

In all cases, one (1) minute prior to expiration of the established maximum call duration limit, the system will play a warning tone or voice prompt such as “One minute remaining.” At the end of that one (1) minute, the system will terminate the call.

The Inmate Class of Service within the Focus 100 defines the overall level of access given to an inmate. As shown in the image below, Call Duration may be set as requested. This includes the flexibility to set the total number of calls or minutes an inmate may make in any given day, week, or month. It also allows for specific call durations to be established by PIN. These calls or minutes can be divided between collect and debit calling, if implemented and desired. This is depicted in the red dotted line circle in the example below.

The screenshot displays the 'Inmate Telephone System' interface. At the top, there are menu options: File, Tasks, Reports, Help. Below this is a navigation bar with buttons for Account, History, Call Records, Telephone List, Call Limit Status, Telephone Assignment, and Access Control. The main form contains the following fields and sections:

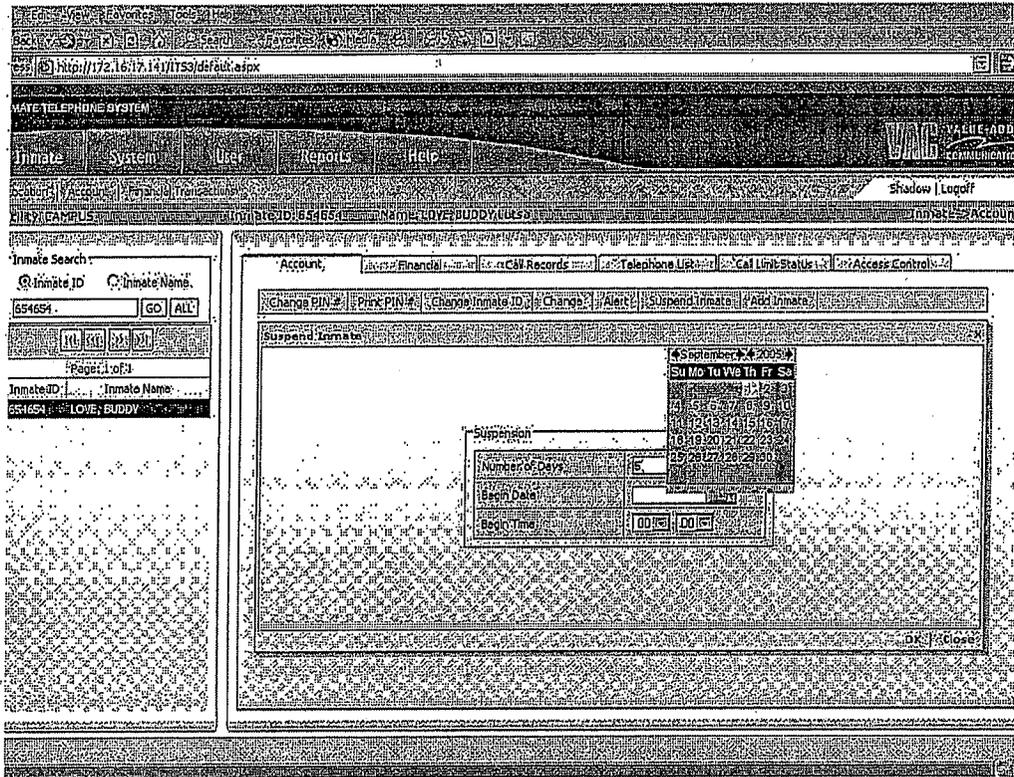
- Inmate Information:** Inmate ID (0000011111), Last Name (ONE), First Name (HALF), Middle Name, PIN (534433), Facility (DEMO), Living Unit (LIVING UNIT 1), and Language (English).
- Call Control:**
 - Class of Service: DEFAULT C00
 - Call Access Controls: A table with columns for Collect, Debit, and Total, and rows for Calls/Day, Calls/Week, Calls/Month, Minutes/Day, Minutes/Week, Minutes/Month, Minutes Between Calls, Minutes per Call (set to 15), and Max Declined Calls (set to 127).
 - Call Schedules: A table with columns for Day (1-11) and Time (30, 60, 90, 120, 150, 180, 210, 240, 270, 300).
 - Options: Require Approved Number List (Collect), Require Approved Number List (Debit), Allow Special Number List, Use Call Branding Message, and Use Inmate Message.
- ITS Access Controls:** Day, Week, Month, and ITS Inquires fields.
- Maximum Active Telephone Numbers:** Set to 30.

