

**FAX
FILE**

NOWALSKY, BRONSTON & GOTHARD

A Professional Limited Liability Company

Attorneys at Law

Leon L. Nowalsky
Benjamin W. Bronston
Edward P. Gothard

1420 Veterans Memorial Blvd.
Metairie, Louisiana 70005
Telephone: (504) 832-1984
Facsimile: (504) 831-0892

Philip R. Adams, Jr.

February 4, 2010

Via Facsimile Transmittal

Rene Jenkins, Chief Clerk
Ohio Public Utilities Commission
180 E. Broad Street
Columbus, OH 43215

RE: Consolidated Telecom, Inc
Case No. 10-0023-TP-ACE.
Response to Staff memorandum

Dear Ms. Jenkins:

Enclosed please find an original of the responses to Staff's Memorandums dated January 26, 2010 and February 1, 2010 in the above matter. The tariff revisions are set forth as follows:

- 1) Info corrected, Page 14, Section 2.4.1B;
- 2) Code citation deleted, Page 15, Section 2.7 attached;
- 3) Removed and reworded incorrect section language; Section 3.6.2, Page 20;
- 4) Renumbered all pages from 22-26;
- 5) Corrected code citation, Section 3.6.3F Page 22;
- 6) Rates changed to reflect AT&T rates, Sections 4.1.4 - 4.1.5, 4.2, 4.3, Pages 23 -24;

An additional copy of this letter has been enclosed to be date-stamped and returned in the envelope provided as evidence of the filing.

Should you have any questions, please do not hesitate to contact me.

Sincerely,



Becky Heggelund

LLN/tp
Enclosure

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OHIO INMATE TELECOMMUNICATIONS SERVICES

SECTION 2 – RULES AND REGULATIONS (continued)

B. Contact Commission: If the Customer is not satisfied with the resolution of intrastate billed charges by the Company, the Customer has the right to express its concerns to the Ohio Public Utilities Commission:

Service Monitoring and Enforcement Department
Public Utilities Commission of Ohio
180 East Broad St.
Columbus, OH 43215-3793
Hours of operation: Weekdays from 8:00 a.m. to 5:00 p.m.
Telephone Number: 614-466-3292
Toll Free Number: 800-686-7826
TTY: 800-686-1570
Fax Number: 614-752-8351
Website: www.puco.ohio.gov

Residential customers may also contact the Ohio Consumers' Counsel for assistance with complaints at 1-877-742-5622 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays or at www.pickocc.org.

2.5.2 Collection of Post-Billing Adjustments

The Company will exercise its rights, (as set out in the truth-in-billing regulatory statements on the LEC's bill) to pursue collection on unpaid charges for Company services billed by a LEC and recoured to the Company. Upon receipt of post-billing adjustments from a LEC containing a Customer's past due charges for services provided by the Company, the Company will invoice the Customer for those amounts. If the Customer does not contact the Company within ten (10) days to dispute the validity of the charges, the charges will be presumed valid.

Issued: January 8, 2010

Effective: February 8, 2010

Jerome Jacobs, Vice President
Consolidated Telecom, Inc.
1320 Greenway Drive, Suite 450
Irving, Texas 75038

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SECTION 2 - RULES AND REGULATIONS (continued)**2.6 Refusal or Discontinuance of Service by Company****2.6.1 With Notice:**

- A. For failure to pay for service when it is due;
- B. For failure to make proper application for service;
- C. For violation and/or noncompliance with the Commission's Orders or regulations regarding service supplied by the Company;
- D. For violation of any of the Company's rules;
- E. Where there is probable cause to believe that there is illegal or willful misuse of the Company's service;
- F. In the event the validation process determines that the terminating carrier (e.g. an Alternative Local Telephone Service Provider cannot bill the collect call);
- G. In the event the validation process does not produce a bill name and address;
- H. In the event the validation process does not produce any satisfactory billing history.

2.6.2 Without Notice:

- A. In the event of a condition determined by the Company to be hazardous or dangerous;
- B. In the event of use of equipment in such a manner as to adversely affect the Company's service to others;
- C. In the event of unauthorized use of telephone service;
- D. In the event of fraudulent payment for service or other evidence of an attempt to steal services.

2.7 Returned Check Charge

The Company will charge a fee, not to exceed \$25.00, for each check returned for insufficient funds.

2.8 Costs of Collection and Repair

Company shall be entitled to recover any and all costs incurred in the collection of monies owed the Company, including legal fees and accounting expenses. Company is also entitled to recover all costs and expenses required for repair or replacement of damaged equipment.

