

may be located and the threat of escape or other illegal activity. Additionally, Cellular telephones can not accept collect calls. Thus as previously stated, MCI will continue to block such calls unless the Commonwealth dictates otherwise. But MCI and VAC have teamed together to offer those individuals with cellular service an alternative.

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.

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 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.

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.

MCI Response:

MCI has read, understands and submits that this feature is not available today.

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.

MCI Response:

MCI has read, understands and will comply.

Upon successful completion of inmate dialing, the Focus 100 system will advise the inmate as follows, "Your call is being processed". Each call requires the called party to indicate positive acceptance by dialing or depressing "5" on their phone. Until the call is positively accepted and identified by DTMF acknowledgement, the inmate is separated from the outgoing call process and billing is not initiated. Billing does not begin until the positive acceptance has been acknowledged. Unlike other Inmate Telephone Systems, the Focus 100 system does start recording the call at the beginning of the recorded announcement whether the call is accepted or not. This allows for greater administrative and investigative advantages.

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.

MCI Response:

MCI has read, understands and will comply.

Unlike several other vendors, the Focus 100 can accept the called party's call acceptance or rejection via voice response or rotary dialing in addition to positive acceptance via touch tone DTMF.

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.

MCI Response:

MCI has read, understands and will comply.

The Focus 100 can be configured on a given telephone number or route for passive acceptance of the call. Passive acceptance can be configured to play a specific message multiple times and timeout before cut-thru or to play a unique message that will not ask for positive acceptance regardless of collect or prepaid. Usually Attorney calls are set for passive accept. Less than 1% of inmate calls are set for passive accept. Any condition can be setup for passive accept. It is simply accomplished by specifying this Passive Accept feature on the specified telephone number.

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 pre acceptance 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.

MCI Response:

MCI has read, understands and will comply.

For both collect and prepaid calls, the automated operator plays scripts identifying the calls to the called party and functions as explained here below.

Every time a call is placed, the inmate would enter their assigned PIN, which associates every call and the resulting call records and recordings with that inmate. The first time



the inmate makes a phone call and enters his / her PIN information, the Focus 100 ITS will check to see if that inmate has a previously recorded name, if not, the system will instruct the inmate to state their name which will be recorded and played for all future calls. MCI can disable the name announcement feature if desired by the PA DOC. MCI has found that using this method of announcing inmate's calls reduces the attempts of attempted fraud through system by passing messages to called parties when inmates are allowed to state their names each time a call is placed. The use of prerecorded names however does require the use of PINs. Optionally, the correctional facility or a PIN administrator could record the inmate's name to be associated with each call placed by that inmate thereafter.

Upon successful completion of inmate dialing, the system will advise the inmate as follows, "Your call is being processed". At this time, the inmate is separated from the outgoing call process. Although they can hear the call progress and system announcements, they cannot hear or communicate with the called party until positive acceptance of call is received. The message will be played to the called party two (2) times prior to terminating the call. It typically takes approximately 3-4 seconds from the time the inmate completes dialing until the called party is accessed. The automated attendant for the Focus 100 system will announce the call to the called party using the pre-recorded name and as follows:

"This is an MCI Collect Call (or prepaid call) from "Inmate Name" (if required) an inmate at the "Facility Name", a Commonwealth of Pennsylvania Correctional Institution. All telephone calls will be recorded except attorney calls and other privileged party calls. The use of 3-way or call waiting will disconnect the call. To hear the cost of this call, dial 8 now. If you wish to block any future collect calls, dial 7-7. To refuse this call, hang up. If you wish to accept and pay for this call, dial 5 now."

Each of these parameters can be customized and MCI will work with DOC to meet their specifications.

- 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.

MCI Response:

MCI has read, understands and will comply.

