

From:

Alice Mazzetti

Sent:

Tuesday, August 15, 2000 04:22 PM

To:

Aaron Merrick

Subject:

FW: re: Washington Rate quote

FYI

----Original Message----

From: Liz Lundeen

Sent: Tuesday, August 15, 2000 7:11 AM

To: JR Roth

Cc: Dion Borgmann; Alan Schott; Alice Mazzetti; Sheila McKinnon (E-mail)

Subject: RE: re: Washington Rate quote

Maybe what Sheila needs is the new feature that quotes an 800# to call for service. I've spoken with Alan Schott and Alice Mazzetti about this and I don't think it involves a chip change. Sheila, will this keep you away from the gun?

Liz

----Original Message----

From: JR Roth

Sent: Monday, August 14, 2000 3:04 PM

To: Liz Lundeen

Cc: JR Roth; Dion Borgmann

Subject: RE: re: Washington Rate quote

Importance: High

Liz:

Dion pointed out the follow:

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

more than two keys, or by staying on the line. This message must precede a further verbal information advising the consumer how to complete the call,

such as to enter the consumer's calling card number

Currently we press one key to allow for this regulation mandated y PUC. As the OSP we verbally

misunderstood sheila's comments below.

Thanks,

.TD

----Original Message----

From: sheila.mckinnon@verizon.com [mailto:sheila.mckinnon@verizon.com]

Sent: Monday, August 14, 2000 12:46 PM

To: jr.roth@t-netix.com Cc: Liz.Lundeen@t-netix.com

Subject: fwd: re: Washington Rate quote

JR -

Oh - just take me out and shoot me. I noticed the point Jan is making below when Del made a test call to me last week. The sequence of the announcement on the P-III does NOT meet the FCC or PUC requirements. Both specify that instructions for receiving a rate quote must preceed instructions for accepting the call.

Is it possible to reverse the order on these? Does this require a chip change-out? The Combridge is fine with the way its announcement plays.

Thanks

Sheila McKinnon

Verizon Public Access

Inmate Product Manager

CONFIDENTIAL PER PROTECTIVE ORDER IN WUTC DOCKET NO. UT-42022 PH: 425 261-6555 Fax: 425 252-1086

----- Original Text -----

From: Jan Howard@RGA.EA@WAEVT, on 8/14/00 9:05 AM:

To: Sheila McKinnon@CONSMKT.PBCOM@WAEVT

Cc: Andy Strickland@CO.OPSVC.NRRG@TXIRV, David Gudino@RELS.BHQE@TXIRV, Joan

Gage@RGA.EA@WAEVT, Marty

Caproni@CO.OPSVC.NRRG@TXIRV, smtp[tjoconnell@stoel.com], Stephen

Strang@RGA.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 dails, access to live operators, operator training on quoting correct 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 -

Jan Howard Manager Regulatory Compliance-Retail WA0101RA, Everett, WA Voice: 425-261-6003 Fax: 425-261-5262

Internet: jan.howard@verizon.com

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

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Cc: Christie Bailey@CONSMKT.PBCOM@WAEVT, Cynthia
Stclair@CONSMKT.PBCOM@WAEVT, smtp[tjoconnell@stoel.com], Steve
Craun@CONSMKT.PBCOM@IDCDA
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