

ORIGINAL

REQUEST TO ESTABLISH DOCKET

Date: 5/27/2020 Docket No.: TP 050379-TP

1. Division Name/Staff Name: Competitive Markets & Enforcement/Curry

2. OPR: Curry

3. OCR: |

4. Suggested Docket Title: Compliance investigation of T-Netix Telecommunications Services, Inc., PATS Certificate No. 5102, T-Netix Telecommunications Services, Inc., IXC Registration No. TJ804, and T-Netix, Inc., IXC Registration No. TI158, for apparent violation of Rule 25-22.032 (6)(b), Section 364.02, F.S., Definitions and Section 364.604, F.S., Billing Practices.

RECEIVED-1
MAY 27 PM 3:33
COMMISSION
CLERK

5. Suggested Docket Mailing List (attach separate sheet if necessary)

- A. Provide NAMES OR ACRONYMS ONLY if a regulated company.
B. Provide COMPLETE NAME AND ADDRESS for all others. (Match representatives to companies.)

1. Parties and their representatives (if any):

Table with 2 columns: Party Name, Address. Rows include T-Netix Telecommunications Services, Inc. (TJ804), T-Netix Telecommunications Services, Inc. (TG001), and T-Netix, Inc. (TI158).

2. Interested persons and their representatives (if any):

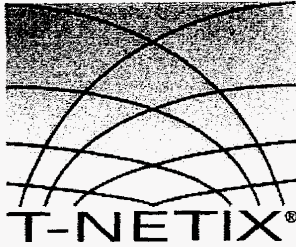
Table with 2 columns: Name, Address. Currently empty.

6. Check one:
[X] Documentation is attached.
[] Documentation will be provided with recommendation.

DOCUMENT NUMBER-DATE

05181 MAY 27 18

COMMISSION CLERK



March 1, 2004

Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850
Attn: Ray Kennedy

Dear Mr. Kennedy:

I have completed and attached responses to the following eight complaints: 547574T, 571558T, 572006T, 552036T, 563085T, 560551T, 565268T and 546466T.

I am including another response for Elsy Medrano (581502T) as I referenced this in the response for complaint number 547574T for Elsy Medrano.

In an effort to respond to future complaints in a timely manner we have implemented a check and balance procedure, if you will. We have added resources in order to assist with the investigation of such complaints and believe that new process and procedure will assist in ensuring that all responses are answered in the most expeditious manner.

If I can be of further assistance or if you need any clarification on the attached responses please feel free to contact me at 972-280-0466.

Regards,

Tammie Carpenter
T-NETIX Budget Connections - Manager

STATE OF FLORIDA

COMMISSIONERS:
BRAULIO L. BAEZ, CHAIRMAN
J. TERRY DEASON
LILA A. JABER
RUDOLPH "RUDY" BRADLEY
CHARLES M. DAVIDSON



DIVISION OF COMPETITIVE MARKETS &
ENFORCEMENT
BETH W. SALAK
DIRECTOR
(850) 413-6600

Public Service Commission

February 17, 2004

CERTIFIED MAIL

Ms. Kendall Euler Hollon
T-NETIX Telecommunications Services, Inc.
2155 Chenault Drive, Suite 410
Carrollton, TX 75006

Re: Customer Complaints

Dear Ms. Hollon:

In accordance with our telephone conversation today, I have enclosed eight customer complaints that require your immediate attention. By reviewing the note fields of each complaint, you will see that our staff within the Division of Consumer Affairs has made several attempts to obtain a response from T-NETIX Telecommunications Services, Inc. (T-Netix). I have also attached a copy of correspondence from Mr. Rick Melson, General Counsel, which was sent via certified mail to you. As you can see, Suzy Smith signed the return receipt indicating that T-Netix received Mr. Melson's correspondence.

Because our records show three different mailing addresses listed for liaison purposes, I wanted to ensure that T-Netix's management was made aware of the company's failures to respond to customer complaints. As indicated in Mr. Melson's letter, T-Netix is potentially at risk of being fined and/or having its certifications and registrations revoked. Should it fail to respond to the enclosed complaints or fail to respond timely to future complaint inquiries by Commission staff, T-Netix will be subject to penalties as prescribed in Section 364.285, Florida Statutes, Penalties, which states:

(1) The commission shall have the power to impose upon any entity subject to its jurisdiction under this chapter which is found to have refused to comply with or to have willfully violated any lawful rule or order of the commission or any provision of this chapter a penalty for each offense of not more than \$25,000, which penalty shall be fixed, imposed, and collected by the commission; or the commission may, for any such violation, amend, suspend, or revoke any certificate issued by it. Each day that such refusal or violation continues constitutes a separate offense. Each penalty shall be a lien upon the real and personal property of the entity, enforceable by the commission as a statutory lien under chapter 85. Collected penalties shall be deposited in the General Revenue Fund unallocated.

