

960A 9-30-09 060614-TC Fine

STATE OF FLORIDA OFFICE OF TREASURY  
DAILY ACTIVITY REPORT  
6100 - PUBLIC SERVICE COMMISSION  
For Bank Date of 09/28/2009 to 09/30/2009

Wire Transfer  
\$1,250,000.00  
9-29-09 RT  
1 Matches

Run Date: 9/30/2009 07:52:58 AM

Bank Date	BAI	Deposit	Location	Bank Id	Merchant Id	Bank Reference	DHSMV Office	Audit Reference	Amount
09/29/2009	195	6100000000	6100000000	630568					\$1,250,000.00
WIRE TRANSFER CREDIT CUR TRSF FR FLA0001009068681 WIRE TYPE:WIRE IN DATE: 090929 TIME:0635 ET TRN: SEQ: ORIG:GLOBAL TEL.LINK CORPORATI ID:   SND BK:WELLS FARGO BANK NA ID:1 PMT DET:C GENERAL REVENUE FUND									

Mcode Batch Trace Ck Digit Class CD

Co Name: Co ID:  
Co Desc: Desc Date:  
TR Code:  
Originator DFI:

REDACTED

Total Amount for DEPOSIT 6100000000	\$1,250,000.00	Record Count 1
Total Amount for BANK DATE 09/29/2009	\$1,250,000.00	Record Count 1

New Search

RECEIVED-FPSC  
09 SEP 30 AM 9:54  
COMMISSION CLERK

DOCUMENT NUMBER-DATE  
10060 SEP 30 08  
FPSC-COMMISSION CLERK

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: 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.

DOCKET NO. 060614-TC  
ORDER NO.  
ISSUED:

The following Commissioners participated in the disposition of this matter:

MATTHEW M. CARTER II, Chairman  
LISA POLAK EDGAR  
KATRINA J. McMURRIAN  
NANCY ARGENZIANO  
NATHAN A. SKOP

ORDER ACCEPTING SETTLEMENT OFFER

BY THE COMMISSION:

I. Case Background

In March 2004, this Commission received a customer complaint against TCG Public Communications, Inc. (TCG) regarding improper disconnection of inmate calls from a pay telephone within a correctional facility in Miami. According to the complaint, the inmate pay telephone system within the Miami-Dade Pretrial Detention Center was malfunctioning, which caused the inmate's calls to the complainant to disconnect before the conversation was completed. As a result, the complainant incurred additional costs because the inmate would call back to complete the conversation. Each call was assessed a surcharge that could have been avoided if the original call had not disconnected prematurely. After receiving the complaint, our technical staff began investigating the allegations of the customer's complaint. The complaint was ultimately resolved in April 2005.

TCG is a certificated pay telephone service provider (Certificate No. 7799), which provided inmate pay telephone services in Florida. When the complaint was filed, TCG operated and maintained the inmate pay telephone systems for Miami-Dade County and was a wholly owned subsidiary of AT&T Communications of the Southern States, Inc. (AT&T). TCG later became a wholly owned subsidiary of Global Tel\*Link Corporation (Global) in June 2005 and in late 2007 TCG merged into Global.

Between 2004 and 2007, our staff conducted an investigation and tested the pay telephone system at the Miami-Dade Pretrial Detention Center. The pay telephone system was