



January 30, 2009

Kentucky Public Service Commission  
Attn: Tiffany J. Bowman  
211 Sower Boulevard  
Frankfort, Kentucky 40602

RECEIVED

FEB 03 2009

PUBLIC SERVICE  
COMMISSION

Re: Complaint of Ms. Elberta Jones  
Case No: 2008-00565

**VIA: U.S. MAIL**

Ms. Bowman:

Please see the below clarifying statement with regard to Evercom, CBS and the nature of our business, as well as Evercom's business relationship with the Kentucky Department of Corrections (DOC).

Evercom Systems, Inc. ("Evercom"), a subsidiary of Securus Technologies, Inc., is an inmate telephone service provider that handles inmate collect calls for various confinement facilities nationwide. Evercom is a certificated Customer-Owned Coin Operated Telephone provider in Kentucky. For your reference, Evercom's Kentucky Utility ID number is 5609400. Evercom was awarded the contract to provide inmate telecommunication services to the Kentucky DOC on June 1, 2006. The contract includes the provision of inmate telephone services to the DOC's sixteen (16) facilities throughout the state, including the Eastern Kentucky Correctional Complex. Correctional Billing Services ("CBS"), a division /department of Evercom, provides billing and customer care services to the end users accepting collect calls from these facilities.

To provide some background about our business, inmate collect calls are generally billed through a consumer's local telephone company, as a convenience to the consumer, or as prepaid calls through payment arrangements made directly with Evercom. There are also some direct billings, post pay arrangements but these arrangements are usually with high volume users such as bail bondsmen. Once an inmate attempts to place a collect call to a consumer whose local telephone company has a billing and collection agreement with Evercom, the call is processed as a collect call. When these consumers initially accept an inmate call, an account is automatically established. Charges for collect calls from inmates will appear on the consumer's local telephone bill, indicating the date, time, originating telephone number, and minutes for the relevant calls and it will indicated those calls are being billed on behalf of Evercom. No direct correspondence will be received from Evercom or its CBS division regarding an account's collects call charges billed by the consumers local telephone company. However, consumers whose local telephone company, or cell phone company, does not have such a billing and collection agreement or those consumers that prefer not to be billed through their local telephone company must contact Evercom, at the Correctional Billing Services department, to establish a prepaid or direct billed account.

Sincerely,

A handwritten signature in cursive script that reads 'Cameshia Davis'.

Cameshia Davis  
Regulatory Complaints Analyst

**CERTIFICATE OF SERVICE**

I, Gameshia Davis Regulatory Complaint Analyst for Evercom Systems, Inc., hereby certify that on this 30 day of January 2009, I did serve, by first class mail, U.S. postage prepaid, a copy of the foregoing complaint response on the following individuals:

Kentucky Public Service Commission  
Attn: Tiffany Bowman  
211 Sower Boulevard  
Frankfort, KY 40602

Ms. Elberta Jones  
3437 Newburg Road, Apt. 3  
Louisville, KY 40218

Kentucky Department of Corrections  
Office of the General Counsel  
275 East Main Street  
P.O. Box 2400  
Frankfort, KY 40602

Office of the Attorney General  
Utility and Rate Intervention Division  
1024 Capital Center Drive  
Suite 200  
Frankfort, KY 40601

Gameshia Davis  
Gameshia Davis