



- Exchange (associated with the area code)
- Total Number of Local Exchanges

Run Date: 10/10/2003

Inmate Phone System

Run Time: 08:56:44

Local Exchanges

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Report Site: COF
 Terminal/Making Request: COFB2_WS02
 User ID: Inhouse

Facility Code: COFB2

Area Code	Exchange
843	906
843	937
843	953
843	958
843	961
843	963
843	964
843	965
843	967
843	971
843	972
843	973
843	974
843	991

Total Number of Local Exchanges: 182

State By NPA (area code) Search	Provides the state for a particular NPA
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The Non Area Code/Exchange Attempts report lists call attempts to invalid area codes. The Non Area Code/Exchange Attempts report displays the following information:

- Facility Name
- Facility Code
- ID (inmate's ID number)
- Inmate Name



- Date/Time (of call attempt)
- Dialed Digits
- Station
- Number of Calls Attempted with Invalid Area Code/Office Code

Run Date: 10/10/2003

Inmate Phone System

Run Time: 08:59:53

Non-Area Code/Exchange Attempts

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Report Site: CCF
 Terminal Making Request: COTB2_WS02
 User ID: krouse

From: 04/01/2001 - 10:00:00
 Thru: 10/10/2003 - 23:59:59

Facility Name: COTB3 Facility Code: COTB3

ID	Inmate Name	Date/Time	Dialed Digits	Station
00000004	DOE, JOHN T.	09/03/01 09:45 AM	0114420879212345	
00000000	BONZIELROY NADA	10/03/03 20:00 AM	0114421435400?	
00000000	BONZIELROY NADA	10/03/03 20:30 AM	0114421435400?	
00000000	BONZIELROY NADA	10/03/03 21:34 AM	0114421435400?	
00000003	HARPER, JOHN	10/03/03 4:12 PM	01159170728299	
00000003	HARPER, JOHN	10/03/03 4:31 PM	0114420812345678	
00000003	HARPER, JOHN	10/03/03 4:42 PM	0114420812345678	
00000000	BONZIELROY NADA	09/03/01 11:41 AM	9714445555	
00000000	BONZIELROY NADA	09/03/01 11:48 AM	9714445555	
00000000	BONZIELROY NADA	09/03/01 11:49 AM	9714445555	
00000000	BONZIELROY NADA	09/03/01 11:52 AM	9714445555	
00000000	BONZIELROY NADA	09/03/01 11:53 AM	9714445555	
00000000	BONZIELROY NADA	09/03/01 11:55 AM	9714445555	
00000000	BONZIELROY NADA	10/03/03 1:42:15 PM	011558544472	
00000000	BONZIELROY NADA	10/03/03 1:51:05 PM	0115587530	
00000000	BONZIELROY NADA	10/03/03 2:05:15 PM	0114421435400?	
00000000	BONZIELROY NADA	10/03/03 2:05:58 PM	0114421435400?	
00000003	HARPER, JOHN	10/03/03 4:09:02 PM	01159170728299	
00000003	HARPER, JOHN	10/03/03 4:27:10 PM	01159170728299	
00000003	HARPER, JOHN	10/03/03 4:50:15 PM	01159170728299	
00000003	HARPER, JOHN	10/03/03 4:58:58 PM	01159170728299	

Number of Calls Attempted With Invalid Area Code/Office Code: 21

The State by NPA Search report allows the facility to locate the state for a particular NPA. The State by NPA Search report displays the following information:

- NPA
- State



Run Date: 10/10/2003

Inmate Phone System

Run Time: 09:04:08

State By NPA Search

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Report Site: CCF
Terminal Making Request: CCTB2_WS02
User ID: lkuse

NPA	State
018	UKS

As mentioned, VAC provides robust investigative and administrative reporting capabilities. This centralized reporting capability produces immediate, real-time reports. The system has 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:

An overview of each standard report is 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 by 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 (area code) Search	Provides the state for a particular NPA

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. 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.
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 3 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

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.