Buttons for 'Change' and 'Close' are located at the bottom right of the form.

Access Control

The Focus 100 system allows a user with the proper authorization to “suspend” inmate calling privileges indefinitely or for a fixed number of days. While suspended, the inmate will not be able to call any numbers except privileged numbers.

Suspension — The facility staff has the ability to suspend an inmate's calling privileges. During this period, an inmate is not allowed to make calls. Suspensions are set for day increments. Suspensions in day increments begin immediately and expire at midnight. Once a suspension has expired, the inmate's account will automatically be accessible again. All accounts that are suspended are listed on the Currently Suspended Telephone Accounts report for easy viewing.



Suspended Inmate Reference



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

- Facility Name
- Facility Code
- ID (inmate's ID number)
- Inmate name
- Start Date (suspension will began)
- End Date (suspension will end)
- Days to be Suspended
- Days Already Suspended
- Suspended Days Left
- Total Number of Suspended Accounts

Run Date: 08/08/2002

Inmate Phone System

Run Time: 12:52:09

Currently Suspended Telephone Accounts

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Report Site: COF
Terminal Making Request: ALL DEMO WSNL
User ID: testadmin

Selected Site(s): ALL

Facility Name: DEMO Facility Code: CHA

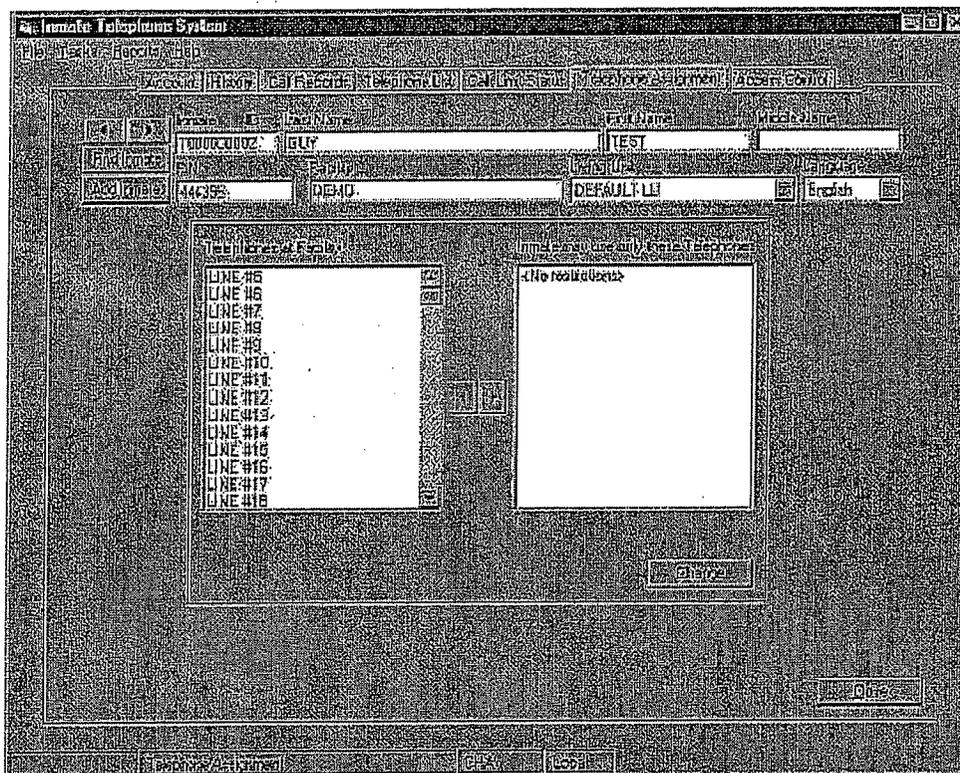
ID#	: 00000000	Start Date	: 08/03/2002	Days to be Suspended	: 5
Last Name	: TWO	End Date	: 08/13/2002	Days Already Suspended	: 0
First Name	: NOBFF			Suspended Days Left	: 5
Middle Name	: LINE				

Total Number of Suspended Accounts: 1

Suspended Telephone Accounts Report

Use of the PIN feature does allow the DOC to restrict inmate's calling to specific phones or group of phones.

The Telephone Assignment Tab screen below lists the phones an inmate is allowed to use to make calls. Phones are listed by Station ID and the inmate is allowed to use only those phones within their assigned Living Unit. To allow an inmate to use any phone from the facility, remove all phones from the allowed list. The allowed list will then display "<No restrictions>", indicating that they may use any phone at the facility.



