lawrenceville Cor
VADC:LU01-9133 Ctr.	1	424	1046	22	LUN-Lunenburg Corr.
VADC:MC01-9134 Ctr	1	542	1457	9	MCK-Mecklenburg Corr
VADC:MR01-9135 Ctr	1	37	60	0	MRN-Marion Corr&Treat
VADC:NB01-9163	1	30	80	2	NAT-Natural Bridges JCC
VADC:NT01-9136	1	368	991	2	NTT-Nottoway Corr. Ctr.
VADC:PC01-9138 Unit.	1	99	199	3	PCH-Pocahontas Corr
VADC:PL01-9139	1	197	374	2	PLS-Pulaski Corr Unit
VADC:PT01-9140	1	45	109	0	PTH-Patrick Henry Corr
VADC:PW01-9141	1	263	588	7	PWH-Powhatan Corr Ctr
VADC:RD01-9164 Cntr	1	20	82	1	RDC-Reception & Diag
VADC:RH01-9157 Div	1	3	6	1	RHH-Richmond Women's
VADC:RO01-9142	1	90	229	0	RDO-Red Onion St Prison
VADC:RS01-9143	1	66	120	0	RSB-Rustburg Corr Unit
VADC:SB01-9144	1	413	1011	10	SBR-St Bride's Corr Ctr
VADC:SC01-9145	1	349	799	3	SCX-Sussex I St Prison
VADC:SH01-9146 Ctr	1	336	827	11	SHN-Southampton Corr
VADC:ST01-9147	1	55	89	1	STF-Stafford Det Ctr
VADC:SX01-9149 Prison	1	563	1602	22	SUX-Sussex II St.
VADC:TZ01-9151	1	53	88	0	TZW-Tazewell Corr Unit
VADC:VR01-9152	1	219	416	2	VRG-Virginia Corr Unit
VADC:WH01-9153 Unit	1	52	154	2	WHP-White Post Corr
VADC:WR01-9155	1	255	660	13	WRD-Wallens Ridge Corr



VADC:WS01-9156

1

47

68

1 WSE-Wise Corr Unit

MaxPrm Daily Performance Report**MCI Snitch Line**

The Snitch Line value-added feature can be provided by MCI to the DOC at no additional cost. Upon request for this feature, MCI will work with DOC representatives and site personnel to implement the feature and provide the necessary training to DOC staff:

The Snitch Line allows an inmate to express concerns or to report suspicious or criminal activities to correction officials via an anonymous message. To enable this feature, the ICS system installed at each location will be programmed to recognize a number that an inmate can dial to report a crime tip. The ICS will identify the call as a Snitch Line message and record it on the system hard drive, just as a call recording is stored. Snitch Line recordings can be easily identified by facility staff. Because the Snitch Line recordings are maintained on the ICS system in the same manner as recorded calls, each Snitch Line recording can be searched easily from an administrative workstation using the same search features that are available for recorded calls.

Each Snitch Line recording will be enclosed in MCI's proprietary security envelope, which ensures the chain of custody by protecting the recordings from tampering or alteration.

Automated Inmate Data Exchange Program (NCC)

In order to streamline the PIN assignment process, MCI is also willing to offer the Commonwealth an automated process by which the Commonwealth can send a PIN information file electronically (XML File Format) to MCI in the appropriate data exchange format. Depending on the method selected by the Commonwealth, implementing the NCC automated function of PINs could be completed within 30 to 60 days if the Commonwealth desires. The Focus 100 system in conjunction with our NCC (Network Control Center) system will provide PIN account creation, updating, and random automatic PIN numbering if DOC so desires. All PIN assignments will comply with DOC policies and procedures.

NCC would provide a mechanism for the Commonwealth to submit an agreeable source of data for processing by MCI. MCI would provide feedback on any problems to DOC regarding any issues with the creation or updating of inmate PINs. The data exchange would be handled by NCC through the use of an FTP server as the transport mechanism to accept a full-dump of PIN data reporting from DOC on a daily bases, or at other predetermined intervals.