MCI Response:

MCI has read, understands and will comply.

Sample copies of various reports can be found at the end of this Tab 6.

2. Monthly gross revenue generated by each telephone by sent-paid and non sent-paid categories, summarized by location.

MCI Response:

MCI has read, understands and will comply.

Sample copies of various reports can be found at the end of this Tab 6.

3. Monthly gross revenue generated by each telephone by sent-paid and non-sent-paid categories, summarized by using agency.

MCI Response:

MCI has read, understands and will comply.

Sample copies of various reports can be found at the end of this Tab 6.

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.

MCI Response:

MCI has read, understands and will comply.

Sample copies of various reports can be found at the end of this Tab 6.

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.

MCI Response:

MCI has read, understands and will comply.

Sample copies of various reports can be found at the end of this Tab 6.

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.

MCI Response:

MCI has read, understands and will comply.

Sample copies of various reports can be found at the end of this Tab 6.

- 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.

MCI Response:

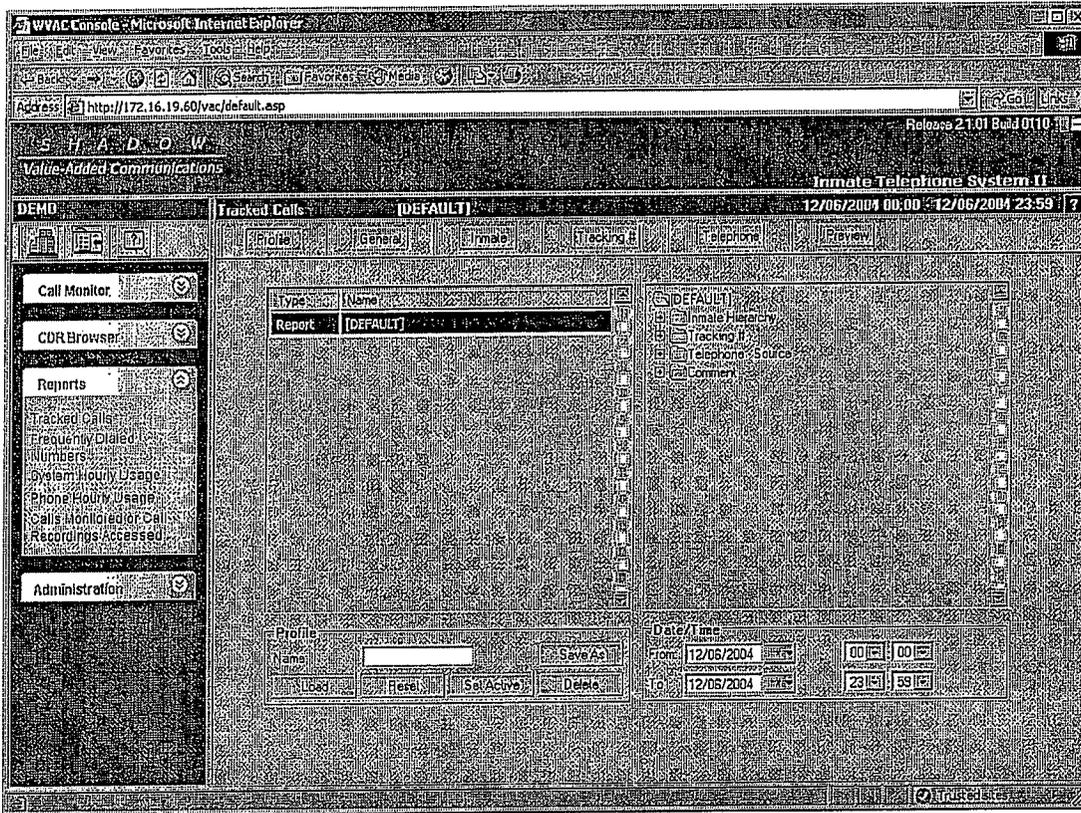
MCI has read, understands and will comply.