Ms. Kendall Euler Hollon
Page 2
February 17, 2004

(2) The commission may, at its discretion, institute in any court of competent jurisdiction a proceeding for injunctive relief to compel compliance with this chapter or any commission rule or to compel the accounting and refund of any moneys collected in violation of this chapter or commission rule.

In addition, T-Netix maintains several certifications or registrations with the Commission. I have attached printouts of the information maintained in our Master Commission Directory for all of T-Netix's certificates or registrations. You should carefully review each one and update the records as you deem necessary. I have provided a form, Change of Information on Regulated Utility, which you may use to make updates. Please complete a separate form for each registered or certificated entity.

The case numbers for the complaints enclosed are:

547574T	565268T	571558T	572006T
552036T	563085T	560551T	546466T

T-Netix should contact each customer to resolve their respective complaints. Please submit a written report to me no later than March 5, 2004, providing details of the resolution of each complaint, by complaint number. Also, please explain why T-Netix failed to respond to the enclosed complaints and describe what steps T-Netix has taken to ensure that complaints will be promptly handled in the future. Your response can be sent via facsimile to 850-413-6585 or via e-mail at rkennedy@psc.state.fl.us.

Should you have any questions, please feel free to call me at 850-413-6584.

Sincerely,



Ray Kennedy
Bureau of Service Quality

TMS 1052

Enclosures: Complaint Cases (8)
Rick Melson Letter, January 14, 2004
Company Identification Records from Master Commission Directory (5)
Change of Information on Regulated Utility Form

STATE OF FLORIDA

COMMISSIONERS:
BRAULIO L. BAEZ, CHAIRMAN
J. TERRY DEASON
LILA A. JABER
RUDOLPH "RUDY" BRADLEY
CHARLES M. DAVIDSON



OFFICE OF THE GENERAL COUNSEL
RICHARD D. MELSON
GENERAL COUNSEL
(850) 413-6199

Public Service Commission

January 14, 2004

Return Receipt Requested

Mrs. Kendall Euler Hollon
T-NETIX Telecommunications Services, Inc.
1544 Valwood Parkway, Suite 102
Carrollton, Texas 75006-6827

Re: Past Due Company Response to Consumer Complaints

Dear Mrs. Hollon:

The Florida Public Service Commission's Division of Consumer Affairs (CAF) has informed my office that T-NETIX Telecommunications Services, Inc. has not responded to the Commission regarding a specific consumer complaint. Despite numerous attempts by CAF to obtain a reply to the complaint, our records show that a company response has not been received to date.

The Commission intends to see that disputes between regulated companies and their customers be resolved as quickly, effectively, and inexpensively as possible. According to PSC Rule 25-22.032(5)(a):

" . . . a Commission staff member will investigate the complaint and attempt to resolve the dispute in the following manner: The staff member will notify the company of the complaint and request a response. The company shall provide its response to the complaint within fifteen (15) working days. The response shall explain the company's actions in the disputed matter and the extent to which those actions were consistent with applicable statutes and regulations. The response shall also describe all attempts to resolve the customer's complaint."

I have enclosed a copy of the original complaint form for which we have no response. If the Commission has not received a response within ten (10) business days of the date of this letter, T-NETIX Telecommunications Services, Inc. is potentially at risk of being fined and/or having its certificate revoked. Please respond via fax to (850) 413-7168, or e-mail the response to PSCREPLY@psc.state.fl.us.

Mrs. Hollon
Page 2
January 14, 2004

If you have any questions or need assistance, please contact Bev DeMello, Director of Consumer Affairs at (850) 413-6107 or by e-mail at bdemello@psc.state.fl.us, or Leroy Rasberry, Chief, Bureau of Complaint Resolution at (850) 413-6119, e-mail lraser@psc.state.fl.us.

Sincerely,



Richard D. Melson
General Counsel

RDM:bsd/jmb
Enclosures

cc: Mary Andrews Bane, Executive Director
Bev DeMello, Director, Consumer Affairs

SENDER: COMPLETE THIS SECTION

- Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:

Mrs. Kendall Euler Hollon
 T-NETIX Telecommunications Services, Inc.
 1544 Valwood Parkway, Suite 102
 Carrollton, Texas 75006-6827

COMPLETE THIS SECTION ON DELIVERY

- A. Received by (Please Print Clearly) B. Date of Delivery
 Suzy Smith 1-20
- C. Signature
 X Suzy Smith Agent
 Addressee
- D. Is delivery address different from item 1? Yes
 If YES, enter delivery address below: No

JAN 23 2004

3. Service Type

- Certified Mail Express Mail
 Registered Return Receipt for Merchandise
 Insured Mail C.O.D.

4. Restricted Delivery? (Extra Fee) Yes2. Article Number
(Transfer from serv

7002 0860 0001 1757 9025