

July 23, 2010

Tennessee Regulatory Authority

ATTN: LISA FOUST, Utilities Division 460 James Robertson Parkway

Nashville. Tennessee 37243

CRY AI")RIT.

RE: Docket No. 10-00126, Application of City Tele Coin Company, Inc. for Certificate to Provide Operator Services and/or Resell Telecommunications Services in Tennessee

Dear Lisa,

Firstly, allow me this opportunity to say "Thank You" for all your time on the matter at hand. You're help has no doubt far extended your obligation!

Moving on, in reference to completing your review of our application, please find attached the following information:

- 1) A revised Informational Tariff wherein a correction has been made to the collect local call rate located in *Section 4.1*, *Rates* (for the record, City Tele Coin has always been in compliance with the \$1.50 rate cap for this call type and the rate printed inside the original submitted tariff was listed in error),
- 2) More detailed biographical information for the members of management listed in our application,
- 3) A revised Page 5 of the actual Application for Certificate to Provide Operator Services and/or Resell Telecommunication Services in Tennessee, wherein answers to Sections (L) and (M) of Part II have been revised.

Since it was requested that this information be provided no later than 2:00 p.m. on July 30, 2010, I would greatly appreciate it if someone in your office would notify me of its receipt, via email, at jenni@citytelecoin.com. Please do not hesitate to contact me via email or direct at 318-629-1595 for further clarification of anything contained herein or otherwise found to be missing from the application.

Again, thank you so much for your time on the matter at hand!

Kindest Regards,

Jennifer Dr#gas

City Tele Coin Company, Inc.

RECEIVED

JUL 2 8 2010

TN REGULATORY AUTHORITY UTILITIES DIVISION

Enclosures

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

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

ISSUED BY:

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.

<u>SHEET</u>	REVISION
1	Original
2	Original
3	Original
4	Original
5	Original
6	Original
7	Original
8	Original
9	Original
10	Original
11	Original
12	Original
13	Original
14	Original

TRA - RESELL TARIFF EFFECTIVE DATE: July 22, 2010

ORIGINAL SHEET 3

TABLE OF CONTENTS

Title Sheet	1
Check Sheet.	2
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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

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.
- B. 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.
- C. 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)
- 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 current on file with TRA.

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

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.

SECTION 2 – RULES AND REGULATIONS

- 2.1 <u>Undertaking of City Tele Coin Company, Inc.</u>
 - 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 Liabilities of the Company

- 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 <u>Taxes</u>

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.

SECTION 2 – RULES AND REGULATIONS

2.9 <u>Cancellation of Service</u>

- 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.

<u>SECTION 3 – DESCRIPTION OF SERVICE</u>

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.

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ORIGINAL SHEET 14

SECTION 4 - RATES

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

Type Call Flat Fee Local \$1.50

(All local calls are billed at a flat fee of \$1.50)

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 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.

NAME, BUSINESS & HOME ADDRESS, & CHRONOLOGICAL SUMMARY OF EMPLOYMENT HISTORY of Gerald Juneau, Sr., Rosalyn Juneau, and Gerald Juneau, Jr.

Gerald L. Juneau Sr., President and CEO

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

HOME: 110 Southwood Drive, Bossier City, LA. 71111

- 1965 1970 Juneau's Auto Supply; Sales Associate
 1970 1972 Shreveport Times; Mailroom Associate
- 1972 1974 Houston Post, Houston Chronicle; Mailroom Associate
- 1974 1997 J&M Food Mart / J&J Food Mart / J&J Ice Company; Owner, Partner
- 1986 Present City Tele Coin, Inc.; President & CEO
- 2002 Present J&R Juneau, LLC; President & CEO

BOARDS & AFFILIATIONS

- 1981 Present Dixie Baseball, Inc.; Board of Directors over 12 States
- 1988 Present Bossier Parish Executive Board
- 1995 Present Southern Public Communications Association; Board of Directors over 5 States
- 2007 Present Cypress Black Bayou & Water Conservation; Board of Directors
- 2008 Present Louisiana State Gaming Board; Board of Directors

Gerald L. Juneau Jr., Vice President

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

HOME: 2459 Brookside Drive, Bossier City, LA. 71111

- 1986 1997 J&M Food Mart / J&J Food Mart; Cashier, Manager, Stocker
- 1986 Present City Tele Coin, Inc.; Technician, V.P.

EXPERIENCE & CERTIFICATIONS

- Numerous Certifications; payphone, inmate communications technology
- Elcotel, Protel, Telequip programming, repair, maintenance
- Windows 95, 98, 2000, XP
- Network Management
- On-Site Programming & System Testing
- Development & Design; Switch Operation, Video Visitation, Voice Print Technology

Rosalyn Juneau, Secretary and Treasurer

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

HOME: 110 Southwood Drive, Bossier City, LA. 71111

- 1974 1997 J&M Food Mart / J&J Food Mart / J&J Ice Company; Owner, Partner
- 1986 Present City Tele Coin, Inc.; President & CEO
- 2002 Present J&R Juneau, LLC; President & CEO

<u>ATTACHMENT 1 (Continued)</u> PART I – SECTION C

BUSINESS EXPERIENCE SUMMARY of Gerald Juneau, Sr., Rosalyn Juneau, and Gerald Juneau, Jr.

Gerald "Jerry", Sr. and Rosalyn Juneau took over ownership of a small grocery store in Bossier City, LA, along with one payphone which was stationed outside the grocery store. Jerry became quickly familiar with the day-to-day operations of the payphone and kindled an interest in owning and operating more payphones. Within the next couple years, Jerry, Sr. had amassed a collection of payphone locations and along with his wife, Rosalyn, and their son, Jerry, Jr., formed a corporation by the name of City Tele Coin Company, Inc. The payphone business was very lucrative in the late 80's and after selling the grocery store, the Juneau's home became the principal location of City Tele Coin. After several years as a COCOT provider, Jerry Sr. saw an opportunity to broaden his venture in the payphone business and took a chance at inmate phone system installation and maintenance. The first of many locations, the Bossier Parish Penal Farm reset the course of City Tele Coin Company, Inc. It has been shortly over 10 years since we installed our first inmate system and in this relatively short time, we have moved from a home based business with 4 employees to a 15,000 square foot office building (which Jerry built and owns) and just under 70 employees. In the past 5 years, we've expanded our operations into 10 states in the Southern Region of the United States. Aside from payphones and inmate phone service, we also provide long distance, conferencing solutions, video arraignment and video visitation systems. We just finished building our own switch and call processor for inmate communications; we own and operate our platform and our programmers who built the switch are employed through City Tele Coin rather than outsourced. There is no more biographical information to list; there are no particularly interesting educational facts or formal titles to add to the end of each of the names. This is more of a bio about how City Tele Coin was built from scratch.

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

				•		
Will the applic customers dire	ant be utilizin ectly ² ? Local To	g the local telep elephone Company	hone compar	ny's billir	ng system	or billing
Describe brief	y how the ap	plicant plans to	market their s	services	in Tennes	see?
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consumer has	subscribed t	o with their loca	l telephone c	ompany	. Yes <u> </u>	No <u>O</u> _
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 $^{^2}$ A copy of a bill is required if the applicant is going to bill the customer directly.