



151 Southhall Lane, Ste 450  
Maitland, FL 32751  
P.O. Drawer 200  
Winter Park, FL 32790-0200  
www.inteserra.com

August 24, 2020  
**Via Web Filing**

Ms. Tonawa Troupe, Acting Secretary  
Public Utilities Commission of Ohio  
180 East Broad Street  
Columbus, OH 43215

**RE: In the Matter of the Application of Smart Communications Holding, Inc. to Provide Inmate Operator Services  
Case No. 20-1423-TP-ACE**

Dear Ms. Troupe:

Enclosed for filing please find the original of the Application for Authority to Provide Inmate Operator Services submitted on behalf of Smart Communications Holding, Inc.

The Company's financial information will be filed separately under seal by local counsel via mail.

Any questions you may have regarding this filing should be directed to my attention at 407-740-3005 or via email to [swarren@inteserra.com](mailto:swarren@inteserra.com). Thank you for your assistance in this matter.

Sincerely,

/s/Sharon R. Warren

Sharon R. Warren  
Consultant

tms: OHx2001

Enclosures  
SW/mp

*The Public Utilities Commission of Ohio*  
**TELECOMMUNICATIONS FILING FORM**

(Effective: 04-01-2020)

Per the Commission's 5/29/2019 "Implementation Order" in Case No. 19-0173-TP-ORD

This form is intended to be used with most types of required filings. It provide check boxes with rule references for the most common types of filings. It does not replace or supersede Commission rules in anyway.

|   |   |  |
|---|---|--|
| In the Matter of the Application of <u>Smart Communications</u>     | ) | TRF Docket No. 90- -TP-TRF                     |
| <u>Holding, Inc. to Provide Inmate Operator Services Throughout</u> | ) | Case No. 20 -1423-TP-ACE                       |
| <u>the State of Ohio</u>  | ) | NOTE: Unless you have reserved a Case #, leave |
|   | ) | the "Case No." field BLANK.                    |

Name of Registrant(s) Smart Communications Holding, Inc.  
DBA(s) of Registrant(s) N/A  
Address of Registrant(s) 10491 72nd Street Seminole, FL 33777  
Company Web Address [www.smartcommunications.us](http://www.smartcommunications.us)  
Regulatory Contact Person(s) Terry Whiteside  
Regulatory Person's Email Address [terry.whiteside@smartjailmail.com](mailto:terry.whiteside@smartjailmail.com)

Phone (941) 799-1586 Fax ( ) -

Contact Person for Annual Report Mark Lammert, Compliance Solutions, Inc. Phone (407) 260-1011  
Consumer Contact Information Kellanie Anderson Phone (941) 799-1586  
Address (if different from above)

Motion for protective order included with filing? ☒ Yes ☐ No  
Motion for waiver(s) filed affecting this case? ☐ Yes ☒ No [Note: Waivers may toll any automatic timeframe.]

**Notes:**

Sections I and II are pursuant to Ohio Administrative Code (OAC) [4901:1-6](#).  
Section III – Part I - Carrier to Carrier is pursuant to OAC [4901:1-7](#) and Pole Attachment to OAC [4901:1-3](#)  
Section III – Part II - Wireless is pursuant to OAC [4901:1-6-24](#).  
Section IV – Attestation.

- (1) Indicate the Carrier Type and the reason for submitting this form by checking the boxes below.
- (2) For requirements for various applications, see identified section of the Ohio Administrative Code Chapter 4901 and/or the supplemental application form noted.
- (3) Information regarding the number of copies required by the PUCO may be obtained from the PUCO's website at [www.PUCO.ohio.gov](http://www.PUCO.ohio.gov) under the docketing information system section (Procedural filing requirements), by calling the Docketing Division at 614-466-4095 or by visiting the Docketing Division at the offices of the PUCO.
- (4) An Incumbent Local Exchange Carrier (ILEC) offering basic local exchange service (BLES) outside its traditional service area should choose CLEC designation when proposing to offer BLES outside its traditional service area or when proposing to make changes to that service.