The MCI NCC system comprises of three main players, namely DOC, MCI MAXSEC, and VAC. The role of each player is explained below:

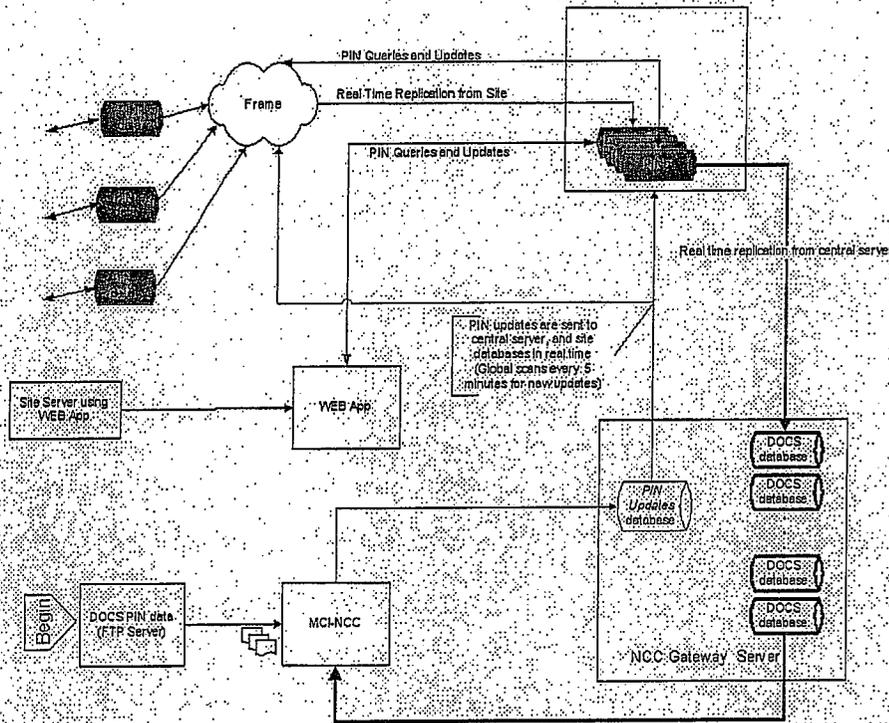
- DOC uploads PIN data files to the FTP server.

- MAXSEC is MCI's PIN support organization and systems. MAXSEC downloads PIN data files from the FTP server, determines PIN changes, and sends PIN changes to VAC.
- VAC updates ITS databases and configures inmate call privileges.

Depending on DOC requirements, MAXSEC will send to VAC a batch of PIN changes, at a frequency of once a day. VAC will check for PIN changes every 5 minutes. PIN changes sent by MAXSEC will be updated on the ITS immediately. Additional detail relating to the NCC process is below:

- DOC uploads PIN data to FTP server (at an agreed upon frequency).
- MAXSEC downloads PIN data and creates PIN changes (adds, edits, and deletes).
- MAXSEC sends PIN changes to the NCC gateway server by inserting PIN update records into a table in the update database located on the NCC gateway server.
- VAC scans the update database every 5 minutes for new update records. For each new update record, VAC updates the site data using the update record and flags the update record.
- VAC does real time replication of site data to the NCC gateway server. Inmate database is replicated at both the Plano, TX cluster servers and on the VAC Richardson, TX cluster servers to ensure for a fault tolerant PIN administration system.
- MAXSEC runs queries against the NCC gateway server. Because VAC does real time replication of the site data to the NCC gateway server, the data accessed by MAXSEC is the same as the site data.

