



February 18, 2014
**Via Overnight Delivery
& Email**

Ms. Darlene K. Standley, Asst. Chief - Telecommunications
Tennessee Regulatory Authority
502 Deaderick
4th Floor
Nashville, TN 37243

RE: Correct Solutions, LLC
Application for Certificate to Provide Operator Services and Resell Telecommunication Services
Docket No. 13-00135

Dear Ms. Standley:

Enclosed for filing please find the original and four (4) copies of amended application pages and rate sheet submitted on behalf of Correct Solutions, LLC. This filing is made at the request of Staff, Lisa Foust, in connection with the above referenced docket number.

Please acknowledge receipt of this filing by date-stamping the extra copy of this cover letter and returning it to me in the self-addressed, stamped envelope provided for that purpose.

Any questions you may have regarding this filing should be directed to my attention at 407-740-3004 or via email to rnorton@tminc.com.

Sincerely,

Robin Norton
Consultant to Correct Solutions, LLC

cc: Ryan Horvath - Correct Solutions, LLC
file: Correct Solutions, LLC - Tennessee
tms: TNN1300a

Enclosures
RN/lm

**AMENDED APPLICATION
PAGES - 5 & 6**

- G. Does the applicant allow a property imposed fee (PIF) to be added to the price of intrastate telephone calls over its network?
- ☐ Yes ☒ No **If yes, please specify amount:**
- H. Are your prices for intrastate services plus any PIF equal to or less than the dominant carriers' price for similar services?
- ☒ Yes ☐ No
- I. Describe the type of services and price that the applicant will be offering in Tennessee on the Informational Tariff Form found in Appendix II¹.
- Applicant is electing market regulation in accordance with amended T.C.A. Section 65-5-109 enacted May 21, 2009, and will not be submitting a tariff.
- J. What is the applicant's 10XXX or 800 access code, if applicable?
- None. Applicant will provide equal access at all locations.
- K. Does the applicant now have or plan to have any telecommunications' facilities (e.g. switched, fiber lines) in Tennessee?
- No, the applicant does not have or plan to have any telecommunications facilities in Tennessee.
- L. Whose facility-based network(s) will the applicant be reselling?
- As an inmate service provider, Correct Solutions will not begin operating in TN until it is awarded a contract by a correctional institution. At that point, Correct Solutions will negotiate with a number of certified facilities-based IXC's and select one or more to provide the toll transport piece of its service.
- M. Will the applicant be utilizing the local telephone company's billing system or billing customers directly²?
- Collect calls will be billed through the called party's local exchange carrier under billing and collection agreements maintained by the applicant, or submitted for billing to the called party's local exchange carrier via a billing agent.
- N. Describe briefly how the applicant plans to market their services in Tennessee?
- The applicant intends to respond to Requests for Proposals issued by correctional facilities or their governing authorities.

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

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

- O. If independent telemarketers are to be used, list the name, contact person, address, phone number and federal taxpayer ID for each company.

Correct Solutions does not conduct any telemarketing activities or utilize telemarketers.

- P. Describe the methods and procedures by which the applicant will use to switch a consumer's preferred interexchange service, and to prevent unauthorized switching of a consumer's interexchange service. Use additional pages if necessary. If you have written procedures or company guidelines, attach copies.

Correct Solutions does not offer pre-subscribed services.

- Q. Applicant has the ability and agrees to honor the form of call blocking that the consumer has subscribed to with their local telephone company.

☐ Yes ☒ No, Not applicable to inmate calling services.

- R. Applicant gives permission to the local telephone company to provide the Authority a periodic sample of the reseller's intrastate toll calls. The purpose of this analysis is to audit the reseller's rates to assure they are at or below the dominant carrier's tariffed rates.

☒ Yes ☐ No

- S. Is the Applicant aware of the requirement to insure that any telephone call made between two points in the same county in Tennessee shall be classified as toll-free and not billed to any customer pursuant to Tennessee Code Annotated § 65-21-114?

☒ Yes ☐ No

- T. Is the Applicant aware of the TAR Code database maintained by BellSouth, its use to insure compliance with T.C.A. § 65-21-114 and the procedures used to enter telephone numbers in that data base?

☒ Yes ☐ No

- U. How does the Applicant intend to comply with T.C.A. § 65-21-114? In your response, please explain technically, what procedures the Applicant will use to insure it will not bill for any county wide calls in Tennessee. **Use additional pages if necessary.**

Correct Solutions plans to subscribe to AT&T's TAR database service. Correct Solutions will use the information provided to screen intra-county calls, and will not apply long distance usage charges on these calls.

RATE SHEET

INSTITUTIONAL
TELECOMMUNICATIONS RATE SHEET

of

Correct Solutions, LLC

This rate sheet contains the rates applicable to the provision of intrastate automated operator assisted calling services for inmates and other incarcerated persons in Correctional or Confinement Institutions, by Correct Solutions, LLC ("Correct Solutions") within the State of Tennessee. This rate sheet is on file with the Tennessee Regulatory Authority.

Issued: February 19, 2014

Effective:

By: Ryan Horvath
192 Bastille Lane, Suite 200
Ruston LA 71270

TNn1300a

SECTION 2 - DESCRIPTION OF SERVICE

2.1 General

Service is offered to inmates and other incarcerated persons in correctional or confinement facilities for outward-only calling. Collect calls may be billed to residential or business lines. Billing information will be validated.

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SECTION 2 - DESCRIPTION OF SERVICE, (CONT'D.)**2.2 Institutional Automated Collect Service**

Institutional Automated Collect Service is provided for use by inmates and other incarcerated persons in Correctional Institutions within the state of Tennessee. Interstate service is offered in conjunction with intrastate service.

