JUN 2 8 2010

TN REGULATORY AUTHORITY TO CETILITIES DIVISION

company, inc.

June 18, 2010

Tennessee Regulatory Authority P.O. Box 198907 Nashville, TN 37219-8907 10-00/26

L DOGNETT BOOK

To Whom It May Concern:

City Tele Coin Company, Inc. is a Louisiana Corporation and is hereby applying for a *Certificate to Provide Operator Services and/or Resell Telecommunications Services in Tennessee* (hereinafter referred to as "The Application"). City Tele Coin Company, Inc. is a Video and Telecommunications Company whose purpose is to provide inmate telephone services.

Pursuant to information requested in The Application and/or as requested in the reseller application requirements document, enclosed please find the following items:

- 1) The Application, plus Thirteen (13) copies of said application
- 2) A company issued check in the amount of \$50.00 for the Filing Fee

Please note again that we are strictly an inmate phone service provider. I have not included an IntraLATA Toll Dialing Parity Plan with this package because it does not apply to City Tele Coin and as such, City Tele Coin can't provide you with an answer to any of the questions listed inside the checklist provided in your reseller package.

If you have any questions about the information contained herein, please do not hesitate to contact me directly at 318-629-1595 or email me at <u>jenni@citytelecoin.com</u>. Thank you in advance for you time on the matter at hand.

Regards,

Jennffer Drygas

City Tele Coin Company, Inc.

TITLE SHEET

TITLE & SECTION	PAGE /s
Application – Certificate to Provide Operator Services and/or Resell Telecommunication Services in TN	1-11
Attachment 1 – Directors	. 12
Attachment 2 – Certificate of Incorporation	13-14
Attachment 3 – Certificate of Good Standing from the State of Louisiana	. 15-16
Attachment 4 – Certification of Authority issued by Tennessee Secretary of State	. 17-19
Attachment 5 – Corporate Structure of City Tele Coin Company, Inc	. 20-21
Attachment 6 – Financial Information	. 22-52
Attachment 7 – Small and Minority-Owned Telecommunications Business Participation Plan Page 8, Part VI, Section A	53-55
Attachment 8 – Articles of Incorporation	, 56-59
Attachment 9 – Tariff for the Resell of Telecommunications Services	60-74
Attachment 10 – TN Telecommunications Service Provider's Surety Bond	75-79

APPLICATION FOR CERTIFICATE TO PROVIDE OPERATOR SERVICES AND/OR RESELL

TELECOMMUNICATION SERVICES IN TENNESSEE SECTION A

Application is hereby made for a certificate of authority pursuant to TRA Rule 1220-4-2-.57 to provide telecommunications services in the State of Tennessee.

Part I:	General Informati	<u>on</u>			
Α.	Name of Applicant	City Tele Coin Con	npany, Inc.		
made.	, tallie of 7 spp. sam.	Full exact name of person, cor	poration, partnership, sole p	proprietorship, or other entity	y, for which application is
maue.					DAMAGO LILAGO GARANTA DA TRANSPORTO CONTRACTO
		Legal name of applicant, if diff	ferent from above.	a a a marana ang ang kanka kina ang ang ang ang ang ang ang ang ang a	array on the first and the fir
		4501 Marlena Stre	WORKSHIP OF STREET, MANUAL PROPERTY OF STREET, STREET, STREET, STREET, STREET, STREET, STREET, STREET, STREET,	<u>LA</u>	71111
		Address	City	State	Zip
	Tenn. Secretary of	f State Certificate of A	Authority ID 0576	103	MI Particle Condition of Condit
	Federal Taxpayer	ID Number	72-1073513		
	Applying as Individ	Imber for Applicants duals , assumed name(s)	or fictitious name(s	s) used by applicar	nt:
	NONE		en e	COMMUNICATION AND AND AND AND AND AND AND AND AND AN	ACCUPANT AND
					Anna Carlo Car
	sted information for	engaged in providing each affiliate(s), as v			de the above
	Address NONE	CONTRACTOR OF THE PROPERTY OF		City	
		ip Code Pe additional pages if	hone No. ()_ necessary)	-	
IMP	engaged in provi name, assumed i requested inform	ATION s affiliate(s) or p ding telecommunica name or fictitious na nation on all parts rmation on a separa	ations services, on the used by the of this application	or operating unde above, provide th tion as well as f	r any trade e above
		THIS SECTION I	OR TRA USE ONLY		
Docket I	Number. 10-00[<u>2(</u> ,	Date Approved	umber	

B.	Describe other businesses or business transactions, if any, at the principal business address:	same location as the
	NONE	
		And the state of t
C.	Provide the name, business and home address of and a chronologemployment history and business experience over the preceding of	
	 (a) The proprietor, if the applicant is an individual; (b) Every member, if the applicant is a partnership; (c) Each Executive Officer, Director and each Key Stockholde stock association or a corporation. (Note: If the applicant is a pub or a subsidiary of such a corporation it does not need to provide the discount of the applicant, regardless of the form of organization of the applicant. 	licly traded corporation nis information)
NAME BUSIN HOME	ation to be included: TITLE IESS ADDRESS ADDRESS OYMENT HISTORY	PHONE No. PHONE No.
	Provide the above requested information on separate attachn	nents.
D.	Has the applicant or any of its parent companies, subsidiaries, aff LLC members, directors, officers, five percent (5%) more shareho trust) been associated with a business whose authority to transact revoked or suspended by a state or federal regulatory or law enforce. O Yes O No If yes, please explain fully	Iders or beneficiaries (of a business was denied, reement entity?
E.	Has the Tennessee Regulatory Authority, or any other agency of tederal agency or any agency of any other state ever initiated a reagainst the applicant or any of its parent companies, subsidiaries, LLC members, directors, officers, five percent (5%) more sharehotrust)?	gulatory action or order affiliates, owners, partners
	O Yes O No If yes, please explain fully	/ .
	(1) Has the applicant or any of its parent companies, subsidiar partners, LLC members, directors, officers, five percent (5%) more beneficiaries (of a trust), been enjoined or restrained by order by a regulatory or law enforcement entity from engaging in any conduct telecommunications business? O Yes O No If year	e shareholders or any court or state or federal
F.	Has the applicant or any of its parent companies, subsidiaries, aff LLC members, directors, officers, five percent (5%) more shareho trust) been associated with a business who has ceased providing services in any state, describe the circumstances. NO(Use additional contents of the circumstances of the circumstances of the circumstances of the circumstances.	lders or beneficiaries (of a telecommunications

G.	L.L.C. members, directors, offi (of a trust) been convicted of a dishonest acts in any transacti such persons, give details, sta	icers, five percent (5%) or any crime or crimes, or cha ion of any kind, or confine	r more shareholders or beneficiaries arged in court with any fraudulent or d in any penal institution? If so, list ne. (Use additional pages if
	necessary) NO		
	(1) Has the applicant or ar partners, L.L.C. members, dire or beneficiaries (of a trust) becontendre to a felony in Tenne OYES	ectors, officers, five perce en indicted, convicted, plea essee or elsewhere?	
H.	Name and telephone number Authority inquiries regarding of	•	•
	Gerald L. Juneau Sr.	(318) 629-1487	(318) 746_1214
	Name	Phone No.	Fax No.
	(800) 866-377-7975	e-mail Address Jerry@	©citytelecoin.com ∓
	•	number of contact person a arding this filing Monday th	•
	Jennifer Drygas	(318, 629_1595	(318) 746_1214
	Name	Phone No.	Fax No.
	(800) 866-377-7975	e-mail Address Jenni@	gcitytelecoin.com
I.	report service problems and/o		at consumers can call or write to tments.
	(800) 682-0707	International In	746-1114
	PHONE NUMBER	THE PARTY OF THE P	RNATE PHONE NUMBER
	4501 Marlena Street	Bossier City	LA 71111
(J)	Provide the name and address	THE RESERVE THE PROPERTY OF TH	ST ZIPCODE or service of process:
	National Registe	red Agents Inc.	AL TOWN INVESTIGATION OF THE PROPERTY OF THE P
	2300 Hillsboro	Rd., Ste. 305, Na	shville, TN. 37212
(K)		businesses conducted by	e, address, business and home the agent at the same location:
Part II	:		
A.	Check the type of telecommur Resell Interexchange long Operator Services Resell local services	distance services	to provide in Tennessee.
	Other (describe) Inmate Serv	ILO LIONINGI	