**All filings that result in a change to one or more tariff pages require, at a minimum, the following exhibits:**

| Exhibit | Description:  |
|---------|---|
| A       | The tariff pages subject to the proposed change(s) as they exist before the change(s).  |
| B       | The tariff pages subject to the proposed change(s), reflecting the change, with the change(s) marked in the right margin.             |
| C       | A short description of the nature of the change(s), the intent of the change(s), and the customers affected.                          |
| D       | A copy of the notice provided to customers, along with an affidavit that the notice was provided according to the applicable rule(s). |

## Section I – Part I - Common Filings:

|  |  |   |   |
|--|--|---|---|
| <b>Carrier Type:</b><br><input type="checkbox"/> Other (Explain below) | <b>For Profit ILEC</b>   | <b>Not for Profit ILEC</b>  | <b>CLEC</b>   |
| Change terms & conditions of existing BLES.                            | <input type="checkbox"/> ATA <a href="#">1-6-14(I)(2)</a><br>(Auto 30 days)        | <input type="checkbox"/> ATA <a href="#">1-6-14(I)</a><br>(Auto 30 days)  | <input type="checkbox"/> ATA <a href="#">1-6-14(I)</a><br>(Auto 30 days)  |
| Introduce non-recurring charge, surcharge or fee to BLES               | <input type="checkbox"/> ATA <a href="#">1-6-14(I)</a><br>(Auto 30 days)           |   | <input type="checkbox"/> ATA <a href="#">1-6-14(I)</a><br>(Auto 30 days)  |
| Introduce or Increase Late Payment                                     | <input type="checkbox"/> ATA <a href="#">1-6-14(I)</a><br>(Auto 30 days)           | <input type="checkbox"/> ATA <a href="#">1-6-14(I)</a><br>(Auto 30 days)  | <input type="checkbox"/> ATA <a href="#">1-6-14(I)</a><br>(Auto 30 days)  |
| Revisions to BLES Cap  | <input type="checkbox"/> ZTA <a href="#">1-6-14(E)</a><br>(0 day notice )          |   |   |
| Introduce BLES or expand local service area (calling area)             | <input type="checkbox"/> ZTA <a href="#">1-6-14(E)</a><br>(0 day notice)           | <input type="checkbox"/> ZTA <a href="#">1-6-14(E)</a><br>(0 day notice ) | <input type="checkbox"/> ZTA <a href="#">1-6-14(E)</a><br>(0 day notice ) |
| Change BLES Rates  | <input type="checkbox"/> TRF <a href="#">1-6-14(E) &amp; (G)</a><br>(0 day notice) | <input type="checkbox"/> TRF <a href="#">1-6-14(E)</a><br>(0 day notice)  | <input type="checkbox"/> TRF <a href="#">1-6-14(H)</a><br>(0 day notice)  |
| To obtain BLES pricing flexibility                                     | <input type="checkbox"/> BLS <a href="#">1-6-14(C)(1)(c)</a><br>(Auto 30 days)     |   |   |
| Notice of no obligation to construct facilities and provide BLES       | <input type="checkbox"/> ZTA <a href="#">1-6-27(C)</a><br>(0 day notice)           | <input type="checkbox"/> ZTA <a href="#">1-6-27(C)</a><br>(0 day notice)  |   |
| Change in boundary   | <input type="checkbox"/> ACB <a href="#">1-6-32</a><br>(Auto 14 days)              | <input type="checkbox"/> ACB <a href="#">1-6-32</a><br>(Auto 14 days)     |   |
| Expand service operation area  |  |   | <input type="checkbox"/> TRF <a href="#">1-6-08(G)</a><br>(0 day notice)  |
| BLES withdrawal  | <input type="checkbox"/> WBL <a href="#">4927.10</a><br>(120 day notice)           |   | <input type="checkbox"/> ZTA <a href="#">1-6-25(B)</a><br>(0 day notice)  |
| <b>Other</b> (explain):  |  |   |   |

\*Other exhibits may be required under the applicable rule, see the 4901:106-14(E) Filing Requirements on the PUCO's webpage for a complete list of exhibits.