NCC SYSTEM ARCHITECTURE



Network Control Center Architecture

PIN Update Database:

The PIN update database (PinUpdates) contains two tables that hold changes in pin data. They are the tblPinChanges and tblAllowListChanges. They are shown below with their sizes and MS SQL data types.

tblPinChanges	tblAllowListChanges
[InmateID; nvarchar(15)]	[InmateID; nvarchar(15)]
[PIN; nvarchar(10)]	[ContractID; nvarchar(4)]
[ContractID; nvarchar(4)]	[PhoneNumber; nvarchar(16)]
[FirstName; nvarchar(20)]	[HearingImpaired; bit]
[LastName; nvarchar(20)]	[TimeAdded; datetime]
[SubID; nvarchar(10)]	[TimeUpdated; datetime]
[Active; bit]	[AllowRecording; bit]
[SelfLearn; bit]	[Operation; nvarchar(1)]
[SelfLearnStartDate; datetime]	
[SelfLearnDuration; int]	
[Alias; nvarchar(20)]	
[Location; nvarchar(10)]	
[MaxCallLength; int]	
[CallListType; nvarchar(1)]	
[TimeAdded; datetime]	
[TimeUpdated; datetime]	
[HearingImpaired; bit]	
[Operation; nvarchar(1)]	

PIN Database Table

There are three kinds of updates, Add, Edit, and Delete. For each add or edit record, the fields to be updated will contain non-null values. All fields that contain null values in an add or edit record must be ignored. Delete records will typically contain fields InmateID and ContractID only.

PIN Updates

The pin update record specifies the data to be modified and the operation field indicates what type of update to perform. If the operation field value is U (update or edit) or D (delete), the ContractID and InmateID field combination serve as a unique key to identify which record is to be updated or deleted. When an update is processed, the update record must be time stamped in the TimeUpdated field.

f Text Telephones: Automated Inmate Telephone System Relegations 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.

MCI Response:

MCI has read, understands and will comply.



2. The Pennsylvania Relay Service allows persons to use TTY/TDDs to communicate with hearing impaired and speechcapable 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.

MCI Response:

MCI has read, understands and will comply.

MCI will provide TTY/TDD 800 service connecting to 800-855-1155 for hearing or speech-impaired persons.

3. A remote printer will produce a copy of the conversation for monitoring purposes.

MCI Response:

MCI has read, understands and will comply.

MCI will provide a TTY/TDD remote printer for producing 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.

MCI Response:

MCI has read, understands and will comply.

MCI will provide a TTY at no cost to the DOC within 10 working days of notification. The unit shall be an Ultratec Supercomm 4400 or equivalent. Additionally, the Focus 100 ITS will prevent calls to toll-free numbers other than those requested for connectivity to the Pennsylvania Relay Service for TTY/TDD equipment.

2. The Contractor shall consistent with Automated Inmate Telephone System Relegations 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.

MCI Response:

MCI has read, understands and will comply.



MCI will provide a TTY/TDD Printer and Supplies at no cost to the DOC. Repairs will be attempted on each unit when notified of such problems. If the TTY/TDD or remote printer can not be repaired in the field, at the facility, the reporting field technician will replace such unit.

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.

MCI Response:

MCI has read, understands and will comply.

MCI will reprogram the Ultratec Supercomm 4400 TTY at no cost to the DOC to prevent the inmates from turning off the printer and any other feature that the DOC wants removed. Also, MCI shall install a lock on the unit to prevent the removal of the batteries by the inmates.

4. The TTY/TDD shall be programmed for making a 30 minute call

MCI Response:

MCI has read, understands and will comply.

MCI will program each TTY at no cost to the DOC to allow for 30 minute call durations.

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.

MCI Response:

MCI has read, understands and will comply.

MCI will include the InterLata rate quote as part of the script meeting the FCC requirements.

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.

MCI Response:

MCI has read, understands and will comply.

MCI will contact the AT&T Relay center to have each TTY line PIC to MCI to ensure the same inmate collect rates.

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 Associated (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.

MCI Response:

MCI has read, understands and will comply.

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.

**MCI Response:**

MCI has read, understands and will comply.

MCI acknowledges that the Ultratec Supercomm 4400 or equivalent text phones will be installed at the facilities identified above in section 2.5-A.1.g.

h. Concurrence for Disconnection/Removal: No inmate stations shall be disconnected/removed without the concurrence of the Commonwealth.

MCI Response:

MCI has read, understands and will comply.

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.

MCI Response:

MCI has read, understands and will comply.

MCI takes great pride in offering its correctional customers the most up-to-date inmate/ward calling products and services available in the marketplace. In addition to identifying, testing, and marketing new and emerging technologies in the correctional marketplace, MCI's internal development organization works with on-site project teams to drive product development to meet emerging customer requirements.