MCI agrees to develop additional reports as may be reasonably required by the Commonwealth and shall provide such reports to the commonwealth at a frequency to be mutually agreeable to both parties.

As mentioned in earlier sections, in addition to a pre-packaged CDR report, a flexible, user friendly CDR Browser ad hoc query feature will be provided. The report 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.

- 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.

MCI Response:

MCI has read, understands and will comply.

MCI will provide 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.

MCI Response:

MCI has read, understands and will comply.

Each of the above mentioned reporting requirements will be met and the system can produce reports in real-time and delayed call record reporting. Additional exporting capabilities exist that will afford the Commonwealth the opportunity to extract valuable investigative results into formats that can be easily used to import into Microsoft or other applications on the Commonwealth's State network.

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.

MCI Response:

MCI has read, understands and will comply.

MCI shall supply an electronic report monthly detailing to the OA and the DOC the statistics for each station. Provided here below is an example of such a report that is used today and can be modified to meet the requirements of the Commonwealth.

JCCB520-01		MCI.				DATE:
09/16/2005		STATION LEVEL ACCOUNT SUMMARY REPORT LEVEL I				AUG05 USAGE
TOTAL	INTER	INTRALATA	INTERLATA	INTL	LOCAL	

ACCOUNT NUMBER:	44649092	CORRECTIONAL FACILITY NAME, STATE				
SITE PREFIX #117 WITH 109 STATIONS						
CALLS	1,676	1,210	510	0	31,846	
35,242						
MINUTES	18,580	12,378	5,805	0	422,165	
458,928						
CALLCHRG	\$5,637.01	\$2,475.60	\$1,161.00	\$0.00	\$58,915.10	
\$68,188.71						
SURCHRG	\$3,369.50	\$1,815.00	\$765.00	\$0.00	\$0.00	
\$5,949.50						
REVENUE	\$9,006.51	\$4,290.60	\$1,926.00	\$0.00	\$58,915.10	
\$74,138.21						
COMM.	\$4,503.25	\$2,145.30	\$963.00	\$0.00	\$29,457.25	
\$37,068.80						

107010001						
CALLS	37	205	329	0	54	
625						
MINUTES	469	2,527	4,310	0	719	
8,025						
CALL CHRG	140.70	505.40	862.00	.00	99.90	
1,608.00						



SURCHARGE	74.00	307.50	493.50	.00	.00
875.00					
REVENUE	214.70	812.90	1,355.50	.00	99.90
2,483.00					
COMM.	107.35	406.45	677.75	.00	49.95
1,241.50					
107010002					
CALLS	13	42	49	0	2
106					
MINUTES	127	545	587	0	30
1,289					
CALL CHRG	38.10	109.00	117.40	.00	3.70
268.20					
SURCHARGE	26.00	63.00	73.50	.00	.00
162.50					
REVENUE	64.10	172.00	190.90	.00	3.70
430.70					
COMM.	32.05	86.00	95.45	.00	1.85
215.35					
107010003					
CALLS	16	75	75	0	16
182					
MINUTES	192	870	940	0	197
2,199					
CALL CHRG	57.60	174.00	188.00	.00	29.60
449.20					
SURCHARGE	32.00	112.50	112.50	.00	.00
257.00					
REVENUE	89.60	286.50	300.50	.00	29.60
706.20					
COMM.	44.80	143.25	150.25	.00	14.80
353.10					
107010004					
CALLS	12	102	124	0	19
257					
MINUTES	129	1,262	1,587	0	261
3,239					
CALL CHRG	38.70	252.40	317.40	.00	35.15
643.65					
SURCHARGE	24.00	153.00	186.00	.00	.00
363.00					
REVENUE	62.70	405.40	503.40	.00	35.15
1,006.65					
COMM.	31.35	202.70	251.70	.00	17.57
503.32					

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.

MCI Response:

MCI has read, understands and will comply.

Sample copies of various reports can be found at the end of this Tab 6.