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# Public Service Commission

February 6, 2007

Evercom Systems  
c/o Vicki Gordon Kaufman  
The Perkins House  
118 N. Gadsden Street  
Tallahassee, FL 32301

**Re: Staff data request for Docket 060614-TC**

Dear Ms. Kaufman:

As we discussed on the phone, staff has additional questions for Evercom Systems, Inc. regarding information provided on Docket 060614-TC - Compliance investigation of TCG Public Communications, Inc. for apparent violation of Section 364.183(1), F.S., Access to Company Records, and determination of amount and appropriate method for refunding overcharges for collect calls made from inmate pay telephones. Staff appreciates your cooperation and your understanding in providing the Commission information.

At this time, staff requests that you review the following questions and provide us with a written reply as soon as possible but no later than **Wednesday, March 7, 2007**. In your reply, please include the following:

- 1. For each of the Miami-Dade facilities, please identify if Three-Way Detection software was installed.
  - A. Provide the date that the software was installed at each facility.
  - B. Provide the date that the software was activated at each facility.
- 2. Please identify the technicians responsible for maintaining and monitoring the Three-Way Detection software at each facility.
  - A. For each facility, provide the period for each technician that has been or presently assigned to monitor and maintain the Three-Way Detection software.
  - B. For each facility, provide the period for each supervisor that has been or presently assigned to monitor and maintain the Three-Way Detection software.

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3. For each facility, where the Three-Way Detection software was installed, provide the following:
  - A. The number of calls made from the inmate payphone system since the Three-Way detection software installation. (By month)
  - B. The number of calls interrupted due to Three-Way call attempts detected by the system since the date of the software installation. (By month)
  - C. The number of calls interrupted due to DTMF detection by the system since the date of the Three-Way Detection software installation. (By month)
4. What are the criteria for setting the sensitivity level on the Three-Way Detection software?
5. Please explain how the software differentiates between a Three-Way attempt and DTMF attempt?
6. Who is the primary person to have the ability to modify settings on the Three-Way Detection software?
7. What is the self adjustment component to the Three-Way detection software? Please answer the following:
  - A. How often is the software set to self adjust?
  - B. Are records kept of each self adjustment?
  - C. Is there a max percentage set for the sensitivity level?
8. For each facility, please provide the names of the personnel responsible for providing reports on the status and performance of the sensitivity levels during the time the software has been activated.
9. Are there records used to record the sensitivity settings for each facility?
10. If the response to Interrogatory No. 9 is affirmative, please provide copies of the log books that were used to record the sensitivity settings at each facility.
11. Please identify all other facilities where your company has installed the Three-Way Detection software within the state of Florida.
12. If other facilities within the state of Florida are identified, then please provide answers to questions 1 through 10 above.

Evercom Systems

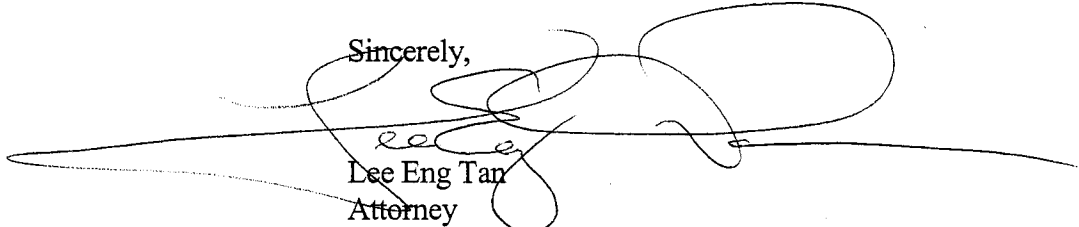
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13. Is there a refund policy in place for customers when it has been determined that a call was incorrectly dropped by the Three-Way detection software? If so, what does the customer need to provide to be eligible?
14. In June 2006, Evercom provided to the Commission a report detailing that the number of calls repeated within 10 minutes of drop was over 519,000 for the Miami- Dade Pretrial detention center. However, the number reported to the Commission in December of 2006, for **all** Miami-Dade facilities was significantly lower. Please explain the discrepancy.

Again, please submit your reply no later than March 7, 2007. If you have any questions, you may contact me at (850) 413-6185.

Sincerely,



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