



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.

**MCI Response:**

MCI has read, understands and will comply.

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 and will use the same code identifier in setting up the inmate phone stations on the Call Control system to help identify where a particular phone call is being made.

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.

**MCI Response:**

MCI has read, understands and will comply.

MCI will provide a monthly report to identify the record by day, of PIN adds or deletes. by each SCI shall be provided.

- b. Total billed revenue and commission by SCI.

**MCI Response:**

MCI has read, understands and will comply.

MCI will provide a monthly report for total billed revenue and commission by SCI shall be provided.

- c. Frequently called number report - weekly by PIN and SCI.

**MCI Response:**

MCI has read, understands and will comply.

MCI will provide a monthly report for frequently called number report - weekly by PIN and SCI shall be provided.

- d. PIN numbers in use.

**MCI Response:**

MCI has read, understands and will comply.

MCI will provide a monthly report for PIN numbers in use shall be provided.



e. Station Message Detail (SMD) reports.

1. Specific numbers called by PIN.

**MCI Response:**

MCI has read, understands and will comply.

MCI will provide a monthly SMD report for specific numbers called by PIN numbers shall be provided.

2. Duration of all calls.

**MCI Response:**

MCI has read, understands and will comply.

MCI will provide a monthly SMD report for duration of all calls shall be provided.

3. Date and time of all calls.

**MCI Response:**

MCI has read, understands and will comply.

MCI will provide a monthly SMD report for date and time of all calls shall be provided.

4. Call charge - local, IntraLata and InterLata.

**MCI Response:**

MCI has read, understands and will comply.

MCI will provide a monthly SMD report for call charge by Local, IntraLata, and InterLata shall be provided.

5. Inmate telephone being used by location code.

**MCI Response:**

MCI has read, understands and will comply.

MCI will provide a monthly SMD report for Inmate telephone being used by location code shall be provided.

f. Reports on inmate calling activity by DOC inmate number or inmate name on request.

**MCI Response:**

MCI has read, understands and will comply.

MCI will provide a monthly Reports on inmate calling activity by DOC inmate number or inmate name on request

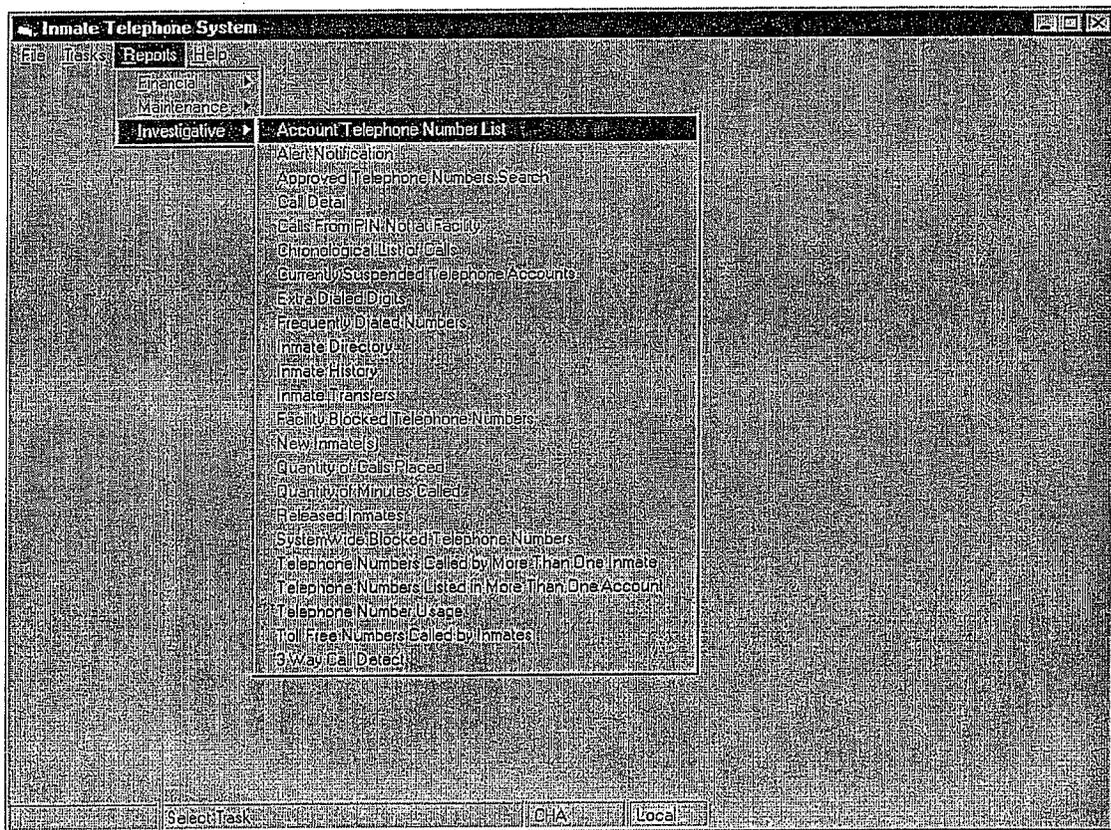
- g. Include in the proposal copies of the Contractor's current standard reports.