B. If providing operator services, list company name, address and contact person for all reseller carriers you serve in Tennessee. **Provide the above information on Appendix I.**

О.	operate in at this time. For each such state, describe applicant's current activities along a history of operations there. (Use additional pages if necessary.) CTC has provided Inmate Telephone Services to the following states for the past 24 years: Louisiana, Texas, Arkansas, Oklahoma, Tennessee, Kansas, Mississippi, Kentucky, Alabama and North Carolina.	
	For the above states, list the number and types of complaint(s) filed against applicant, the complaint(s)' current status. Provide this information on a separate attachment, if necessary.	and
	If applicant has affiliate(s) or parent company, or constituency corporations, engaged in providing telecommunications services, or operating under any trade name, assumed name or fictitious name used by the above, provide the above requested information for all as well as for the applicant. Provide this information on a separate attachment, if necessary.	ı
D.	List any states that the applicant or any affiliate, parent company, or constituency corporation operating under any trade name, assumed name, or fictitious name, has been denied authority to provide service. (Use additional pages if necessary)	
	NONE	
E	Areas in Tennessee to be served. Statewide	
F	What type of customers will the applicant serve? a. Business b. Residential c. Aggregators (e.g. Hotels, Payphones) d. Other (specify) Government	
G	Does the applicant allow a property imposed fee (PIF) to be added to the price of intrastate telephone calls over its network? If yes, specify amount. No	
Н	Are your prices for intrastate services plus any PIF equal to or less than the dominant carriers' price for similar services? Yes <u>©</u> No <u>O</u>	
I	Describe the type of services and price that the applicant will be offering in Tennessee the Informational Tariff Form found in Appendix II ¹ .	on
J	What is the applicant's 10XXX or 800 access code, if applicable? NONE	
K	Does the applicant now have or plan to have any telecommunication's facilities (e.g. switches, fiber lines) in Tennessee? NO	

¹Applicant is required to fill out an Informational Tariff form. Failure to fill out this form will cause the applicant's request to be rejected.

			and Addition on the Confedence of the Confedence	and the second	NEW CONTRACTOR OF THE PROPERTY	A CONTRACTOR OF THE CONTRACTOR
Will the appli customers di		ng the local telep	hone compan	ıy's billin	g system	or billing
Describe brie	efly how the ap	oplicant plans to	market their s	ervices	in Tennes	see?
		our services for es Representat		Tennes	see throu	gh the use
•		ers are to be used taxpayer ID for			act person	, address
COMPANY NAI	ME CONTACT	ADDRESS	CITY	ST	ZIP	PHONE
COMPANY NAI	ME CONTACT	ADDRESS	CITY	ST	ZIP	PHONE
COMPANY NAI	ME CONTACT	ADDRESS	CITY	ST	ZIP	PHONE
COMPANY NAI	ME CONTACT	ADDRESS	CITY	ST	ZIP	PHONE
	erexchange se	procedures by vervice, and to pre ervice, and to pre e additional page	event unautho	rized sw	itching of	a consumer
interexchang	idelines, attac		•			
interexchang company gui	idelines, attac oin is providi	h copies. ng access to ou	ır equipment	by inm	ates hou	sed in
company gui City Tele Codetention fa	idelines, attac oin is providi acilities. Inma atablished dia	h copies. ng access to outes will have the outer pattern. "E	ır equipment e ability to di Dial around"	ial-out fi and oth	rom our e	equipment
company gui City Tele Codetention fa	idelines, attac oin is providi acilities. Inma atablished dia	h copies. ng access to outes will have th	ır equipment e ability to di Dial around"	ial-out fi and oth	rom our e	equipment
company gui City Tele Codetention fa using an es switching a	idelines, attac oin is providi acilities. Inma itablished dia re not functio	h copies. ng access to outes will have the outer pattern. "E	ir equipment e ability to di Dial around" re calling plat	ial-out fi and oth tform.	rom our e er forms	equipment of PIC
company gui City Tele Condetention far using an esswitching an	idelines, attac oin is providi acilities. Inma stablished dia re not function	h copies. ng access to outes will have the outestern. "Each out pattern." ons of our inmates.	or the form of	ial-out fi and oth tform.	rom our e er forms cking that	equipment of PIC

²A copy of a bill is required if the applicant is going to bill the customer directly.

Part III: Organization Structure

۹.	Applic	cant's organizational structure	9	
	✓	Corporation		
		Publicly Traded Corporation		
		Subsidiary of a Publicly Traded Corporation		
		Limited Liability C	Orporation Attach a copy of the articles of organization and operating agreement along with amendments.	
		Other Form of Co	prporation	
		List type S Corporati Attach a copy of the charter, bylaw	On (Example S Corporation) s and/or certificate of incorporation.	
		_ Association	Attach a copy of the charter, bylaws and/or certificate of incorporation and Letter of Authorization from Tennessee Secretary of State	
		_ Joint Stock Association	Attach a copy of the charter, bylaws and/or certificate of incorporation. and Letter of Authorization from Tennessee Secretary of State.	
		_ Trust	Attach a copy of the trust agreement and Letter of Authorization from Tennessee Secretary of State.	
		_Individual	Attach a copy of the Letter of Authorization from Tennessee Secretary of State	
SEC [.]	TION (a)-(g) is to be completed if a	oplicant is a Corporation Association or Trust	
	(a)		ation/incorporation: 06/18/86, State of Louisiana	
		(1) Parent Company, if app		
	(b)	Attach a certificate of good incorporated/formed.	standing from the state in which the applicant was	
			cation of Authority issued by Tennessee Secretary of State ority to engage in business in Tennessee.	
	(d)		cture of the applicant, including the identity of any	
	is pul	parent or subsidiary of the s blicly traded on any stock exc	applicant. Disclose whether any parent or subsidiary hange.	
	(e)		rial litigation and criminal convictions of every current or key shareholder of the applicant for the ten-year nis application.	
	(f)	If applicable, attach a copy thereto:	of the instrument creating the trust and all amendments	
В.		_ Proprietorship		
		Partnership		

	-	General Attach a copy of the partnership agreement along with any amendments.	
Limited Attach a copy of the certificate of limited partnership and the partnership agreement along with any amendments.			
	_	Other (Explain on separate sheet)	
All of t	the abo	ve will be required to submit a valid business license.	
	(a) Identify the place and date of the applicant's qualifications to provide telecommunications services in this state.		
	(b)	List the full name, social security number and address of the owners, if a sole proprietorship, or all partners identifying the percentage of ownership: ATTACH ADDITIONAL PAGES AS NECESSARY	
C.	Numb	er of employees: 60 .	
	Emplo	yer Identification Number (E.I.N.) 72-1073513	
Part I\	/: Fina	ncial Information	
A.	Addre	ss where business records are kept: 4501 Marlena Street	
Bossie	er City	LA 71111 (318)746-1114	
CI	CREAT COMMERCIAL PROPERTY AND	STATE ZIP CODE PHONE NUMBER	
B.	statements for the immediately preceding three-year period. Provide in detail the applicant's financial condition, including balance sheet and income statement, or a copy of IRS form 1120 or 1065 filed by your business for the previous year. Attach, if available, a copy of your company's 10K and/or stockholder reports.		
	(1) (2)	Fiscal year end: Month December Day 31 Date of most recent audited, unconsolidated financial statement of Applicant: N/A	
	(3)	If applicable, name and address of independent certified public accountant: N/A	
	(4)	Period covered by financial statement attached: 2009	
C.	Does	the applicant currently have an internal auditor and/or internal audit program? NO	
	If so, I	Name of internal auditor	
D.	ten-ye litigati a pers	icable, provide a history of applicant's material litigation and criminal convictions for the ear period prior to the date this application is made. Material litigation is defined as any on that, according to generally accepted accounting principles, is deemed significant to con's financial health and would be required to be referenced in annual audited financial nents, reports to shareholders or similar documents.	