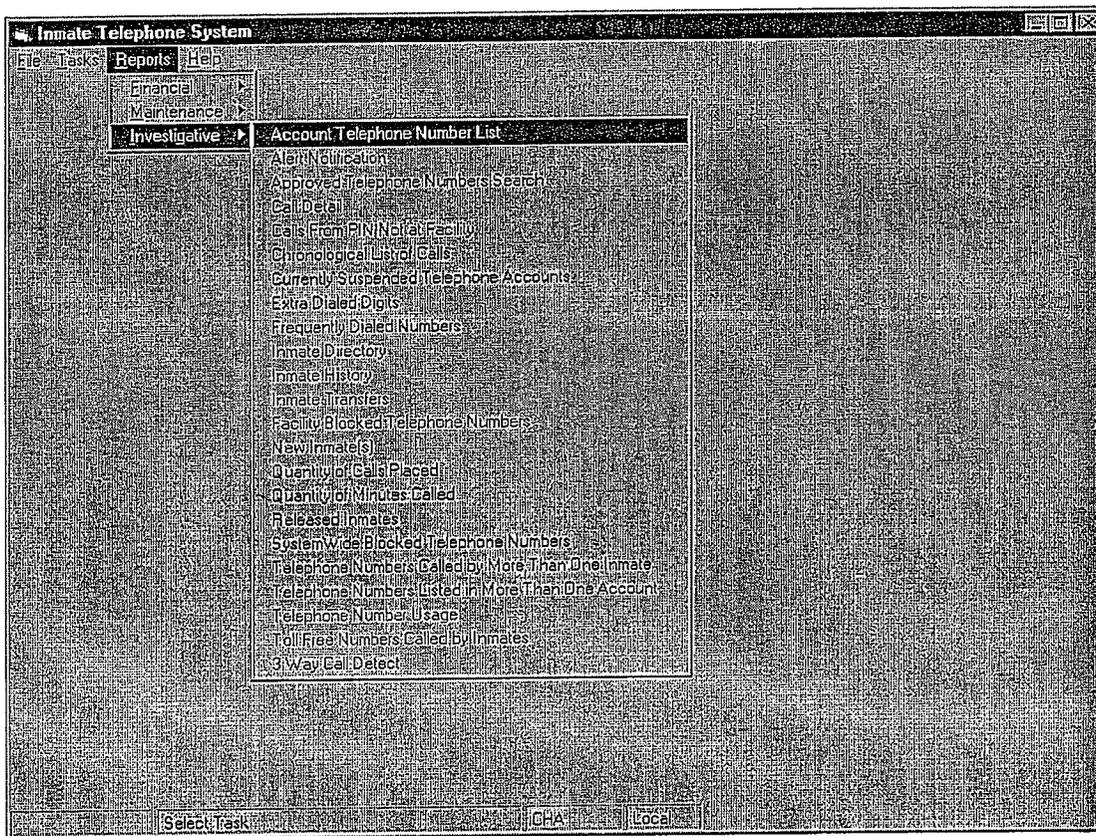
As stated in the previous sections, the Focus 100 ITS can be configured to allow for positive acceptance by Touch Tone DTMF, Rotary dialing, and voice acceptance. Additionally, the system can be configured to allow for passive acceptance where by calls are automatically connected. This feature should be explained in full to the called party prior to allowing such as they will be billed for all connected calls, whether to an answering machine or other individuals receive such call in their absence.

ALL calls, even call attempts are recorded which makes for a great investigative tool where other vendors only record completed calls. Recording call attempts allows the investigators to gain valuable information that they would otherwise not hear when a call is not connected, such as the possibility of called parties trying to pass information.

Reporting features are listed below. Reports are provided in a WYSIWYG (What You See Is What you Get) format on the provided workstation monitors. Each report may be viewed and / or printed.

The Focus 100 has a wide variety of reporting options. Using the Administrative Workstation, system administrators and authorized facility staff with the appropriate level of security access can generate, view, and print standard reports. Additionally, custom reports can be created if required.

There are approximately forty standard reports that are available and are easily accessible using a GUI interface on the system or via the web browser. These reports are indexed and tabbed by the following categories: Financial Reports, Maintenance Reports, and Investigative Reports as follows:



Financial Reports	Description
Call Refund	Generates and prints a summary transaction report when a Call Refund transaction is performed.
Daily Call Charges	Provides a list of collect and debit call activity for a day or date range.
Financial Transactions	Provides a record of the total number of financial transactions for an individual inmate.
Inmate Deposit	Provides a record of individual inmate deposits.
Inmate Reconciliation	Offers a detailed reconciliation of an individual inmate's debit account.

Maintenance Reports	Description
City NPA-NXX Search	Provides the city and state for a particular NPA-NXX.
Local Exchanges	Provides area codes and exchanges that are designated for the local calling area.
Non-Area Code/Exchange Attempts	Provides record of call attempts to invalid area codes.
Percentage Grade of Blocking	Provides hourly call traffic information showing the number of calls attempted, the number blocked by traffic, and the percentage blocked. The report can be obtained by entering the desired report period.
State By NPA Search	Provides the state for a particular NPA (area code).