**MCI Response:**

MCI has read, understands and will comply.

In compliance with reporting requirements is as depicted below from the list of standard reports in conjunction with the ad-hoc query that allows virtually any permutation of the Call Detail Record information to be searched and reported.

Standard reports are as follows:



<p><b>Chronological List of Calls</b></p>	<p>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.</p>
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The Chronological List of Calls report displays a log of calls from a facility in the order that they were placed. This report displays all attempted calls. The Chronological List of Calls report displays the following information in chronological order.

Run Date: 03/08/2002

Inmate Phone System

Run Time: 12:49:31

Chronological List Of Calls

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Report Site: COP

From: 03/01/2002 - 03/10/02

Terminal Making Request: AITDEMO3/SO1

Time: 03/08/2002 - 22:59:59

User ID: wsladman

Facility Name: DEMO Facility Code: CHA

ID	Date Time	Duration	Dial# Digits	Call Type	Line#	Status	Cost
00000000	03/01/2002 08:02:29		972008483	InterState	1	2	\$0.00
00000001	03/01/2002 12:31:51		972008100	InterState	1	2	\$0.00
00000002	03/01/2002 13:14:54		972008285	Local	1	2	\$0.00
00000003	03/01/2002 12:18:21		972008313	InterState	2	2	\$0.00
00000004	03/02/2002 09:47:23		972008483	InterState	1	2	\$0.00
00000005	03/05/2002 09:51:54		972008382	InterState	1	2	\$0.00
00000006	03/04/2002 09:55:09		972008343	InterState	1	2	\$0.00
00000007	03/05/2002 09:57:24		972008382	InterState	1	2	\$0.00
00000008	03/05/2002 10:01:21		972008343	InterState	1	2	\$0.00
00000009	03/05/2002 10:03:21		972008382	InterState	1	2	\$0.00
00000010	03/05/2002 10:14:32		972008483	InterState	1	2	\$0.00
00000011	03/05/2002 15:49:55		972008343	InterState	1	2	\$0.00
00000012	03/05/2002 15:47:34		972008382	InterState	1	2	\$0.00
00000013	03/05/2002 15:49:25		972008343	InterState	1	2	\$0.00
00000014	03/07/2002 08:24:51		972008382	InterState	2	2	\$0.00
00000015	03/08/2002 09:19:11		972008343	InterState	1	2	\$0.00
00000016	03/08/2002 09:21:49		972008382	InterState	1	2	\$0.00
00000017	03/08/2002 10:01:17		972008343	InterState	1	2	\$0.00
00000018	03/08/2002 10:02:17		972008382	InterState	2	2	\$0.00
00000019	03/08/2002 10:02:18		972008343	InterState	1	2	\$0.00

Facility Calls : 20  
 Facility Minutes : 13  
 Facility Cost : \$0.00

Total Number Of Calls : 20  
 Total Minutes : 13  
 Total Cost : \$0.00

### Daily Call Volume Summary

The Chronological List of Calls and the Quantity of Calls Reports, both illustrated below, will provide cumulative call statistics.