Part VI: Rule Compliance Agreement

	Participation Plan Pursuant to Tennessee Code Annotated § 65-5-212.
B.	Have you read and understand the Tennessee Regulatory Authority's (TRA) Rules and Regulations for Resellers, 1220-4-2 located at the TRA's website http://www.state.tn.us/tra electronic fileroom in its entirety? ONo

Attach a copy of a Small and Minority-Owned Telecommunications Business

C. Do you understand the penalties for non-compliance, and all associated fees to provide such service? _______ O____No

Mail the completed application and a check for \$50.00 to: Tennessee Regulatory Authority, P.O. Box 198907, Nashville, TN 37219-8907. Should you have any questions, call (615) 741-7489, ext. 163.

The Reseller or Operator Service Provider applicant, hereby, affirms the following:

Will comply with the TRA Reseller Rules and all other applicable Authority Rules and state laws, including T.C.A. Section 65-5-206 located at the TRA's website http://www.state.tn.us/tra electronic fileroom under the External Site of Lexis Law Publishing.

Having been duly sworn, and under the penalties of perjury, I hereby certify that the representations in this RESELLER APPLICATION and all attachments and appendices are true and correct to the best of my knowledge and belief. I further understand that omissions or inaccuracies may result in denial of the APPLICATION and grounds for revocation of Certificate of Authority.

For Individual and Partners:	
Signature	Signature
PRINTED NAME	PRINTED NAME
Signature	Signature
PRINTED NAME	PRINTED NAME
For Corporations and Other Organizations	City Tele Coin Company, Inc.
BY:	SIGNATURE
	Gerald L. Juneau PRINTED NAME
	President & CEO
ATTEST	Ember RAMON
	OFFICE NANAGEL Title
On this the 22 nd day	of <u>Suve</u> . <u>20/0</u> before me, a Notary Public
application, being duly sworn	according to law, deposes and says that the statements in the above application are true and correct to the best
of mismer knowledge and being	WILLIAM POTATY PUBLIC WILLIAM POTATY PUBLIC
	WILLIAM P. COCHRAN, NOTARY PUBLIC BOSSIER PARISH, LOUISTANA MY COMMISSION IS FOR LIFE

seal

Appendix I

Reseller Name	Address	Contact Person	Phone Number
N/A			A CONTRACTOR OF THE PROPERTY O
			at make 2000 and the second and the
			and the second s
			er de caracteriste
			W processor and the state of th

Appendix II Informational Tariff Sheet

De	escription of Service	Applicant proposed Price change to consumer	Dominant Carriers ³ Price for similar service
1.	Inmante Phone Service		e listed inside tariff Dominant Carrier's Rate.
2.			
3.			

 $^{^3}$ Dominant Carrier (South Central Bell or AT&T, whichever is appropriate). A copy of these companies' rates are found on Appendix V.

ATTACHMENT 1 PART I – SECTION C

Provide the name, business and home address of and a chronological summary of the employment history and business experience over the preceding eight years of: (d) Any person in a position to exercise control over, or direction of, the business of the applicant, regardless of the form of organization of the applicant.

Gerald L. Juneau Sr., President and CEO

4501 Marlena Street, Bossier City, LA. 71111 Business phone: 318-629-1487

110 Southwood Drive, Bossier City, LA. 71111 318-746-1114

1986 – Present City Tele Coin, Inc.

Business Experience: Oversee the day-to-day operations of the company, make decisions affecting the future of the company, maintain interpersonal relationships between facility partners and build relationships with potential facility partners.

Gerald L. Juneau Jr., Vice President

4501 Marlena Street, Bossier City, LA. 71111 Business phone: 318-629-0760

2459 Brookside Drive, Bossier City, LA. 71111 318-746-1114

1986 – Present City Tele Coin, Inc.

Business Experience: Manage the development and implementation of new technology, facilitate transitional requirements for all site installation, maintenance, and upgrades, maintain interpersonal relationships between facility personnel and company staff and oversee technical operations of the company.

Rosalyn Juneau, Secretary and Treasurer

4501 Marlena Street, Bossier City, LA. 71111 Business phone: 318-629-1487 110 Southwood Drive, Bossier City, LA. 71111 318-746-1114

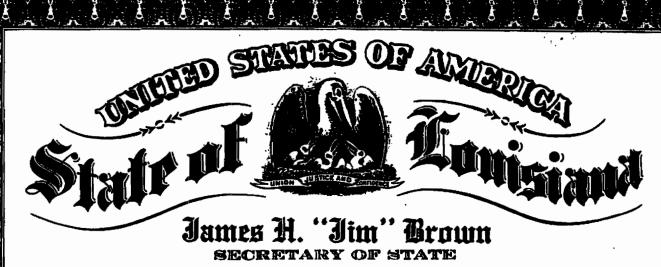
1986 – Present City Tele Coin, Inc.

Business Experience: Analyze cost versus revenue projections, provide authority over accounting department and oversee functionality of staff for quality control purposes.

ATTACHMENT 2 PART III – SECTION A

City Tele Coin Company, Inc. is an S CORPORATION. Attach a copy of the Charter, Bylaws and/or Certificate of Incorporation.

A copy of our Certificate of Incorporation has been attached, representing Pg 14 of this
 Reseller Application –



As Secretary of State, of the State of Louisiana, I do hereby Certify that a copy of the Articles of Incorporation and Initial Report of

CITY TELE-COIN COMPANY, INC.

Domiciled at Bossier City, Louisiana, Parish of Bossier,

A corporation organized under the provisions of R.S. 1950, Title 12, Chapter 1, as amended,

By Act before a Notary Public in and for the Parish of Caddo, State of Louisiana, on June 16, 1986, the date when corporate existence began,

Was filed and recorded in this office on June 18, 1986, in the Record of Charters Book 342,

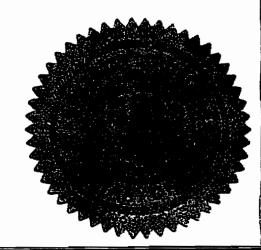
And all fees having been paid as required by law, the corporation is authorized to transact business in this State, subject to the restrictions imposed by law, including the provisions of R. S. 1950, Title 12, Chapter 1, as amended.

In testimony whereof, I have hereunto set my hand and caused the Seal of my Office to be affixed at the City of Baton Rouge on,

Jin Bran

am

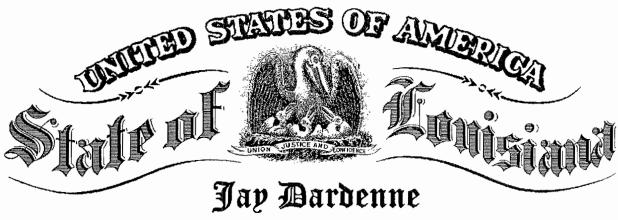
Secretary of State



ATTACHMENT 3 PART III – SECTION A(b)

Attach a Certificate of Good Standing from the state in which the applicant was incorporated/formed.

A Certificate of Good Standing from the State of Louisiana (the state in which
 City Tele Coin Company, Inc. was incorporated) has been attached, representing Pg 16 of this
 Reseller Application –



SECRETARY OF STATE

As Secretary of State, of the State of Louisiana, I do hereby Certify that

CITY TELE-COIN COMPANY, INC.

