



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

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

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

Sincerely,

A handwritten signature in black ink that reads 'Monica Rodriguez'.

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