Investigative Reports	Description
Account Telephone Number List	Provides a complete current list of allowed numbers associated with a specified inmate account.
Alert Notification	Provides calls made by inmates placed on alert and calls made to telephone numbers that have been placed on alert status during the desired report period. The report can be obtained by entering the desired report period.
Approved Telephone Numbers Search	Provides a list of the inmates that are allowed to call specific telephone numbers. The report can be obtained by entering the telephone numbers and the desired report period.
Call Detail	Provides the completed calls by inmate (in the order that they were placed) over a specified time. The report can be obtained by entering the inmate and a specified time frame.
Calls From PIN Not at Facility	Provides all inmates' attempts to place calls with Invalid PIN numbers. The report can be obtained by entering the desired report period.
Chronological List of Calls	Provides a log of the calls attempts (successful and unsuccessful) in the order that they were placed. The report can be obtained by entering the type of call (collect, debit, or both) and the desired report period.
Currently Suspended Telephone Account	Provides a list of inmate telephone accounts where calling privileges have been suspended during the desired period. The report can be obtained by entering the desired report period.
Extra Dialed Digits	Provides a list of all calls where extra dialed digits were detected during the desired period. The report can be obtained by entering the desired report period.
Frequently Dialed Numbers	Provides a list of the telephone numbers called more than a specified number of times within a specified range of dates.

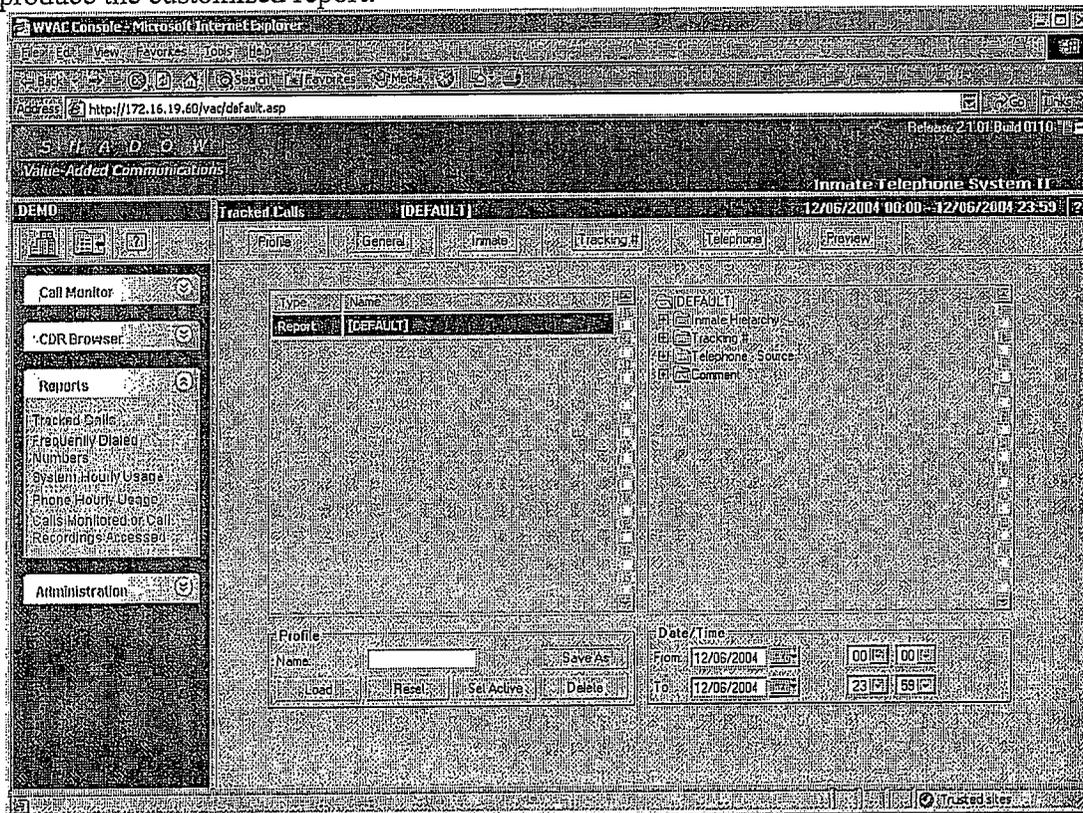
Investigative Reports	Description
	The report can be obtained by entering the minimum number of calls to the telephone number and the desired report period.
Inmate Directory	Provides a log of all inmates. The report can be obtained by entering the desired report period.
Inmate History	Provides all transactions associated with an inmate telephone account over a specified time including commissary account debit calls, collect calls, deposits, refunds, transfers, and/or changes to inmate telephone list. The report can be obtained by entering the inmate and a specified time frame.
Inmate Transfers	Provides a list inmate telephone accounts that have been received or transferred during a specified time. The report can be obtained by entering the inmate and a specified time frame.
Locally Blocked Telephone Numbers	Provides a list of all phone numbers blocked by the local facility.
New Inmate(s)	Provides all inmate telephone accounts added during the specified time period. The report can be obtained by entering the desired report period.
Quantity of Calls Placed	Provides a list of all inmates that have placed calls in excess of the user-defined number of calls in a specific time period. The report can be obtained by entering the minimum calls threshold, type of call (collect, debit, or both), and desired report period.
Quantity of Minutes Called	This report provides a list of all inmates that have placed calls in excess of a user defined total amount of minutes in a specific time period. The report can be obtained by entering the minimum amount of minutes threshold, type of call (collect, debit, or both), and desired report period.