A corporation domiciled in BOSSIER CITY, LOUISIANA,

Filed charter and qualified to do business in this State on June 18, 1986,

I further certify that the records of this Office indicate the corporation has paid all fees due the Secretary of State, and so far as the Office of the Secretary of State is concerned is in good standing and is authorized to do business in this State.

I further certify that this Certificate is not intended to reflect the financial condition of this corporation since this information is not available from the records of this Office.

In testimony whereof, I have hereunto set my hand and caused the Seal of my Office to be affixed at the City of Baton Rouge on,

June 11, 2010

Certificate ID: 10075525#QKH62

To validate this certificate, visit the following web site, go to Commercial Division, Certificate Validation, then follow the instructions displayed.

www.sos.louisiana.gov

Secretary of State
Web GSC

ATTACHMENT 4 PART III – SECTION A(b)(1)

Attach a copy of Certification of Authority issued by Tennessee Secretary of State showing corporation's authority to engage in business in Tennessee.

A Certificate of Authority issued by the Tennessee Secretary of State has been attached,
 representing Pgs 18 - 19 of this Reseller Application –

Secretary of State **Division of Business Services** 312 Eighth Avenue North 6th Floor, William R. Snodgrass Tower Nashville, Tennessee 37243

DATE: 05/01/08 REQUEST NUMBER: 6306-0477
TELEPHONE CONTACT: (615) 741-2286
FILE DATE/TIME: 04/29/08 1048
EFFECTIVE DATE/TIME: 04/29/08 1048 CONTROL NUMBER: 0576103

TO: CITY TELE COIN COMPANY, INC. **4501 MARLENA STREET**

BOSSIER CITY, LA 71111

CITY TELE COIN COMPANY, INC. APPLICATION FOR CERTIFICATE OF AUTHORITY -FOR PROFIT

WELCOME TO THE STATE OF TENNESSEE. THE ATTACHED CERTIFICATE OF AUTHORITY HAS BEEN FILED WITH AN EFFECTIVE DATE AS INDICATED ABOVE.

A CORPORATION ANNUAL REPORT MUST BE FILED WITH THE SECRETARY OF STATE ON OR BEFORE THE FIRST DATE OF THE FOURTH MONTH FOLLOWING THE CLOSE OF THE CORPORATION'S FISCAL YEAR. PLEASE PROVIDE THIS OFFICE WITH WRITTEN NOTIFICATION OF THE CORPORATION'S FISCAL YEAR. THIS OFFICE WILL MAIL THE REPORT DURING THE LAST MONTH OF SAID FISCAL YEAR TO THE CORPORATION AT THE ADDRESS OF ITS PRINCIPAL OFFICE OR TO A MAILING ADDRESS PROVIDED TO THIS OFFICE IN WRITING. FAILURE TO FILE THIS REPORT OR TO MAINTAIN A REGISTERED AGENT AND OFFICE WILL SUBJECT THE CORPORATION TO ADMINISTRATIVE REVOCATION OF ITS CERTIFICATE OF AUTHORITY.

WHEN CORRESPONDING WITH THIS OFFICE OR SUBMITTING DOCUMENTS FOR FILING, PLEASE REFER TO THE CORPORATION CONTROL NUMBER GIVEN ABOVE.

FOR: APPLICATION FOR CERTIFICATE OF AUTHORITY -

ON DATE: 04/30/08

FOR PROFIT

FROM: CITY TELE COIN COMPANY INC. 4501 MARLENA STREET

TOTAL PAYMENT RECEIVED:

RECEIVED: \$600.00

\$0.00

BOSSIER CITY, LA 71111-0000

\$600.00

FEES

RECEIPT NUMBER: 00004390438 ACCOUNT NUMBER: 00598079

RILEY C. DARNELL SECRETARY OF STATE

state of Tennessee

Department of State Corporate Filings

312 Eighth Avenue North
oth Floor, William R. Snodgrass Tower

APPLICATION FOR CERTIFICATE OF AUTHORITY (FOR PROFIT)

2000 APR 29 AM 10: 48

RDA 1678

SECRETA DARMELL

Nashville, TN 37243
Pursuant to the provisions of Section 48-25-103 of the Tennessee Business Corporation Act, the undersigned corporation hereby applies for a certificate of authority to transact business in the State of Tennessee, and for that purpose sets forth:
3
1. The name of the corporation is City Tele Coin Company, Inc.
*If different, the name under which the certificate of authority is to be obtained is
[NOTES: The Secretary of State of the State of Tennessee may not issue a certificate of authority to a foreign corporation for profit if its name does not comply with the requirements of Section 48-14-101 of the Tennessee Business Corporation Act. "If obtaining a certificate of authority under a different corporate name, an application for registration of an assumed corporate name must be filed pursuant to Section 48-14-101(d) with an additional \$20.00 fee.]
2. The state or country under whose law it is incorporated is Louisiana.
3. The date of its incorporation is <u>Tune 18, 1966</u> (must be month, day, and year), and the period of duration, if other than perpetual, is <u>Pepetual</u> .
4. The complete street address (including zip code) of its principal office is 4501 Markna Street Bossier City Louisiano 71111 Street City State/County Zip Code
5. The complete street address (including the county and the zip code) of its registered office in Tennessee and the name of its
registered agent is 1900 Church Street, Ste. 400 Noshville, TN 37203 Street Registered Agent National Registered Agents, 2nc.
6. The names and complete business addresses (including zip code) of its current officers are: (Attach separate sheet if necessary.) Grerold L. Juneau, Sr. 4501 Martena Street, Bossier City, LA 71111 (Pres ICED) Gevald L. Juneau, Jr. 4501 Martena Street, Bossier City, LA 71111 (V.Pres) Rosalum Juneau 110 Southwood, Bossier City, LA 71111 (Sec./Tres
7. The names and complete business addresses (including zip code) of its current board of directors are: (Attach separate sheet if necessary.) Gerald L. Juneau, Sr. 4501 Marlena St. Bossier City, Lt. 71111 Gerald L. Juneau, Jr. 4501 Marlena St. Bossier City, LA 71111 Resalyn Tuneau III Southwood, Bossier City, LA 71111
8. If the corporation commenced doing business in Tennessee prior to the approval of this application, the date of commencement (month, day and year)
9. The corporation is a corporation for profit.
10. If the document is not to be effective upon filing by the Secretary of State, the delayed effective date/time is (date),
[NOTE: This application must be accompanied by a certificate of existence or a document of similar import (for example, a certificate of good standing) duly authenticated by the Secretary of State or other official having custody of corporate records in the state or country under whose law it is incorporated. The certificate shall not bear a date of more than two (2) months prior to the date the application is filed in this state.]
April 28, 2008 City Tele Coin Company, Inc. Signature Date City Tele Coin Company, Inc.
Signer's Capacity Signature Signature
Gerald L. Juneau, St. Name (typed or printed) PDA 1678

Filing Fee: \$600

SS-4431 (Rev. 4/01)