All hardware will be kept at a level that is supportable by the manufacturer and any technology refresh of such hardware will be provided as no cost to the Commonwealth.

Any additions, improvements, or enhancements that are developed, tested, and incorporated as permanent features of the ITS System, during the contract period will be provided to the Commonwealth at no cost and are generally accomplished by automatic upload to each contracted SCI based system. A system shut down will not be required by the Commonwealth facilities to benefit from such updates.

Equipment deployed at each SCI site will be maintained by MCI to meet the requirements of the RFP and the PA DOC. If at any time, this equipment becomes obsolete or unsupported, MCI will review potential alternative solutions and equipment and present such alternatives/equipment to the Commonwealth for consideration. Upon agreement by MCI and the Commonwealth for implementation of an alternative solution or replacement of such equipment, MCI will implement the agreed upon changes at no

cost to the Commonwealth. The implementation timeline will be coordinated and agreed to between the parties.

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.

MCI Response:

MCI has read, understands and will comply.

All services and equipment proposed during the term of the contract complies with all Federal and State laws as described above in section 2.5-A.1.j.a.

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.

MCI Response:

MCI has read, understands and will comply.

k. Amplified Handsets: The Contractor shall provide amplified handsets for hard-of-hearing inmates upon request.

MCI Response:

MCI has read, understands and will comply.

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.

MCI Response:

MCI has read, understands and will comply.

MCI agrees that testing of call detection security enhancements with LECTC-NE shall be permitted as requested. Acceptance will not be unreasonably denied for implementation of any new call detection enhancements, but any such testing would be granted for a predetermined time frame as not to tie any individuals for an extended amount of time beyond what would be considered reasonable and customary.



2. Operational Standards: The system for inmate calling service shall have the following operational standards:

a. One-way, out-going only service.

MCI Response:

MCI has read, understands and will comply.

MCI will allow out-going only service. This is accomplished two-fold: first, the Focus 100 ITS will only provide outbound service, secondly, when MCI orders the outbound trunks for the Focus 100 ITS, the lines are ordered ONLY with outbound traffic routing, eliminating the ability for inbound calls to inmates.

b. No pulse dialing.

MCI Response:

MCI has read, understands and will comply.

The Focus 100 ITS will not allow pulse dialing. Every time an inmate makes or attempts to make a call, he must initiate the call from an on-hook or hung-up situation.

c. Collect calling, station-to-station calling and prepaid calling.

MCI Response:

MCI has read, understands and will comply.

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.

MCI Response:

MCI has read, understands and will comply.

Any direct dialed calls will be prohibited, unless the Commonwealth wishes to process prepaid calls via direct dial services that would be checked against a allow list for that individual inmate PIN. This feature is programmable and will not be turned on unless directed by the DOC.

e. Access to "411" and/or "555-1212" information service shall be prohibited.

MCI Response:

MCI has read, understands and will comply.

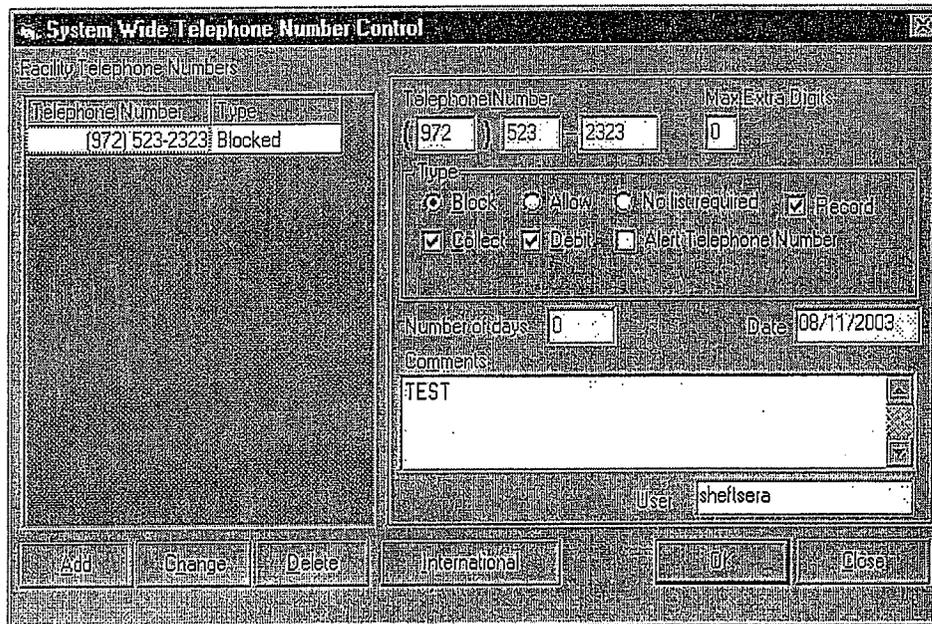
The VAC Focus 100 computerized call control system prevents calls to any unauthorized numbers and provides the ability to block calls to individual telephone numbers as well as

