

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

THE OBLIGATIONS OF INMATE SERVICE) ADMINISTRATIVE
PROVIDERS TO CALL RECIPIENTS REGARDING) CASE NO. 379
NOTICE OF BLOCKING AND BILLING PROCEDURES)

O R D E R

By its Order of January 15, 1999, the Commission established this proceeding for the purpose of holding collaborative workshops on the issue of fraud prevention measures undertaken by providers of inmate telecommunications services.¹ Parties interested in participating in the workshops were ordered to submit a letter to the Commission stating their intentions.² The Commission also asked for proposed agendas for these workshops as well as comments on the proposed agenda items from those parties.³

The Commission, in its Order of February 17, 1999, granted intervention to the following parties: the Kentucky Telephone Association, the Kentucky Department of Corrections, the Plaintiffs Group, Evercom, Inc., Cincinnati Bell Telephone Company, BellSouth Public Communications, Inc., and Sprint Communications Company L.P.⁴

¹ January 15, 1999 Order at 5.

² Id. at ordering paragraph 6.

³ Id. at 7.

⁴ February 17, 1999 Order at 1.

BellSouth Public Communications, Inc. filed a proposed workshop agenda with the Commission.⁵ The proposed agenda included: (a) Basis for Consideration of Additional Obligations; (b) Impact of the Current Blocking and Billing Procedures Used by Inmate Service Providers on Call Recipients; (c) Consideration of Obligations Designed to Address Negative Impacts; and (d) Consideration of Feasibility and Cost of Implementing Additional Obligations.⁶

The agenda will be as follows:

(a) Discussion of fraud prevention procedures currently employed by providers.

(b) Discussion of the relationship between these procedures and Commission regulations.

(c) Discussion of the billing procedures currently employed by providers and the relationship of these procedures to Commission regulations.

(d) Discussion of the impact of fraud prevention and billing procedures on collect call recipients and of actions taken to mitigate any negative impact.

(e) Discussion of the appropriate means of informing customers of the fraud prevention policies of the provider, including pre-invoice billing, call blocking, and credit limits.

(f) Discussion of the feasibility of enacting industry-wide standards governing when pre-invoice measures such as prepayment and call blocking should be employed.

⁵ March 16, 1999 Proposed Workshop Agenda and Comments of BellSouth Public Communications, Inc.

⁶ Id. at 1.

(g) Discussion of the feasibility of enacting industry-wide standards governing the method by which a customer can make pre-invoice payments, the method by which the payments will be credited to a customer's account, and the identity of the person to whom such payment must be made.

(h) Discussion of alternative methods for providing inmate telecommunication services, including billing and collection, employed in other jurisdictions or by other providers.

Accordingly, the Commission HEREBY ORDERS that:

1. The workshop shall be held on July 9, 1999, at 9:00 a.m., Eastern Daylight Time, in Conference Room 1 of the Commission's offices at 730 Schenkel Lane, Frankfort, Kentucky.

2. Within 20 days of the date of this Order, each utility shall file an outline of its current procedures for customer notice of blocking and billing procedures to use as the basis of workshop discussions.

3. Requests for additions to the agenda must be filed by no later than July 2, 1999.

Done at Frankfort, Kentucky, this 8th day of June, 1999.

By the Commission

ATTEST:

Executive Director