

Matilda Sanders

From: Monica Rodriguez [MRodriguez@securustech.net]  
Sent: Tuesday, October 17, 2006 6:13 PM  
To: Filings@psc.state.fl.us  
Subject: Docket No. 060640-TP  
Attachments: Russ\_Docket No. 060640-TP.pdf

ORIGINAL

Ms. Flynn,

I Monica Rodriguez, located at 14651 Dallas Parkway, Suite 600, Dallas, TX 75254, (972) 277-0598 and email address [mrodriguez@securustech.net](mailto:mrodriguez@securustech.net) am responsible for the electronic filing of Docket No. 060640-TP on behalf of Evercom Systems, Inc. There is a total of 1 page attached, which includes our response to the docket number above.

Respectfully submitted,

*Monica Rodriguez*

Sr. Customer Service Specialist  
Regulatory Affairs  
SECURUS Technologies, Inc.  
(on behalf of Evercom Systems, Inc. and T-Netix, Inc.)  
14651 Dallas Parkway  
Suite 600  
Dallas, Texas 75254-8815  
Desk: (972) 277-0598  
Fax: (972) 277-0416  
[mrodriguez@securustech.net](mailto:mrodriguez@securustech.net)

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October 16, 2006

Florida Public Service Commission  
Division of the Commission Clerk  
& Administrative Services  
Attn: Kay Flynn  
2540 Shumard Oak Blvd.  
Tallahassee, Florida 32399

VIA EMAIL: [filings@psc.state.fl.us](mailto:filings@psc.state.fl.us)

RE: Bessie Russ, (805) 638-9695

Docket No. 060640-TP

Dear Ms. Flynn:

This letter is in response to the complaint lodged by Ms. Russ concerning collect calls from the Escambia County facility in Pensacola, Florida.

Evercom Systems, Inc. ("ESI") is the inmate telephone service provider operating on behalf of Sprint that handles the inmate collect calls for this confinement facility. Correctional Billing Services ("CBS"), a division of ESI, provides the billing and customer care services. Sprint currently holds the contract with Escambia County facility to provide the telecommunication services at this location and they prefer to respond to any disputes regarding this facility. Sprint will be able to investigate the complaint filed by Ms. Russ for a timely resolution. Therefore, this complaint should also be directed to Sprint for investigation. Sprint may be reached at the address below.

Sprint Public Access  
Attn: Complaints  
6860 W. 115th Street  
Overland Park, Kansas 66211  
[Executive.offices@mail.sprint.com](mailto:Executive.offices@mail.sprint.com)

If there are any further questions regarding this complaint, please contact me at (972) 277-0300.

Sincerely,

Monica Rodriguez  
Sr. Customer Service Specialist

cc:  
Bessie Russ  
745 Orange Street  
Chipley, Florida 32428

Florida Public Service Commission  
Office of General Counsel  
Attn: Felicia West  
2540 Shumard Oak Blvd.  
Tallahassee, Florida 32399