groups of numbers such as 800, 888 and specifically numbers that incur charges including 900, 972, 976, and 550. This blocking will be configured as part of the VAC manufacturing process prior to installation. Additional blocking can be managed on-site using the administrative workstation or via remote communications.

The system is pre-programmed to automatically block all incoming calls and inmate outgoing calls to certain numbers, including the following:

- Specific NPA's, such as 411, 800, 888, 877, 866, 855, 550, 555, 700, 900, 972, 976, etc.
- 911 and other emergency service numbers
- Telephone numbers for other correctional institutions and inmate telephones at the same or other LazerPhone sites
- Any number requested by the facility
- Alternate long distance carriers, via 950, toll free, 10XXX, or other means
- International calls (unless allowed by the facility)

In addition, a listing of blocked numbers can be generated and viewed or printed at any time. Entry of a Blocked number and removal of a block are both accomplished using the same screen shown below. To remove, the "Block" button is unselected. All block maintenance entered in this fashion using the site workstation is implemented within 15 minutes of entry. In addition, the site may phone or email block requests to VAC customer service for processing. VAC will implement standard requests within 24 hours or emergency requests within an hour of receipt.



Telephone Number	Type
(972) 523-2323	Blocked

Telephone Number: (972) 523-2323 Max Extra Digits: 0
 Type: Block Allow No list required Record
 Collect Debit Alert Telephone Number
 Number of days: 0 Date: 08/11/2003
 Comments: TEST
 User: sheltsera

Add Change Delete International OK Close

f. Access to toll free services 800/888/877/etc, numbers shall be prohibited.

MCI Response:

MCI has read, understands and will comply.

The system is pre-programmed to automatically block all incoming calls and inmate outgoing calls to certain numbers, including the following:

- Specific NPA's, such as 411, 800, 888, 877, 866, 855, 550, 555, 700, 900, 972, 976, etc.
- 911 and other emergency service numbers
- Telephone numbers for other correctional institutions and inmate telephones at the same or other LazerPhone sites
- Any number requested by the facility
- Alternate long distance carriers, via 950, toll free, 10XXX, or other means
- International calls (unless allowed by the facility)

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.

MCI Response:

MCI has read, understands and will comply.

The system is pre-programmed to automatically block all incoming calls and inmate outgoing calls to certain numbers, including the following:

- Specific NPA's, such as 411, 800, 888, 877, 866, 855, 550, 555, 700, 900, 972, 976, etc.
- 911 and other emergency service numbers
- Telephone numbers for other correctional institutions and inmate telephones at the same or other LazerPhone sites
- Any number requested by the facility
- Alternate long distance carriers, via 950, toll free, 10XXX, or other means
- International calls (unless allowed by the facility)

h. Access to the "911" emergency system shall be prohibited.

MCI Response:

MCI has read, understands and will comply.

The VAC Focus 100 computerized call control system prevents calls to any emergency system numbers such as 911 and unauthorized numbers and also provides the ability to block calls to individual telephone numbers as well as groups of numbers such as 800, 888 and specifically numbers that incur charges including 900, 972, 976, and 550. This