*Pleadings must be on 3-hole punched paper with one-inch margins, DOUBLE-SPACED, footnotes should be in same font no smaller than 10 pt.*

BEFORE THE WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION

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| SANDRA JUDD, et al., Complainants, v.AT&T COMMUNICATIONS OF THE PACIFIC NORTHWEST, INC.; and T-NETIX, INC., Respondents. | DOCKET NO. UT-042022COMPLAINANTS’ RESPONSE TO BENCH REQUEST NO. 7 |

Complainants submit this response to Bench Request No. 7.

Bench request No. 7 is addressed to all parties:

Please identify each type of charge for, associated with, arising from, or otherwise related to the collect calls at issue in this proceeding that AT&T, T-Netix, or any other company billed, or had billed on its behalf, to end user customers who accepted those collect calls. For each such charge, please provide the following information:

1. The company that billed or was identified as billing the charge on the customer bill;
2. The name of the charge as reflected on the customer bill;
3. A description of when and how that charge applied;
4. The sections or pages of the tariff, price list, contract, or other publicly available governing document (collectively “Tariff”) in which the rates, terms, and conditions associated with the charge were set forth; and
5. A description of the costs the charge was designed to recover.

Recipients of collect calls from inmates see a charge on their phone bills for each collect call they accept. Other than taxes, we are not aware of any other types of charges assessed in connection with these calls.

Complainants respond to the specific questions as follows:

1. The company that provides the bill varies depending on the circumstances. For example, the attached bill from Columbia Legal Services shows that AT&T bills and collects collect telephone calls originating from Airway Heights Corrections Center (Spokane), Washington State Penitentiary (Walla Walla), and Washington Corrections Center for Women (Gig Harbor). Attached Youtz Dec. Exhibit A. Samples of bills from complainants Sandy Judd indicates that the bills were sent by US West and GTE and included charges for those companies as well as AT&T. Attached Youtz Dec. Exhibits B and C.
2. The collect telephone calls on these bills are shown as "long distance" calls on the US West bill with a notation that the calls are "collect." On the AT&T bill, the charges are identified as "Operator Handled-Domestic" and have a message type indicator of “O4.” As shown on the explanation of the message types contained in the AT&T bill, “O4” means "operator handled station collect call."
3. The charges contained on these bills applied when the call was accepted by the recipient.
4. The Complainants have been unable to determine which sections or pages of the tariff, price list, contract, or other publicly available governing document in which the rates, terms, and conditions associated with the charge were set forth.
5. Complainants are unaware of the costs that the charges were designed to recover.

Attached is the declaration of Chris R. Youtz with sample bills attached.

DATED: October 20, 2010.

SIRIANNI YOUTZ

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