

December 12, 2003

Executive Secretary, Washington
Utilities and Transportation Commission
Attn: David Dittmore Re: UT-031755
1300 S. Evergreen Park Drive, S.W.
P.O. Box 47250
Olympia, WA 98504-7250

Emergency Management Division
Military Department
Camp Murray TA-20
Tacoma, WA 98430-5122

Re: Evercom Systems, Inc.

Dear Mr. Dittmore and Emergency Management Staff:

In response to your request in Docket No. UT-031755 and telephone contact on November 11, 2003, Evercom Systems, Inc. hereby provides the following response.

For emergency and consumer complaints, the contact is:

Colleen Dziuban
Director, Governmental Affairs
Evercom Systems, Inc.
8201 Tristar Drive
Irving, TX 75063
972.953.4123
972.953.4289 (fax)
cdziuban@evercom.net

Evercom Systems, Inc. does not have facility based operations in Washington. The services of Evercom Systems, Inc. consists of installing telecommunications equipment in correctional facilities on a contractual basis. Such services are available through Evercom's pay telephones and through resold transmission facilities procured from interexchange carriers and local exchange carriers who actually carry the calls from the correctional facilities to the called parties. For disaster recovery involving call transmission, Evercom looks to the interexchange carrier and/or local exchange carrier carrying the calls for recovery operations. For recover of data processing functions, Evercom runs a designated disaster recovery site in conjunction with its main data processing site so that if either site has an interruption in service the other site will continue to carry operations. This process is transparent to our users and no transition time is necessary.

Should you have any further questions, please contact the undersigned below at 972.953.4158.

Sincerely,
Donna Comer
Sr. Regulatory Analyst
Evercom Systems, Inc.