Report Date: 08/08/2002

Inmate Phone System

Run Time: 12:49:51

Chronological List of Calls

Page 1 of 1

Report To: COP  
Terminal/Mailing Request: ALL DEMO/ASST  
User ID: krlatman

From: 08/01/2002 10:00:00  
To: 08/08/2002 23:59:59

Facility Name: DEMO Facility Code: 0000

ID	Date/Time	Duration	Dial Digit	Call Type	Times	Minutes	Cost
000000002	08/01/2002 10:05:29		072009443	InterState	1	0	\$0.00
000000002	08/01/2002 10:11:21		072009402	InterState	1	0	\$0.00
000000002	08/01/2002 11:14:54		072009402	Local	1	0	\$0.00
000000002	08/01/2002 11:18:21		072009402	InterState	2	0	\$0.00
000000002	08/06/2002 09:47:25		072009402	InterState	1	0	\$0.00
000000002	08/06/2002 09:50:54		072009402	InterState	1	0	\$0.00
000000002	08/06/2002 09:58:00		072009402	InterState	1	0	\$0.00
000000002	08/06/2002 10:27:43		072009402	InterState	1	0	\$0.00
000000002	08/06/2002 10:30:55		072009402	InterState	1	0	\$0.00
000000002	08/06/2002 10:32:27		072009402	InterState	1	0	\$0.00
000000002	08/06/2002 10:45:24		072009402	InterState	1	0	\$0.00
000000002	08/06/2002 15:43:53		072009402	InterState	1	0	\$0.00
000000002	08/06/2002 15:47:54		072009402	InterState	1	0	\$0.00
000000002	08/06/2002 15:49:29		072009402	InterState	1	0	\$0.00
000000002	08/07/2002 08:24:51		072009402	InterState	2	0	\$0.00
000000002	08/08/2002 09:19:17		072009402	InterState	1	0	\$0.00
000000002	08/08/2002 09:21:52		072009402	InterState	1	0	\$0.00
000000002	08/08/2002 10:01:17		072009402	InterState	1	0	\$0.00
000000002	08/08/2002 10:02:07		072009402	InterState	2	0	\$0.00
000000002	08/08/2002 10:02:46		072009402	InterState	3	0	\$0.00

Facility Calls: 20  
Facility Minutes: 12  
Facility Cost: \$0.00

Total Number Of Calls: 20  
Total Minutes: 12  
Total Cost: \$0.00

Sample Chronological List of Calls Report



Facility Name: [REDACTED]      Inmate Phone System  
 Report Type: [REDACTED]      Inmate Phone System Placed      Date: [REDACTED]      Loc: [REDACTED]  
 Report Date: [REDACTED]      From: [REDACTED]  
 Report Interval: [REDACTED]      To: [REDACTED]  
 Report Name: [REDACTED]      For Facility and Inmate Calls  
 Report Name: [REDACTED]

ID	Inmate Name	Call Type
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
Total Number of Inmate Calls Placed: [REDACTED]		
ID	Inmate Name	Call Type
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
Total Number of Inmate Calls Placed: [REDACTED]		

**Sample Quality of Calls Placed Report**

<p>Chronological List of Calls</p>	<p>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.</p>
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Reports may be represented in graphical usage also as shown below with the Phone hourly usage report showing the number of calls and attempts by hour.



\*\*\* SENSITIVE-LIMITED OFFICIAL USE \*\*\*

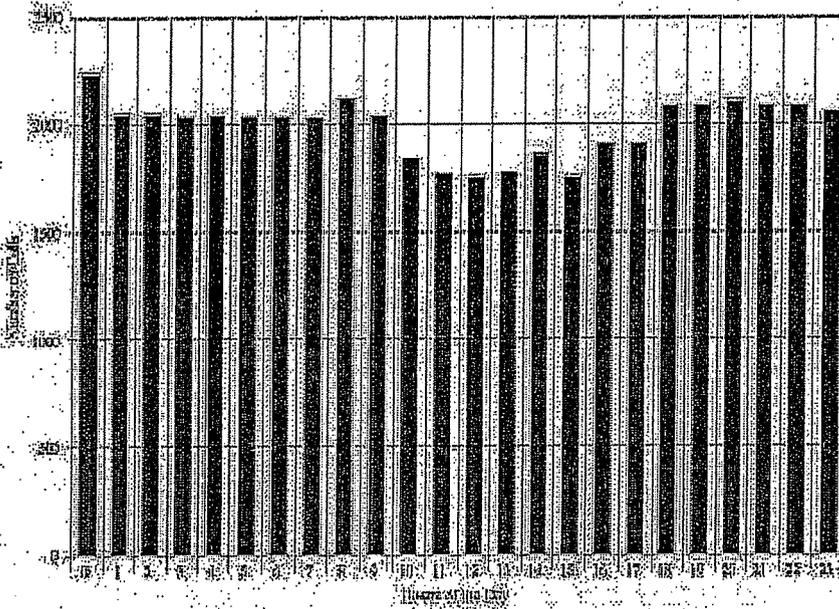
Run Date: 05/01/2003  
Run Time: 13:25:10