Inmate Telephone Assignment

w. All collect calls shall be processed without the involvement of a live operator.

MCI Response:

MCI has read, understands and will comply.

All calls are processed using the full-featured automated attendant function. At no time will inmates have access to a live operator. Instructions are clear and easy to understand in either English or Spanish, based on the preference established at PIN assignment. When MCI orders the phone circuits for carrying inmate traffic, the circuits are ordered for outbound service without the use of live operators.

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.

MCI Response:

MCI has read, understands and will comply.

It is MCI's policy to perform a LIDB validation on each and every call in real time. MCI does not support a once per day validation or "cashing" process. MCI can afford this

additional level of security due to the fact that it employs its own LIDB validation network.

As Stated the Focus 100 system validates calls in real time. During call setup, the inmate is placed on hold while validation of the destination number is checked. The Telephone number validation takes less than 5 seconds to process.

The telephone number that the inmate dials is first checked against the system or facility phone database, which includes the Call Block List and Telephone Scheduling. When using PINs, the telephone number is also checked against the inmate's personal Call Block, Call Schedule, and Call Allow lists.

MCI then checks the telephone number against the Line Information Database (LIDB). The LIDB dip occurs on a daily basis to ensure the latest fraud/bad debt attributes, operational status, and billable status (e.g. payphones are not billable) is obtained. If the telephone number is determined to be valid, the call is allowed to process. If the telephone number is not validated, the built in Focus 100 automated operator tells the inmate that the call can not be processed because it is blocked and the call is terminated. The termination of the call requires the inmate to hang up the current call before he / she can attempt another call.

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.

MCI Response:

MCI has read, understands and submits that Local Exchange Carrier Central Office features provided by the local dial tone switches are becoming increasingly difficult to

detect because of tremendous advancements in central office switches and networks. Additionally, the local telephone line is increasingly being used for data connections to the Internet or Intranets. With the advent of this technology and multiple uses for local telephone lines including different technologies for Voice Over IP (VoIP), the local service providers design the networks and purchase switches to make these optional features as seamless as possible to enhance the voice conversation and maximize data throughput on data connections. However, these design advancements make detection of central office features more difficult, and in some cases impossible, to detect.

With respect to Call Forwarding, the feature is designed for the subscriber of record to be able to forward their incoming calls to an alternative telephone number, including cell phones. When the originating calling party dials the subscriber destination number, the Central Office that will carry that call completes a database lookup to that particular subscriber ANI. If call forwarding is enabled on that ANI, the call will route to the alternative number as designated by the subscriber. The calling party is completely unaware that their call has been re-routed to an alternative number. MCI could not legally stop the subscriber from obtaining this service and using this service. MCI can enforce the DOC policy to mark and also disconnect these types of calls upon discovery as appropriate. MCI does not currently have statistical analysis to determine and report the percentage of attempts and successful detection of such call attempts.

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.

MCI Response:

MCI has read, understands and respectfully submits that as identified in the previous, subsection 1 on remote call forwarded numbers, MCI could not legally stop the subscriber from obtaining this service and using this service. MCI can enforce the DOC policy to mark and also disconnect these types of calls upon discovery as appropriate. MCI does not currently have statistical analysis to determine and report the percentage of attempts and successful detection of such call attempts.

3. Calls to telephone numbers, which "hook flash," dial another number and complete the three-way call.

MCI Response:

MCI has read, understands and will comply.

MCI's proposed VAC Systems are designed to isolate three-way call attempts by detecting multiple call characteristics typically associated with this type of activity. Any call detected by this feature will be tagged as a three-way call in the call detail record and made available for review in a report designed for this specific purpose.

Once the system is up and running for a period of time, traffic patterns and call activity will be analyzed to determine the optimum sensitivity setting for three-way call detect.

At this time, the disconnect feature will be enabled at the direction of the DOC. From this point forward, calls that trigger the three-way call detection feature will be disconnected, or cause the call to be disconnected.

While every effort is made to improve the accuracy of three-way call detection, it is possible for other events on a call to inadvertently result in call disconnection. These include:

- Non-voice sounds during the call
- Extra digits dialed during the call
- Dropping or tapping the handset
- Use of the call waiting feature by the called party
- Simulation of a hook switch / flash

If the phone system detects a three-way call attempt, the system will end the call immediately.

