

ORIGINAL



**NETWORK**  
OPERATOR SERVICES

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*May 15, 2007*

*TO: Florida Public Service Commission*

*FROM: Network Operator Services, Inc.*

*RE: Data Request Response*

RECEIVED FPSC  
07 MAY 21 AM 9:47  
COMMISSION CLERK

***This response is in reply to your data request dated May 11, 2007. Attached are our responses to the questions. Should you have any questions please contact me at [sfreeman@centrisinfo.com](mailto:sfreeman@centrisinfo.com).***

**Susan P. Freeman**  
**Director, Billing Operations**

DOCUMENT NUMBER-DATE

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- 1. Yes, the Florida Public Service Commission can eliminate the rate caps that they established. However, a better choice may be to raise the current rate caps.**
- 2. Rate caps should remain in effect for inmate facilities since there is not a choice of provider by the end user.**
- 3. I am not able to provide this information at this time.**
- 4. If not eliminated then yes they need to be increased. Some items that must be considered are increasing labor costs (including insurance costs), rising regulatory fees and increasing billing and collection fees. At this time I cannot recommend any specific rates.**
- 5. Rate caps can be cost based, provided that all cost components are taken into consideration. Costs involved are more than just equipment and facilities.**
- 6. See response to 5.**
- 7. There should be no need for all parties to prepare/present cost data. The FPSC should be able to determine costs involved for providing operator services in the state of Florida.**
- 8. If cost base is the method then this is a reasonable assumption.**
- 9. 90%.**
- 10. None**