Service may be limited by the administrators of the institutions as to availability, call duration or calling scope. Calls are billed to the Called Party. The Called Party must actively accept charges for the call. Unless otherwise specified, a per-call service charge and usage rates apply to each call. Calls are billed in full minute increments.

Institutional Automated Collect Service allows inmates to make collect calls to terminating locations anywhere within in the state. An automated system prompts the caller and the called party through recorded instructions. The called party must accept responsibility for payment of the charges by dialing the designated digit for acceptance. If a call is not accepted within five (5) seconds of the automated voice recording prompt, the automated recording is replayed a second time. If an acceptance digit is not received five (5) seconds after the second recording is completed, the call is automatically terminated.

Use of the automated collect calling service is subject to the rules and regulations of the Commission and the institution's administrative restrictions.

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SECTION 2 - DESCRIPTION OF SERVICE, (CONT'D.)**2.3 Prepaid Institutional Calling Services****2.3.1 General**

Prepaid Institutional Calling Services provide alternative payment arrangements for inmates in Confinement Institutions. Prepaid Institutional Calling Services are available 24 hours a day, seven days per week. Access to telephone service by an inmate may be subject to time of day and usage restrictions imposed by individual Confinement Institutions. No minimum service period applies.

Network usage for Prepaid Institutional Calls is deducted from the Available Usage Balance in full minute increments. For debiting purposes, call timing is rounded up to the nearest one (1) minute increment.

The called party is automatically informed of the Available Usage Balance remaining in the Prepaid Account prior to acceptance of the call. Network usage is deducted from the Available Usage Balance in the account on a real time basis as the call progresses. A reminder message is also provided when the account balance has one minute of usage remaining. All calls must be charged against an account that has sufficient available balance. Calls in progress will be terminated by the Company if the balance on the account is insufficient to continue the call.

Payment for Prepaid Institutional Calling Services and any Available Usage in the Prepaid Account is refundable upon request by the called party. The Available Usage Balance expires six months from the date the last call is made on the Prepaid account. No refunds of unused balances will be issued after the expiration date.

Two options are available with Prepaid Institutional Calling Services. The first option, the Prepaid Debit Account, allows the inmate to set up his/her own prepaid account at the Confinement Institution; the second option, Prepaid Collect Service, allows the Called Party who receives collect calls from inmates to set up his/her own prepaid account.

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SECTION 2 - DESCRIPTION OF SERVICE, (CONT'D.)**2.3 Prepaid Institutional Calling Services, (Cont'd.)****2.3.1 General, (Cont'd.)****A. Option A: Prepaid Debit Account**

With a Prepaid Debit Account, the inmate is assigned a Personal Identification Number (PIN.) When the inmate places a call, he/she enters the PIN and called telephone number. All deposits to the account are paid to and handled by the Institution. The Company receives payment from the inmate's debit account via the Institution.

The Company's system automatically informs the caller of the Available Usage Balance remaining in the Prepaid Debit Account, and provides prompts to place the call by entering the destination telephone number. Network usage is deducted from the Available Usage Balance in the account on a real time basis as the call progresses.

B. Option B: Prepaid Collect Service

Prepaid Collect Service is available for use by individuals who receive collect calls from inmates in Confinement Institutions. Once an account is established, all collect calls from the facility to the telephone number associated with the prepaid collect account are automatically processed as prepaid collect. If the payment into the account is provided via credit card, credit verification procedures are carried out under the terms specified in Section 2 of this tariff. Deposits to the account are paid to and handled by the Company via arrangement with a vendor.

The minimum initial deposit or replenishment amount is \$25.00. Additional payments will be accepted with a \$100.00 payment maximum. Initial and additional payments into the account may be made by cashier's check, money order, credit card, debit card, electronic checking or Western Union. Transaction fees will apply for credit card and check by phone transactions. All payments will be subject to applicable taxes.

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SECTION 3 - RATES

3.1 General

Each Customer is charged individually for each call placed through the Company. Customers are billed based on their use of the service. No fixed monthly recurring charges apply.

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SECTION 3 - RATES, (CONT'D.)**3.2 Institutional Collect Service**

The following rates and charges apply to operator assisted collect calls placed by inmates in correctional institutions using the Company's service. The minimum call duration for billing purposes is one (1) minute. Additional usage is measured and rounded to the next higher full minute increment for billing purposes.

3.2.1 Rates and Charges**A. Local**

Rate, Per Minute:	\$0.00
Surcharge, Per Call:	\$1.50

B. IntraLATA and InterLATA

Rate, Per Minute:	\$0.30
Surcharge, Per Call:	\$0.50

C. InterLATA

Rate, Per Minute:	\$1.49
Surcharge, Per Call:	\$6.99

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SECTION 3 - RATES, (CONT'D.)**3.3 Prepaid Collect Institutional Calling Services****3.3.1 Rates and Charges****A. Local**

Rate, Per Minute:	\$0.00
Surcharge, Per Call:	\$1.50

B. IntraLATA and InterLATA

Rate, Per Minute:	\$0.30
Surcharge, Per Call:	\$0.50

C. InterLATA

Rate, Per Minute:	\$1.49
Surcharge, Per Call:	\$6.99

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SECTION 3 - RATES, (CONT'D.)**3.4 Prepaid Debit Institutional Calling Services****3.4.1 Rates and Charges****A. Local**

Rate, Per Minute:	\$0.00
Surcharge, Per Call:	\$1.50

B. IntraLATA and InterLATA

Rate, Per Minute:	\$0.30
Surcharge, Per Call:	\$0.50

C. InterLATA

Rate, Per Minute:	\$1.49
Surcharge, Per Call:	\$6.99

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