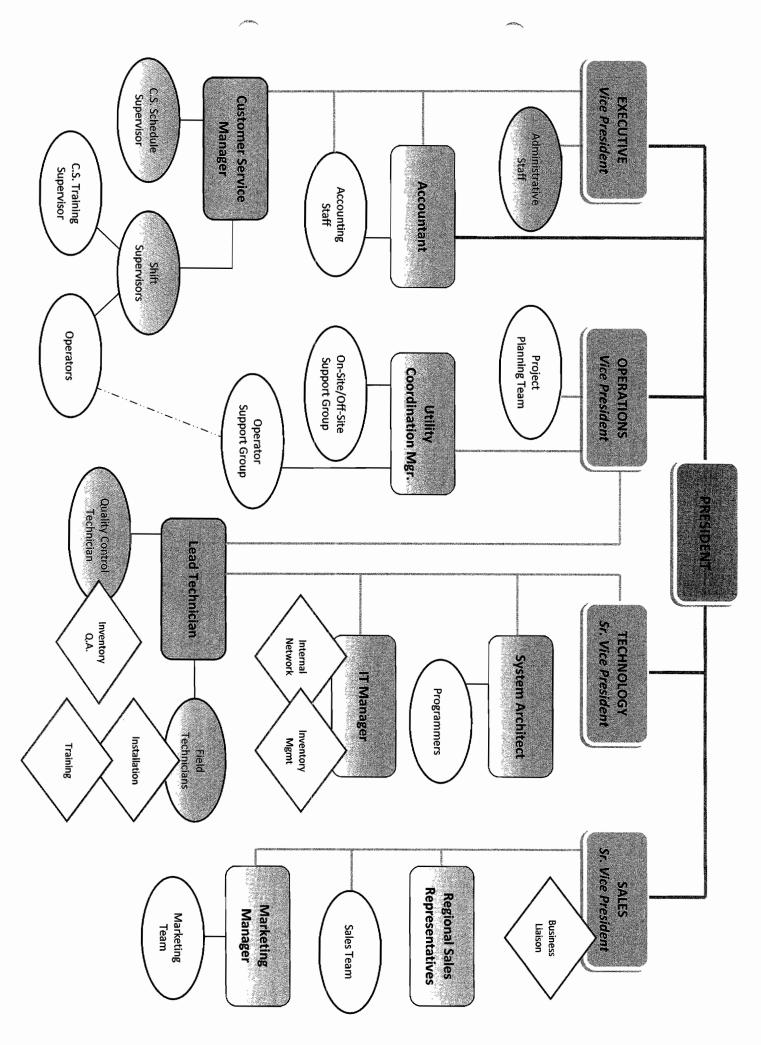
ATTACHMENT 5 PART III – SECTION A(d)

Describe the corporate structure of the applicant, including the identity of any parent or subsidiary of the applicant. Disclose whether any parent or subsidiary is publicly traded on any stock exchange.

An Organizational Chart (the corporate structure of City Tele Coin Company, Inc.) has
 been attached, representing Pg 21 of this Reseller Application –

City Tele Coin Company, Inc. does not have any parent or subsidiary; therefore, no such entity related to City Tele Coin Company, Inc. is publicly traded on any stock exchange.

CITY TELE COIN COMPANY, INC. - Corporate Structure / Organizational Chart



ATTACHMENT 7 PART VI – SECTION A

Attach a copy of a Small and Minority-Owned Telecommunications Business Participation Plan pursuant to Tennessee Code Annotated § 65-5-212.

 City Tele Coin Company, Inc. has herein attached a Small and Minority-Owned Telecommunications Business Participation Plan, representing Pgs 54 – 55 of this Reseller Application –

CITY TELE COIN COMPANY, INC.

SMALL AND MINORITY-OWNED TELECOMMUNICATIONS BUSINESS PARTICIPATION PLAN

Pursuant to T.C.A. §65-5-212, as amended, City Tele Coin Company, Inc. (hereinafter referred to as "CTC") submits this Small and Minority-Owned Telecommunications Business Participation Plan (the "Plan") along with its Application for a Certificate of Public Convenience and Necessity to resell intrastate and local exchange services in Tennessee.

I. PURPOSE

The purpose of §65-5-212 is to provide opportunities for small and minority-owned businesses to provide goods and services to Telecommunications service providers. CTC shall act accordingly in support of the participation of small and minority-owned telecommunications businesses in the Telecommunications Industry.

CTC is strictly an inmate telecommunications services provider; the provisioning of our service is limited to contractual obligations inherent to agreements made exclusively by and between CTC and the County for which services are to be provided. However, in accordance with T.C.A. §65-5-212, at any point in time that CTC has the need to outsource any provision on behalf of a contractual obligation within the State of Tennessee, CTC will endeavor to provide an opportunity for small and minority-owned telecommunications businesses to compete for contracts and subcontracts for goods and services. As part of its procurement process, CTC will make efforts to identify and inform minority-owned and small businesses that are qualified and capable of providing goods and services to CTC of such opportunities. When such an opportunity presents itself, a CTC representative will contact the Department of Economic and Community Development, specifically the administrator of the small and minority-owned telecommunications assistance program, to obtain a list of qualified vendors.

II. DEFINITIONS

As defined in §65-5-212, <u>Minority-Owned Business</u> shall mean a business which is solely owned, or at lease fifty-one percent (51%) of the assets or outstanding stock of which is owned, by an individual who personally manages and controls daily operations of such business, and who is impeded from normal entry into the economic mainstream because of race, religion, sex or national origin and such business has annual gross receipts of less than Four Million Dollars (\$4,000,000) and <u>Small Business</u> shall mean a business with annual gross receipts of less than Four Million Dollars (\$4,000,000).

III. ADMINISTRATION

CTC's plan shall be overseen and administered by the individual named below, hereinafter referred to as the Administrator, who will be responsible for carrying out and promoting CTC's full efforts to provide equal opportunities for small and minority-owned businesses. The Administrator of the Plan will be:

Jennifer Drygas City Tele Coin Company, Inc. 4501 Marlena Street Bossier City, Louisiana 71111 Telephone: 318-746-1114 Facsimile: 318-746-1214 The Administrator's responsibilities will include:

- (1) maintaining an updated Plan in full compliance with §65-5-212 and the rules and orders of the Tennessee Regulatory Authority,
- (2) establishing and developing policies and procedures necessary for the successful implementation of the Plan,
- (3) preparing and submitting such forms as may be required by the Tennessee Regulatory Authority, including the filing of required annual updates,
- (4) serving as the primary liaison to and cooperate with the Tennessee Regulatory Authority, other agencies of the State of Tennessee, and small and minority-owned businesses to locate and use qualified small and minority-owned businesses as defined in §65-5-212,
- (5) searching for and developing opportunities to use small and minority-owned businesses and encouraging such businesses to participate in and bid on contracts and subcontracts which CTC issues in effort to procure such work as necessary,
- (6) providing records and reports and cooperating in any authorized surveys as required by the Tennessee Regulatory Authority,
- (7) establishing a record-keeping system to track qualified small and minority-owned businesses and efforts to use such businesses.

Upon anticipation of CTC outsourcing any portion of its contractual obligations, the Administrator will utilize a number of resources, including:

Chambers of Commerce

The Tennessee Department of Economic and Community Development
The United States Department of Commerce
Small Business Administration
Office of Minority Business
The National Minority Supplier Development Counsel
The National Association of Women Business Owners
The National Association of Minority Contractors
Historically Black Colleges, Universities, and Minority Institutions

The efforts to promote and ensure equal opportunities for small and minority-owned businesses are primarily spelled out in the Administrator's duties above.

IV. RECORDS AND COMPLIANCE REPORTS

CTC will maintain records of qualified small and minority-owned business and efforts to use the goods and services of such businesses. In addition, CTC will maintain records of educational and training activities conducted or attended and of the internal procurement procedures adopted to support this plan. CTC will submit records and reports required by the Tennessee Regulatory Authority concerning the Plan. CTC shall cooperate, when applicable to the service which it provides, with any surveys and studies required by the Tennessee Regulatory Authority.

City Telé Coin Company, Inc.

Jerry Juneau President

Dated: June 22, 2010

ATTACHMENT 8 ARTICLES OF INCORPORATION

In supplement to the Application for Certificate to Provide Operator Services and/or Resell Telecommunication Services in Tennessee, pursuant to Section "C" of the Reseller Application Requirements, a Copy of Articles of Incorporation, partnership agreement or by-laws of the service provider has been attached.

City Tele Coin Company, Inc. has herein attached a copy of its Articles of Incorporation,
 representing Pgs 57 – 59 of this Reseller Application –

ARTICLES OF INCORPORATION

OF

CITY TELE-COIN COMPANY, INC.