Investigative Reports	Description
Released Inmates	Displays inmates released and removed from the inmate telephone system. The report can be obtained by entering the desired report period.
Speed Dial Search	Displays inmates who have called the same telephone number during a specified time. The report can be obtained by entering 3-digit speed dial codes.
System-wide Blocked Telephone Numbers	Provides a list of all phone numbers globally blocked throughout the prison system.
Telephone Numbers Called by More than One Inmate	Provides a list of telephone numbers that have been called by a user defined number of inmates within a specific time period. The report can be obtained by entering the minimum number of inmates calling and the desired report period.
Telephone Numbers Listed in More than One Account	Provides the telephone numbers that are on more than one inmate's list of numbers allowed to be dialed. The report can be obtained by entering the minimum number of inmates calling and the desired report period.
Telephone Number Usage	Provides a list of all calls made to a user specified telephone number(s). The report can be obtained by entering the telephone number, type of call (collect, debit, or both), completed, uncompleted, or both calls, minimum call duration, and a specific time period.
Toll Free Numbers Called by Inmates	Provides a list of toll free numbers (800, 866, 877, 888 etc.) called by inmates. The report can be obtained by entering the desired report period.
Three-Way Call Detect	Provides a list of how many Three-Way Call attempts were detected. The report can be obtained by entering the desired report period.

In addition to a pre-packaged CDR report, a flexible, user friendly CDR Browser ad hoc query feature will be provided. The presentation format can be customized to:

- Display or suppress any stored piece of information about a call record,
- Sort ascending or descending on any of the fields selected,
- Select for one or more values in each selection field (e.g. multiple originating stations, multiple called numbers)
- Allow wild card search criteria
- Select for a range of dates and times
- Search calls of a specified length
- Search calls of a particular type
- Any call selected can be played by users with appropriate security authority as well as exported to a CD for evidentiary use
- Save frequently used ad hoc queries for future use.

The user will enter the GUI interface, select their search criteria for a specified report, click on the preview/print button and view the report results. A screen shot of the system interface GUI depicts how the user is allowed to define the parameters to be applied to produce the customized report:



The Data screen allows the user to view call records within a facility, select parameters, view call detail records, play recordings, select/hide columns, and sort data etc.

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.

MCI Response:

MCI has read, understands and will comply.

The Voice Overlay feature of the proposed Focus 100 may be programmed to interject a voice announcement at random intervals throughout each inmate phone call. The announcement content will notify the called party that they are speaking to an inmate at the {Facility Name}. The announcement volume will be reduced to a level that is not obtrusive, but still audible and clearly heard by both parties, the inmate and the called party. MCI and VAC can adjust the volume and the frequency of the announcement as required by the Commonwealth.

Additional announcements such as "This call is from a Commonwealth of Pennsylvania Correctional Facility and may be recorded and monitored". Other such announcements that MCI has been requested to interject into the conversations is "Three-way or other fraudulent call attempts is in violation of correctional policies".

As indicated, the customization of overlays is highly advised, and MCI will work with the DOC to customize any overlay to their specifications. Generally overlays are played every 5 minutes of a conversation, but once again, these intervals are programmable to meet your specifications.

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.

MCI Response:

MCI has read, understands and will comply.

Using the provided Workstation, the Commonwealth will have complete flexibility to establish inmate calling parameters by day of week and hour as seen below. In addition, general operating hours can be established for the entire DOC, by facility, or by PIN at the DOC's discretion. The DOC may also choose to control a group of phones' calling hours, such as the infirmary. Holiday schedules may also be established in order to offer alternate calling on these defined days. Once these schedules are established, access to calling by the inmates is automatically controlled by the system, with no administrative intervention required.