Inmate Telephone System  
Phone Hourly Usage

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Report Site: BQ0201  
Technical Making Request: SIA/DAW/MS  
User ID: cavin

From: 03/01/2003 - 0000:00  
To: 05/01/2003 - 2359:00  
Select: District: All



Inmate Account Summary

<p>Call Detail</p>	<p>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. Total number of calls will be summarized.</p>
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The Account Summary additionally displays an inmate's ITS account information. This information is stored locally on the site server as well as at the HQ server and VAC's Server

When an inmate is transferred from one facility to another, the inmate's account information, including ITS balance, Class of Service (COS) and phone lists is transferred to the new facility. The inmate's previous ITS data is available from the HQ Archives. Inmate information available from the Account Tab screen includes:

- Account Activation Date
- Arrival Date
- ITS Account Balance
- Inmate Status
- Suspension status (box checked indicates currently suspended)
- Alert status (box checked indicates all calls from this inmate triggers an Alert)
- Comments
- Information regarding the inmate's suspension
- User ID

Date	Inmate ID	Description	Amount	Balance	Completion Code
04/07/2002	00000001	DEPOSIT	\$0.00	\$0.00	DEMO
04/07/2002	00000001	RELEASE	\$0.00	\$0.00	DEMO
04/07/2002	00000001	RELEASE	\$0.00	\$0.00	DEMO
04/07/2002	00000001	ADD INMATE	\$0.00	\$0.00	DEMO
04/15/2002	00000001	COLLECT CALL	\$0.00	\$0.00	DEMO
04/15/2002	00000001	COLLECT CALL	\$0.00	\$0.00	DEMO
04/15/2002	00000001	COLLECT CALL	\$0.00	\$0.00	DEMO
04/15/2002	00000001	COLLECT CALL	\$0.00	\$0.00	DEMO
04/15/2002	00000001	COLLECT CALL	\$0.00	\$0.00	DEMO
04/15/2002	00000001	COLLECT CALL	\$0.00	\$0.00	DEMO
04/15/2002	00000001	COLLECT CALL	\$0.00	\$0.00	DEMO
04/15/2002	00000001	COLLECT CALL	\$0.00	\$0.00	DEMO
04/15/2002	00000001	COLLECT CALL	\$0.00	\$0.00	DEMO
04/15/2002	00000001	COLLECT CALL	\$0.00	\$0.00	DEMO
04/15/2002	00000001	COLLECT CALL	\$0.00	\$0.00	DEMO

The Call Records Tab screen displays record information for each call placed. The range of dates displayed is determined by the year and month selected. Other information on the Call Records screen includes the date, time of the call, the digits dialed, duration in minutes, the cost of the call, the call type (Debit or Collect), the call result as shown by the Completion Code, and alert type.

The screenshot displays the 'Inmate Telephone System' interface. At the top, there are navigation tabs: Account, Inmate, Inmate Unit, Inmate Unit, Inmate Unit, Telephone, and Access Control. Below these are input fields for Account ID (00000012), Inmate Name (HARRISH), Bell Name (BELL), and Inmate Unit (LMNG UNIT-1). There are also fields for PIN (513533), DEMO, and Language (English). A date range is set for 2002. Below the input fields is a table with the following data:

Date	Time	Description	Quantity	Charge	Charge Type	Call Result	Call Type
10/07/2002	11:32:47	85720083883	1	\$0.00	COLLECT CALL	0	PHONE
10/07/2002	11:33:06	85720083883	1	\$0.00	COLLECT CALL	0	PHONE
10/07/2002	11:34:52	85720083883	1	\$0.00	COLLECT CALL	0	PHONE
10/07/2002	11:00:16	85720083883	1	\$0.00	COLLECT CALL	0	PHONE
10/07/2002	11:01:23	85720083883	1	\$0.00	COLLECT CALL	0	PHONE
10/07/2002	11:02:33	85720083883	1	\$0.00	COLLECT CALL	0	PHONE

<p><b>Inmate History</b></p>	<p>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.</p>
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Additionally, the Inmate Account Information utility/screen allows the facility staff to create or edit an account for the inmate and also perform a search for the inmate. A facility staff member can perform manual transactions in the inmate's Focus 100 ITS account.