

# **EXHIBIT 18**



PH: 425 261-6555  
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----- Original Text -----

From: Jan Howard@RG.AEA@WAEVT, on 8/14/00 9:05 AM:  
To: Sheila McKinnon@CONSMKT.PBCOM@WAEVT  
Cc: Andy Strickland@CO.OPSV.C.NRRG@TXIRV, David Gudino@RELS.BHQE@TXIRV, Joan Gage@RG.AEA@WAEVT, Marty Caproni@CO.OPSV.C.NRRG@TXIRV, smtp[tjoconnell@stoel.com], Stephen Strang@RG.A.RPIA@CATOK  
Sheila,

Thank you for the information attached. I have a couple of comments, however. I am not sure what you mean by the statement "...we offered up that the current capability allows the inmate to hear the rate quote if the called party requests it."

1. WAC 480-120-141(2)(b) Verbal disclosure of rates DOES NOT require a consumer to ask for or request a rate quote - other than by pressing a digit. The statute states, in part, Before an operator-assisted call from an aggregator location may be connected by a presubscribed OSP, the OSP must verbally advise the consumer how to receive a rate quote, such as by pressing a specific key or keys, but not more than two keys, or by staying on the line. This message must precede any further verbal information advising the consumer how to complete the call, such as to enter the consumer's calling card number ..... Consequently, a consumer (defined in collect call situations as both the originating party and the party on the terminating end of the call) does not have to ask to receive the rate quote other than by pressing a number to get to that portion of the call.

2. Under the Technical Explanation of Solutions section of your summary, you lay out what a typical call exchange would sound like. I believe the proper sequence should go like this: (you will note that the order has changed from your Summary)

GTE has a collect call from [inmate's name], a Washington State Department of Corrections inmate confined at the [facility name]. If you do not know this person, or if you are not expecting a call from an inmate there, please do not accept this call. Hang up now.

To hear rates for this call, dial 2 after the tone. [2 selected]  
You will be charged \$2.47 for the first 1 minute and \$.17 for each additional 1 minute.

If you accept this collect call, do not use 3-way calling or call waiting as this call will be disconnected. To accept this collect call, dial 1 after the tone.

As the statute requires, the consumer must be verbally advised how to receive a rate quote before advising the consumer how to complete the call. We should not be telling a consumer how to accept the collect call before we

lest calls, access to live operators, operator training on quoting collect rates, public payphones. We need to have full, complete, and correct compliance on this piece of the WUTC order by August 25 in order to ensure that if we encounter any problems after that date, we can correct them prior to Sept. 1, 2000.

Please let me know ASAP your comments/concerns about the issues raised here, as well as the dates for compliance. Thank you.

- Jan -

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From: Sheila McKinnon@CONSMKT.PBCOM@WAEVT, on 08/11/2000 5:46 PM:  
To: Andy Strickland@CO.OPSV.C.NRRG@TXIRV, Brad Wright@SALES.BROPS.CAR@TXIRV, Cathy Russell@CPM.LC@TXIRV, Craig Stephens@PBCM.SPS.BHQW@TXIRV, Jan Howard@RG.AEA@WAEVT, Joan Gage@RG.AEA@WAEVT, John Christensen@PBCM.SPS.BHQW@TXIRV, Linda

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DOCKET NO. UT-42022

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Attached is all I know about the rate quote project status - probably way  
more than you wanted to know. I will be in Bloomington next week so  
hopefully this document will provide more than enough information for all  
your respective queries until I return.

Thanks

Sheila McKinnon  
Verizon Public Access  
Inmate Product Manager  
PH: 425 261-6555  
Fax: 425 252-1086

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