STATE OF LOUISIANA:

PARISH OF CADDO:

BE IT KNOWN, That on this 16th day of June, 1986 personally came and appeared, before me, the undersigned Notary Public in and for the State of Louisiana, Parish of Caddo, GERALD L. JUNEAU A resident of Bossier Parish, Louisiana and ROSALYN N. JUNEAU, A resident of Bossier Parish, Louisiana, both being persons of the full age of majority, who declared unto me, Notary, in the presince of the undersigned competent witnesses, that availing themselves of the provisions of the Louisiana Business Corporation Law (Title 12, Chapter 1, Louisiana Revised Statutes), that they do hereby organize themselves, their successor and assigns, into a corporation in pursuance of said law under and in accordance with the following Articles of Incorporation, to-wit:

ARTICLE I.

The name of this corporation is:

CITY TELE-COIN COMPANY, INC.

ARTICLE II.

The objects and purposes for which the corporation is organized and the nature of the business to be carried on by it are stated and declared to be as follows:

To do anything which a corporation is authorized to do under Louisiana Law.

ARTICLE III.

The total authorized capital stock of this corporation is one hundred (100) common shares, with no par value. The original stock issued shall be issued in accordance with the Internal Revenue Service Code Section 1244.

ARTICLE IV.

The duration of this corporation shall be in perpetuity, or such maximum period as may be authorized by the laws of Lousiana.

ARTICLE V.

The location and post office address of the corporation's registered office is: 110 SOUTHWOOD BOSSIER CITY, LOUISIANA 71111

ARTICLE VI.

Shareholders shall have preemptive rights.

ARTICLE VII.

The names and post office addresses of the first director and their terms of office are as follows:

110 SOUTHWOOD

BOSSIER CITY, LOUISIANA GERALD L. JUNEAU 71111

110 SOUTHWOOD

BOSSIER CITY, LOUISIANA ROSALYN N. JUNEAU 71111

The directors of this curporation shall be elected annually and the directors above named shall hold office until the next annual shareholders meeting or until their successors have been duly elected and qualified.

All corporate powers of this corporation shall be vested in, and the business and affairs of this corporation shall be managed by, the Board of Directors. The Board of Directors shall have the right to elect such officers as they may deem proper for the management of this corporation and to fix their compensation. Until otherwise changed by the Board of Directors, the officers of this corporation shall be a president, vice-president, secretary, and treasurer. Any two of said offices may be held by one person. The names of the first officers and the office held by each of them are as follows:

> GERALD L. JUNEAU ROSALYN N. JUNEAU .

President and Tressurer Vice-President and Secreary

The officers of this corporation shall be named and elected by the Board of Directors annually or until their successors have been duly elected and qualified.

ARTICLE VIII.

The names and post office addressoof the incorporators are as follows:

GERALD L. JUNEAU 110 SOUTHWOOD BOSSIER CITY, LA. ROSALYN N. JUNEAU 110 SOUTHWOOD BOSSIER CITY, IA.

ARTICLE IX.

Restrictions against and regulations of the sale and any other transfers of stock of this corporation may be prescribed in the by-laws or by shareholder agreements as permitted and provided in Sections 28 and 29 of the Business Corporation Law of Lousiana, or other applicable law.

THUS DONE AND SIGNED in my office in the Parish of Caddo, State of Louisiana, on this 16th day of June, 1986 in multiple originals in the presence of the undersigned competent witnesses and me, Notary, after due reading of the whole.

STATE OF LOUISIANA: PARISH OF CADDO:

Certified to be a true multiple copy

(STATE OF LOUISIANA)
(PARISH OF CADDO)

CITY TELE-COIN COMPANY, INC.

INITIAL REPORT UNDER SECTION 101 OF LOUISIANA BUSINESS CORPORATION LAW

In compliance with Section 101, Louisiana Business Corporation Law, the undersigned certifies that he constitutes the incorporator of CITY TELE-COIN COMPANY, INC., and he hereby submits this initial report for said corporation:

The location and post office address of the corporation's registered
 office is:

110 SOUTHWOOD BOSSIER CITY, LOUISIANA 71111

The full names and post office addresses of the corporation's registered
 agents are as follows:

GERALD L. JUNEAU 110 SOUTHWOOD BOSSIER CITY, LA. 71111

ROSALYN N. JUNEAU 110 SOUTHWOOD BOSSIER CITY, LA. 71111

3. The full names and post office addresses of the directors of this corporation are as follows:

GERALD L. JUNEAU 110 SOUTHWOOD BOSSIER CITY, LA. 71111

ROSALYN N, JUNEAU 110 SOUTHWOOD BOSSIER CITY, LA. 71111

THUS DONE AND SIGNED before me, Notary, and the undersigned competent witnesses in my office in Shreveport, Caddo Parish, Louisiana, on this 16th day of June, 1986.

WITNESSES:

INCORPORATORS

Gerald L. Juneau

Rosalyn M. Juneau
Rosalyn N. Juneau

Edwin S Steedown

Notary Public in and for Caddo Parish, Louisiana

STATE OF LOUISIANA: PARISH OF CADDO:

Certified to be a true multiple copy

Column S S tu Small Notary Public, Caddo Parish, Louisiana

ATTACHMENT 9 TARIFF FOR THE RESELL OF TELECOMMUNICATIONS SERVICES

In supplement to the Application for Certificate to Provide Operator Services and/or Resell Telecommunication Services in Tennessee, pursuant to Section "E" of the Reseller Application Requirements, a **Tariff inclusive of rates and services** has been attached.

City Tele Coin Company, Inc. has herein attached its Tariff for the Resell of
 Telecommunications Services, representing Pgs 61 – 74 of this Reseller Application –

ISSUED BY:

TRA - RESELL TARIFF EFFECTIVE DATE: July 22, 2010

ORIGINAL SHEET 1

TITLE SHEET

TARIFF FILING

of

CITY TELE COIN COMPANY, INC.

for the

RESELL OF TELECOMMUNICATIONS SERVICES

This tariff contains the descriptions, regulations, and rates applicable to the furnishing of service for inmate telecommunications services provided by City Tele Coin Company, Inc., with principal offices at 4501 Marlena Street, Bossier City, LA 71111. This tariff applies to services furnished within the State of Tennessee to confinement facilities (jails, prisons, detention centers, and other correctional facilities).

This tariff is on file with the Tennessee Regulatory Authority and copies may be inspected, during normal business hours, at the City Tele Coin Company, Inc. principal place of business.

CONTACT

Jennifer Drygas
City Tele Coin Company, Inc.
4501 Marlena Street
Bossier City, LA 71111
jenni@citytelecoin.com
866.377.7975

TRA - RESELL TARIFF EFFECTIVE DATE: July 22, 2010

ORIGINAL SHEET 2

CHECK SHEET

Sheets 1 through 14 inclusive of this tariff are effective as of the date shown at the top of the respective sheet(s). Original and revised sheets, as named below, comprise all changes from the original tariff and are currently in effect as of the date at the top of this page.

