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**MARYLAND PSC STAFF SUMMARY & RECOMMENDATION RE: ICS PROPOSED TARIFF  
DOCKET # TE-9592; 2 SEPTEMBER 2008**

**Description of Application:**

**Inmate Calling Solutions, LLC (ICS)**, proposed to revise the service descriptions for Prepaid Institutional Calling Services.

**Description of Proposed Tariff**

*Prepaid Institutional Calling Services* – These services offer inmates alternative payment arrangements for calls made from within confinement institutions. The inmate can opt to set up a private account/card at the confinement institution. Alternatively, parties who receive collect calls from inmates at confinement institutions can set up their own personal account/card. After being released from prison, the inmate is entitled to a refund for the amount of money remaining in the account if requested within 6 months. “No refunds of unused balances will be issued after the expiration date,” according to the ICS proposal.

*Debit Card/Debit Account* – ICS proposed to change the name of the ‘Prepaid Debit Account’ to ‘Debit Card/Debit Account.’

*Western Union* – ICS is proposing to accept customer payment *via* Western Union. ICS provides customers with brochures with updated information anytime there is a tariff revision.

**Recommended Action:** Staff recommended acceptance of ICS’s tariff revisions with an effective date of September 11, 2008.

**MARYLAND PSC STAFF SUMMARY & RECOMMENDATION RE: GTL 30SEPT08  
Docket # TE-9591**

**Global Tel\*Link (“GTL” or “Company”) – Tariff Revision**

**Description of Application:**

GTL is proposing to revise the service descriptions for the Advance Pay service.

**Description of Proposed Tariff**

*Advanced Pay* – This service offers called parties (“Customer”) alternative payment arrangements for collect calls made from within confinement institutions. Funds on the account can only be used for payment of collect calls placed by inmates to telephone numbers specified by the Customer. The Customer is informed of the caller’s identity and the account balance prior to accepting the call, but account balance information is available at all times through the Company’s toll-free number. After release of the inmate from prison, the Customer is entitled to a refund for the amount of money remaining in the account. Accounts remain open for a specific

amount of time after which the account is automatically dissolved and no further refunds are offered by the company.

*Changes to the 'break date'* – GTL is proposing to change the 'break date' (the amount of time after which the account is permanently closed and refunds are no longer available) on its Advance Pay service from six months to three months.

*Western Union* – GTL is proposing to accept customer payment via Western Union.

GTL provides correctional facilities with brochures with updated information anytime there is a tariff revision, for distribution to customers.

**PSC Recommended Action:**

Staff recommends the Commission accept GTL's tariff.

**Commission Action:** The Commission suspended the tariff to allow the Company to make textual changes to the tariff and to make a subsequent filing for consideration by the Commission.

**30 October 2008**

**Description of Application:**

Global Tel Link Corporation ("Global Tel Link") has notified the Commission of a transaction that will result in an indirect transfer of control of Global Tel Link to GTEL Acquisition Corporation. ("GTEL Acquisitions").

**Recommended Action:**

Staff recommends that the Commission approve the indirect transfer of Global Tel Link Corporation to GTEL Acquisition Corporation

**Other Tariff Provisions:**

**Single Bill Fee** - A charge of \$1.95 for the purpose of offsetting Company's billing and regulatory expenses associated with the services offered. This fee will be charged once per billing period regardless of the number of calls accepted.

**Pay Telephone Surcharge** - 25¢ per call

**Biometric Service Charge** – When requested by a correctional facility, and additional 45¢ charge per call will be billed to validate an inmate's identity through unique personal verification, such as, but not limited to, voice verification technology, for purposes of improved security and reduced potential fraud and Customer harassment by inmates.

## **Typical Industry Practices with Regard to Pre-Paid Accounts:**

Establishment and maintenance of an Advance Pay Account is required to complete collect calls to Customers served by local exchange carriers with which the Company does not have an existing direct billing and collection agreement.

The minimum amount required to set up the Advance Pay Account is \$25. Upon request, and after the required minimum payment is received, the Company will provide the Customer with a personal identification number (PIN) and a toll-free number to call in order to set up the account information, including the permissible numbers that the inmate may call.

Additional payments will be accepted with a \$50.00 payment maximum. Initial and additional payments into the account may be made by cash, check, credit card or Western Union. Transaction fees will apply for credit card and check by phone transactions. All payments will be subject to applicable taxes.

When an inmate places a call, the Customer is informed of both the caller's identity and the account balance prior to accepting the call. Customers may also contact the Company's toll-free customer service number for account balance information at any time.

If the Advance Pay Account balance becomes depleted, calls placed to the numbers specified by the Customer will be blocked until the Advance Pay Account is replenished.

The Customer may close the Advance Pay Account at any time. At the written request of the Customer (usually upon release of an inmate from an institution), any remaining balance in the Account will be refunded to the Customer after deducting any call charges, applicable taxes and transaction fees incurred during the current billing cycle. Advance Pay Accounts will be automatically dissolved following three months of zero activity (i.e., no calls placed, no account replenishment, and no customer service inquiries.).

Advance Pay Customers' rates and charges are the same as those set forth in the Company's institutional collect call rate schedules.

GTL filing of 8 August 2008 with a proposed effective date of 8 September 2008.

## **OTHER PROCEEDINGS**

In a tariff filed on October 2, 2008, **Evercom Systems, Inc.**, proposed to introduce the Credit Card/Check-by-Phone Payment Processing Fee. (ML# 112854) Additional information was filed on November 10, 2008. (ML# 113523)

**T-NETIX Telecommunications Services, Inc.**, proposed to introduce: the Credit Card/Check-by-Phone Payment Processing fee. (ML# 112855) on 2 October 2008.