Current technology in the Public Switched Telephone Network only provides audible indications on the line when call forwarding or a three-way call is attempted. Since three-way calling requires a hook-flash of a specified minimum and maximum duration and since the three-way calling is usually accompanied by silence from the called party end of the line, the system detects these signals and responds according to system programming. These responses can be a voice prompt informing the parties the call is from an inmate, a flag on the call recording indicating that a three-way call was detected, termination of the call, or a combination of these. The system is dependent on the noise on the line and other signals that can sound like three-way call attempts or the lack of signaling during a three-way call attempt, e.g., connecting two lines through a dual line phone or a digital PBX. Some of the problems that exist with the current technology are: (1) call waiting may sound like a three-way call, which makes differentiation virtually impossible resulting in erroneous disconnects; (2) call forwarding may not be detected at all; and (3) noise or conversation on the line may mask the signaling normally heard during a three-way call attempt.

MCI and VAC continue to develop additional methods to detect three-way and remote call forwarded calls. Research has identified that on a large number of three-way call attempts a secondary ring is heard. A trap for secondary ring can be implemented, and provides several options as to which type of action is to be taken. MCI does not currently have statistical analysis to determine and report the percentage of attempts and successful detection of such call attempts.

The call can proceed and the call detail record is marked with a special indicator, the call can proceed and the investigator is notified of the three-way call event, or the call can be disconnected. In addition, the DOC can request that called parties who abuse three-way calling and call forwarding, have the particular called party number blocked in the facility database listing.

Based on its extensive experience within the industry, MCI has some DOC customers recommending to their investigative staff that the call be permitted to continue, and mark the call detail record as a fraudulent or three way call attempt for later investigation. This permits investigators to collect valuable evidence that ordinarily wouldn't be available if the call was immediately disconnected. MCI's solution includes comprehensive call recording at each facility permitting archival of three way calls for investigative work long after the call was completed. However, if DOC simply wants all three-way call events and discovered call forwarded numbers to be disconnected, MCI will comply with this request. MCI can play an announcement to the called party that the call is being disconnected because of an identified three-way call event.

4. Conference calls facilitated through customer provided switching equipment.

MCI Response:

MCI has read, understands and submits that as previously stated in this response, MCI and VAC work diligently to improve upon the detection and prevention of fraudulent activity. MCI could not legally stop the subscriber from obtaining this service and using this service. MCI can enforce the DOC policy to mark and also disconnect these types of calls upon discovery as appropriate. MCI does not currently have statistical analysis to determine and report the percentage of attempts and successful detection of such call attempts.

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.

MCI Response:

MCI has read, understands and submits that Local Exchange Carrier Central Office features provided by the local dial tone switches are becoming increasingly difficult to detect because of tremendous advancements in central office switches and networks. Additionally, the local telephone line is increasingly being used for data connections to the Internet or Intranets. With the advent of this technology and multiple uses for local telephone lines including different technologies for Voice Over IP (VoIP), the local service providers design the networks and purchase switches to make these optional features as seamless as possible to enhance the voice conversation and maximize data throughput on data connections. However, these design advancements make detection of central office features more difficult, and in some cases impossible, to detect.

With respect to Call Forwarding, the feature is designed for the subscriber of record to be able to forward their incoming calls to an alternative telephone number, including cell phones. When the originating calling party dials the subscriber destination number, the Central Office that will carry that call completes a database lookup to that particular subscriber ANI. If call forwarding is enabled on that ANI, the call will route to the alternative number as designated by the subscriber. The calling party is completely unaware that their call has been re-routed to an alternative number. MCI could not legally stop the subscriber from obtaining this service and using this service. MCI can enforce the DOC policy to mark and also disconnect these types of calls upon discovery as appropriate. MCI does not currently have statistical analysis to determine and report the percentage of attempts and successful detection of such call attempts.

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.

MCI Response:

MCI has read, understands and submits that As identified in the previous, subsection y.1 and y.2 on remote call forwarded numbers, MCI could not legally stop the subscriber from obtaining this service and using this service. MCI can enforce the DOC policy to mark and also disconnect these types of calls upon discovery as appropriate. MCI does not currently have statistical analysis to determine and report the percentage of attempts and successful detection of such call attempts.

3. Calls to telephone numbers, which "hook flash," dial another number and complete the three-way call.

MCI Response:

MCI has read, understands and will comply.

VAC Systems are designed to isolate three-way call attempts by detecting multiple call characteristics typically associated with this type of activity. Any call detected by this