REVISION
Original

TRA - RESELL TARIFF EFFECTIVE DATE: July 22, 2010

ORIGINAL SHEET 3

TABLE OF CONTENTS

Title Sheet	1
Check Sheet	2
Table of Contents.	3
Symbols	4
Tariff Formats	5
Section 1 – Technical Terms and Abbreviations	6 - 7
Section 2 – Rules and Regulations.	8 - 10
Section 3 – Description of Service.	11 - 13
Section 4 – Rates	1/1

TRA - RESELL TARIFF EFFECTIVE DATE: July 22, 2010

ORIGINAL SHEET 4

SYMBOLS

With respect to future tariff changes, the following are the only symbols used for the purpose indicated below:

- C To signify changed regulation
- D Delete or discontinue
- I Change resulting in an increase to a rate
- M Moved from another tariff location
- N New
- R Change resulting in a reduction to a rate
- S Matter appearing elsewhere or repeated for clarification
- T Change in text but no change to rate or charge
- V Signifies vintage tariff
- Z Correction

ORIGINAL SHEET 5

TARIFF FORMAT

- A. Sheet Numbering Sheet numbers appear in the upper right corner of the sheet. Sheets are numbered sequentially. However, new sheets are occasionally added to the tariff. When a new sheet is added between sheets already in effect, a decimal is added. For example, a new sheet added between sheets 9 and 10 would be 9.1.
- Sheet Revision Sheet numbers also appear in the upper right hand corner of each sheet where applicable. These numbers are used to determine the most current sheet version on file with the Tennessee Regulatory Authority (hereinafter TRA). For example, the 4th revised Sheet 9 cancels the 3rd revised Sheet 9. Consult the latest Check Sheet for the sheet currently in effect.
- Paragraph Numbering Sequence There are nine levels of paragraph coding. Each level of coding is subservient to its next higher level:
 - 2. 2.1
 - 2.1.1
 - 2.1.1.A

 - 2.1.1.A.1 2.1.1.A.1.(a)
 - 2.1.1.A.1.(a).I
 - 2.1.1.A.1.(a).I.(i)
 - 2.1.1.A.1.(a).I.(i).(1)

current on file with TRA.

D. Check Sheets – When a tariff is made with the TRA, an updated check sheet is included. The check sheet lists the sheets contained in the tariff, with a cross-reference to the current revision number. When new pages are added, the check sheet is changed to reflect the revision. An asterisk (*) designates all revisions made in a given filing. There will be no other symbols used on this page if these are the only changes made to it (i.e. the format, etc. remains the same, just revised revision levels on some pages). The tariff user should refer to the latest check sheet to find out if a particular sheet is the most

SECTION 1 – TECHNICAL TERMS AND ABBREVIATIONS

The following terms and abbreviations have the defined meaning as used in the tariff when they are capitalized:

- 1.1 Access Line A telephone line provided by the LEC to the Company that connects the City Tele Coin Company, Inc. Inmate Telephone System in a Correctional Facility with the switched public network through the facilities of the LEC.
- **1.2** Billing Agent A company which has billing and collection agreements with various Bell operating companies and independent telephone companies and which, through intermediaries, provides billing and collection services to the Company.
- **1.3** Billing Charge A billing fee imposed for the call, in addition to the flat rate charge or charge based on distance.
- **1.4** Called Station The terminating point (i.e. called number) for a call.
- **1.5** Calling Station The originating point (i.e. telephone number from which the call is placed) for a call.
- **1.6** Calling Card Call A call which is charged to a valid calling card issued by a regulated local exchange company or long distance carrier with whom the Company, through intermediaries, has billing and collection arrangements.
- 1.7 Company City Tele Coin Company, Inc.
- 1.8 Correctional Facility A place of detention for individuals who are under criminal investigation, arrest pending trial, or incarcerated post-conviction. These facilities may be owned and operated by a city, county, or state government, or be under a management contract with a private firm.
- **1.9** Customer The individual firm or corporation or other entity that receives and agrees to pay for telecommunication services from the Company; specifically, the entity accepting a collect call from a Correctional Facility or otherwise responsible for the call.
- 1.10 Dial Collect Call A call made by dialing "0" and the Called Station number, and which is charged to the called station with the approval of a customer who answers the telephone at the called station.
- 1.11 Direct Pay A service which CTC provides to any customer unable or unwilling to accept calls from an inmate on a collect call basis. Customers or end users can establish a Direct Pay account with CTC which allows them full benefits of receiving calls from an inmate without being subject to blocks and regardless of which telephone company they use. Accounts are set up and added to as the customer or end user deems necessary.
- **1.12** *Holiday* The Company recognizes as Holidays for rate purposes the following; New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day, and Christmas Day.
- 1.13 Inmate An individual who is detained in a Correctional Facility.

GERALD L. JUNEAU, SR. 4501 MARLENA STREET BOSSIER CITY, LOUISIANA 71111

TRA - RESELL TARIFF EFFECTIVE DATE: July 22, 2010

ORIGINAL SHEET 7

SECTION 1 – TECHNICAL TERMS AND ABBREVIATIONS

- **1.14** *Inmate Phone Service* The provision by the Company of its' Inmate Telephone System for use of Inmates at Correctional Facilities, as further described in Section 3.1.
- **1.15** Inmate Telephone System A telephone instrument or auxiliary system for the use of Inmates to make outbound only collect calls from Correctional Facilities with the features described in Section 3.1.
- **1.16 LEC** Local Exchange Company is the utility providing local service to the immediate area of a Correctional Facility.
- **1.17** *Pay Telephone* Any pay station instrument through which the Company's services may be accessed.
- 1.18 Sent Paid Call A station-to-station call made by dialing the called station (preceded by a "1" plus area code, if long distance) and paid for by the Customer by depositing money into the telephone.
- 1.19 Prepaid Calling Card A card with a predetermined balance; once issued to an inmate or end user it can be used to place calls and said calls will not cost the inmate or end user any additional expense.

ORIGINAL SHEET 8

SECTION 2 – RULES AND REGULATIONS

2.1 Undertaking of City Tele Coin Company, Inc.

- 2.1.1 Inmate Phone Service is provided under this tariff only to Correctional Facilities within the State of Tennessee.
- 2.1.2 The Company provides Inmate Phone Service under a contractual arrangement with the facility or governing entity.
- 2.1.3 The Company orders and is responsible to pay for telephone Access Lines form the LEC in the immediate area of the Correctional Facility.
- 2.1.4 The Company resells both intraLATA and interLATA services to the Customers at rates under this tariff which include Operator Service Charges for collect, station to station, person to person and local calls.
- 2.1.5 The Company's service is available on a twenty-four (24) hour, seven (7) days per week basis, unless otherwise directed by Correctional Facility.
- 2.1.6 The Company may also place coin operated phones at public or private businesses or facilities.

2.2 Limitations

- 2.2.1 Service is offered subject the provisions of this tariff.
- 2.2.2 The Company reserves the right to discontinue or limit the use of service necessitated by conditions beyond its control, or when the customer, is using service in violation of law or provisions of this tariff.
- 2.2.3 All facilities and services provided under this tariff controlled by the Company may not be transferred or assigned to or by any party other than the Company without its express written consent. Such transfer or assignment shall only apply where there is no interruption of the use or location of the service or facilities. Any new transferee or assignee shall be bound by this tariff.

2.3 <u>Liabilities of the Company</u>

- 2.3.1 The Company shall not be liable for any claim, loss, expense or damage (including indirect, special or consequential) arising out of mistakes, interruptions, omissions, delays, errors or defects in providing service or transmission, when such are caused by some other person or entity, or by events and causes beyond the Company's reasonable control.
- 2.3.2 The Company's liability for any claim, loss, expense or damage (including indirect, special or consequential) arising out of mistakes, interruptions, omissions, delays, errors or defects in providing service or transmissions, not caused by the willful

SECTION 2 – RULES AND REGULATIONS

misconduct of its employees or agents, in no event shall exceed an amount equivalent to the proportionate charge to the Customer for the period during which the aforementioned faults may occur.

- 2.3.3 The Company shall be indemnified and held harmless by the Customer, Inmate and Correctional Facility against claims for libel, slander, invasion of privacy, or infringement of copyright arising out of the transmission of material, data, information, or other content transmitted over the Company's facilities.
- 2.3.4 The Company shall be indemnified and held harmless by the Customer, Inmate and Correctional Facility against all other claims rising out of any act or omission of any of them in connection with any service or facility provided by the Company.