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SECTION 3 -- DESCRIPTION OF SERVICE (continued)**3.6 Non-Inmate Customers****3.6.1 Validation and Fraud Prevention Process**

When an Inmate attempts to place a collect call to a prospective Customer, the Company will initiate a process whereby the prospective Customer is evaluated. This process is a necessary undertaking by the Company in order to protect the Company's ability to collect for the services provided (and similarly limit and prevent unbillable revenues and bad debt), and limit and prevent fraud.

Accordingly, the Company will validate its Customers' bill-to-number through available verification procedures and establish a maximum predetermined credit amount. Where the Customer's requested billing method cannot be validated, or a maximum credit amount cannot be established, the Company may refuse to provide service except through a Company Direct Bill and/or Prepaid Account basis as set out herein. Furthermore, the Company will use various methods to determine the likelihood of fraud associated with a particular Customer, and in the event the Company determines that such a likelihood exists, the Company may also refuse to provide service except on a Prepaid Account basis with payments only by money order, Western Union Prepaid Services, or MoneyGram.

3.6.2 Billing through the Customer's Local Exchange Carrier ("LEC")

This option is limited to those Customers who satisfy the Validation and Fraud Prevention procedures described above.

Accordingly, billing through the Customer's Local Exchange Carrier is not available when: the Customer's Local Exchange Carrier will not bill the Company's calls; the Customer has reached the local Exchange Carrier's billing limit for collect calls; the Company determines, based upon the review described in Section 3.6.1 above, the Customer is otherwise ineligible to have calls billed on the Local Exchange Carrier's bill; or the Customer accrues a threshold amount of charges as established by the Company.

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SECTION 3 – DESCRIPTION OF SERVICE (continued)

- D. The Company may apply pre-payments to past due charges billed to the Customer by the Local Exchange Carrier.
- E. The account remains open until one of the following events occurs: 1) the balance is depleted; or 2) the Customer requests that the account be terminated.
- F. All unused funds of the Customer will be maintained by the Company in conformance with the Minimum Telephone Service Standards (MTSS) as codified Chapter 4901:-1-5 of the Ohio Administrative Code (OAC).

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SECTION 4 - RATES AND CHARGES**4.1 Intra-State Collect Call Rates.**

This Section 4.1 applies to all Company intrastate calls. The Company provides all of its services via individual contracts with Confinement Facilities or applicable governmental entities. As such, these contracts may contain rates less than or equal to (but not higher than) the rates set out herein. The Company will make any of these contracts available to the Commission upon request.

4.1.1 Computation of Charges

Local calls shall consist of a Fixed Service Charge and the applicable local call rate. The total charges for each toll call consists of two elements: a fixed service charge and a measured charge dependent on the duration of the call. The measured charge element is specified as a rate per minute which is applied to each minute, with fractional minutes rounded up to the nearest one full minute.

4.1.2 Chargeable Times

Chargeable time begins when a Called Party accepts the charges by positive acceptance through pressing the number "3" on a touch-tone phone. In the absence of acceptance, calls will be terminated and no charges incurred. Chargeable time ends when either the Calling Party or Called Party hangs up or when released by the automatic timing equipment in the telephone.

4.1.3 Local Collect Calls

The rate for a local collect call is a \$2.50 Operator Surcharge plus the Local Call rate of \$.35.

4.1.4 IntraLATA Collect Calls

A. Operator Surcharge	\$2.50
B. Measured Charges	
Initial Minute	\$.35
Each Additional Minute	\$.35

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Original Page 24OHIO INMATE TELECOMMUNICATIONS SERVICESSECTION 4 - RATES AND CHARGES (continued)4.1.5 InterLATA Collect Calls

A. Operator Surcharge \$2.50

B. Measured Charges

Initial Minute \$.35

Each Additional Minute \$.35

4.1.6 Taxes and Fees

All state and local taxes and any fee imposed by a government entity are listed as separate line items on the Customer's bill.

4.2 Prepaid Card Calls

A. Operator Surcharge: \$2.50

B. Measured Charges

Initial Minute \$.35

Each Additional Minute \$.35

Following release from a Confinement Facility a refund can be requested by sending the card to the Company at the address printed on the card. Refund requests must be submitted to the Company within twelve months from date of initial use.

4.3 Debit Calls

A. Operator Surcharge: \$2.50

B. Measured Charges

Initial Minute \$.35

Each Additional Minute \$.35

At the time of release from a Confinement Facility, the debit account balance will be transferred to the Inmate's Trust Account.

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SECTION 4 - RATES AND CHARGES (continued)

4.4 Rate Quotes

The Customer prior to accepting a collect call can receive a quote for the call by pressing a single digit. The Customer can also receive a rate quote by calling the Company's toll free customer service number twenty-four hours a day.

4.5 Disputed Charges

Billed party bills shall display the Company toll free number whereby the billed party can contact the Company to resolve billing complaints. Disputed charges are subject to the conditions described in Section 2.5.1, above.

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