2.4 <u>Interruption of Service</u>

It is the obligation of the Correctional Facility to notify the Company immediately of any interruption in service of which it is aware. Before giving such notice, the Correctional Facility shall ascertain that the trouble is not being caused by any action or omission of the facility within its control, or that is not caused by any wiring equipment which has been furnished by the facility and connected to the Inmate Telephone System.

2.5 Restoration of Service

During emergencies, the use and restoration of service shall be in accordance with the priority system in place by the LEC.

2.6 Deposits

The Company does not require deposits in connection with the furnishing of service.

2.7 Advance Payments

The Company does not require advance payments in connection with the furnishing of the service.

2.8 Taxes

All federal, state and local taxes (i.e. gross receipts tax, sales tax, municipal utilities tax, etc.) are listed as separate line items in the billing statement and are not included in the quoted items.

ORIGINAL SHEET 10

SECTION 2 - RULES AND REGULATIONS

2.9 Cancellation of Service

- 2.9.1 Without incurring liability, the Company may immediately discontinue service or cancel an application for service by 7 days written notice to the Correctional Facility under the following circumstances:
- 2.9.1.A Nonpayment of any sum due to the Company by a Customer for more than 30 days after the Company issues a bill for the amount due from a Customer; but only after at least 7 days written notice by the Company to the customer;
- 2.9.1.B Any detected fraudulent calling activity on the City Tele Coin Company, Inc. Inmate Telephone System or otherwise over the Access Lines;
- 2.9.1.C Violation of any of the provisions governing the furnishing of service under this tariff;
- 2.9.1.D Violation of any law, rule, regulation or policy of any government authority having jurisdiction over service; or
- 2.9.1.E By reason of any order or decision of a court or other government authority having jurisdiction which prohibits the Company from furnishing service.

2.10 Cancellation of Service by Correctional Facility

Cancellation of Service by Correctional Facility shall be governed by the terms of the contract between the Company and the Correctional Facility.

2.11 Returned Check Charge

The Company imposes a \$15.00 charge on each check received from a Customer, which is returned by the bank.

2.12 Customer Block

If a customer, who is currently accepting traditional collect calls from an inmate, is blocked for exceeding a limit set forth by the Company, then the Company may require the customer to purchase Direct Pay (3.1.4.B) in order to resume communication with an inmate.

SECTION 3 – DESCRIPTION OF SERVICE

3.1 Inmate Telephone Service – General

Service is offered of correctional institutions in Tennessee. The Company service provides automated operator assisted calling for collect calls. The called parties must accept responsibility for payment of charges.

- 3.1.1 The Company purchases and installs all equipment, supplies, materials, and other components of the Inmate Telephone System.
- 3.1.2 Inmate telephones are generally not available for use by the public.
- 3.1.3 The Inmate Telephone System has the following calling characteristics, which define the services provided:
 - 3.1.3.A Outbound only calls
 - 3.1.3.B Only Operator Assisted Collect calls to a Customer are allowed.
 - 3.1.3.C The telephone or auxiliary system announces to the intended receiving Customer that a collect call is being made from Correctional Facility or Inmate and provides a means of accepting or rejecting such calls, charges and rates associated with said calls, and account balances to those who are Direct Pay customers.
 - 3.1.3.D For accepted calls, the telephone creates a billing record, which includes the originating and terminating phone number, the data and time of day, and the length of call. The Company does not bill for uncompleted calls or attempts.
 - 3.1.3.E The calls are then priced according to this tariff by the Company's central computer and presented to the Customer for collection through a Billing Agent. The Company and the Billing Agent will bill the Customer, in most cases within 60 days. However, the Company may petition the TRA for relief or safe harbor from time to time if the 60 day time limit is not met due to human error, fault of the LEC or situations out of the Company's control.
 - 3.1.3.F Designated telephone numbers may be automatically blocked to preclude inmate calls to these numbers.
 - 3.1.3.G One main emergency cut off switch and individual cut off switches for each telephone are installed.
 - 3.1.3.H The Inmate Telephone System has auxiliary power to allow it to operate during power failure.

SECTION 3 – DESCRIPTION OF SERVICE

- 3.1.3.I Dual computer capability records the information to process and bill each call. Usage charges begin once the called party accepts the call. The Company does not bill for uncompleted calls or attempts.
- 3.1.3.J The Company's LIDB validation agent automatically validates all local, intraLATA, interLATA, and interstate collect calls.
- 3.1.3.K A call-monitoring feature can be provided.
- 3.1.3.L The length of calls and hours of availability may be limited by the Correctional Facility. The caller receives a warning tone 30 seconds prior to being disconnected.
- 3.1.4 The Company offers a variety of prepaid services at all inmate locations, described hereunder:
 - 3.1.4.A <u>Prepaid Calling Cards</u> Prepaid calling cards are issued to inmate facilities by City Tele Coin so that inmates at said facility may purchase a card to be used in conjunction with phone service provided by City Tele Coin. Prepaid calling cards have a predetermined balance; set forth by City Tele Coin at the request of the inmate facility wishing to purchase and sell said cards. Prepaid calling cards are set up so that the inmate can call several numbers rather than be limited to just one number. Each prepaid calling card is designed so that it has a unique ID, instructions, disclaimer, predetermined dollar amount, activation date, and expiration date. When a prepaid calling card has reached the end of its predetermined balance inmates may purchase another card.
 - 3.1.4.B <u>Direct Pay</u> Customers may choose to pay City Tele Coin in advance for calls they will receive from an inmate housed at a correctional facility where City Tele Coin offers phone services. Direct pay, our advance payment system, allows customers who currently can not receive calls from an inmate by traditional means a way of accepting said calls. Direct Pay is available to any and every customer with the exception of customers who currently have an outstanding balance with City Tele Coin. Customer accounts are managed through City Tele Coin. Payments may be made through our call center or on-line at our website twenty-four (24) hours per day. Balances on Direct Pay accounts are available to customers twenty-four (24) hours per day. Rates and disclaimers are announced each time a call is accepted through Direct Pay just as they are on traditional collect calls.

TRA - RESELL TARIFF EFFECTIVE DATE: July 22, 2010

ORIGINAL SHEET 13

SECTION 3 – DESCRIPTION OF SERVICE

3.1.4.C <u>Refunds on Direct Pay Accounts</u> - Customers may request a refund only when the following conditions have been met: (1) The inmate has been transferred to a facility that does not use our phone service or (2) the inmate has been released from the facility in which he/she was housed. The account will be debited for the remaining balance and the customer will be refunded the remaining account balance. If a customer paid by cash or money order, then the customer will receive a refund by mail, via company check. If a customer paid by credit card, then the customer will receive a refund, via the credit card used in the original transaction. Any free time placed by City Tele Coin into the account will not be considered part of the refundable amount.

TRA - RESELL TARIFF EFFECTIVE DATE: July 22, 2010

ORIGINAL SHEET 14

SECTION 4 - RATES

4.1 Rates for Inmate Telephone Service (for all service types including traditional collect, prepaid, and calling card)

Type Call			Flat	Fee
Local			\$1.5	50

(All local calls are billed at a flat fee of \$4.50)

Type Call	Connect Fee	Per Minute	_First Minute
Intrastate IntraLATA	\$2.15	\$0.24	\$2.39
Intrastate InterLATA	\$2.15	\$0.35	\$2.50
Type Call	Connect Fee	Per Minute	First Minute
Interstate	\$3.95	\$0.89	\$4.84

ATTACHMENT 10 TN TELECOMMUNICATIONS SERVICE PROVIDER'S SURETY BOND

In supplement to the Application for Certificate to Provide Operator Services and/or Resell Telecommunication Services in Tennessee, pursuant to Section "H" of the Reseller Application Requirements, a **Surety Bond** has been attached.

City Tele Coin Company, Inc. has herein attached a Tennessee Telecommunications
 Service Provider's Surety Bond, representing Pgs 76 – 79 of this Reseller Application –