## Section I – Part II – Customer Notification Offerings Pursuant to Chapter 4901:1-6-07 OAC

| Type of Notice                         | Direct Mail              | Bill Insert              | Bill Notation            | Electronic Mail          |
|--|--------------------------|--------------------------|--------------------------|--------------------------|
| <input type="checkbox"/> 15-day Notice | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> 30-day Notice | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>Date Notice Sent:</b>               |                          |                          |                          |                          |

## Section I – Part III – Inmate Operator Service Pursuant to Chapter 4901:1-6-22 OAC

| Introduce New                                  | Tariff Change                                  | Price Change                                   | Withdraw                                   |
|--|--|--|--|
| <input type="checkbox"/> TRF<br>(0 day notice) | <input type="checkbox"/> ATA<br>(Auto 30 days) | <input type="checkbox"/> TRF<br>(0 day notice) | <input type="checkbox"/> UNC<br>(Non-Auto) |

**Section II – Part I – Carrier Certification – Pursuant to Chapter 4901:1-6-08 & 10 OAC and Competitive Eligible Telecommunications Carrier Designation (CETC) – Pursuant to Chapter 4901:1-6-09 OAC**

| ILEC<br>(Out of territory)  | CLEC  | Telecommunications<br>Service Provider Not<br>Offering Local Service             | CESTC  | CETC   |
|---|---|--|--|--|
| <input type="checkbox"/> ACE <a href="#">1-6-08</a><br>(Auto 30-day)* | <input type="checkbox"/> ACE <a href="#">1-6-08</a><br>(Auto 30-day)* | <input checked="" type="checkbox"/> ACE <a href="#">1-6-08</a><br>(Auto 30-day)* | <input type="checkbox"/> ACE 1-6-10<br>(Auto 30-day) | <input type="checkbox"/> UNC 1-6-09<br>(Non-Auto)* |

\*Supplemental forms can be found on the PUCO webpage – [Telecommunications application forms](#).

**Section II – Part II – Change in Operation or Ownership**

| Change in Operation or<br>Ownership                                      | ILEC   | CLEC   | Telecommunications<br>Service Provider Not<br>Offering Local Service         |
|--|--|--|--|
| Abandon all services   |  | <input type="checkbox"/> ABN <a href="#">1-6-26</a><br>(Auto 30 days)        | <input type="checkbox"/> ABN <a href="#">1-6-26</a><br>(Auto 30 days)        |
| Change of official name *  | <input type="checkbox"/> ACN <a href="#">1-6-29(B)</a><br>(Auto 30 days)     | <input type="checkbox"/> ACN <a href="#">1-6-29(B)</a><br>(Auto 30 days)     | <input type="checkbox"/> CIO <a href="#">1-6-29(C)</a><br>(0-day notice)     |
| Change in ownership *  | <input type="checkbox"/> ACO <a href="#">1-6-29(E)(1)</a><br>(Auto 30 days)  | <input type="checkbox"/> ACO <a href="#">1-6-29(E)(1)</a><br>(Auto 30 days)  | <input type="checkbox"/> CIO <a href="#">1-6-29(C)</a><br>(0-day notice)     |
| Merger *   | <input type="checkbox"/> AMT <a href="#">1-6-29(E)(1)</a><br>(Auto 30 days)  | <input type="checkbox"/> AMT <a href="#">1-6-29(E)(1)</a><br>(Auto 30 days)  | <input type="checkbox"/> CIO <a href="#">1-6-29(C)</a><br>(0-day notice)     |
| Transfer certificate *   | <input type="checkbox"/> ATC <a href="#">1-6-29(B)</a><br>(Auto 30 days)     | <input type="checkbox"/> ATC <a href="#">1-6-29(B)</a><br>(Auto 30 days)     | <input type="checkbox"/> CIO <a href="#">1-6-29(C)</a><br>(0-day notice)     |
| Transaction for transfer or<br>lease of property, plant or<br>business * | <input type="checkbox"/> ATR <a href="#">1-6-29(B)</a><br>(Auto 30 days)     | <input type="checkbox"/> ATC <a href="#">1-6-29(B)</a><br>(Auto 30 days)     | <input type="checkbox"/> CIO <a href="#">1-6-29(C)</a><br>(0-day notice)     |
| FCC Authorized Change in<br>Ownership or Merger                          | <input type="checkbox"/> CIO <a href="#">1-6-29 (E)(2)</a><br>(0-day notice) | <input type="checkbox"/> CIO <a href="#">1-6-29 (E)(2)</a><br>(0-day notice) | <input type="checkbox"/> CIO <a href="#">1-6-29 (E)(2)</a><br>(0-day notice) |

\*Other exhibits may be required under the applicable rule(s). ACN, ACO, AMT, ATC, ATR, and CIO applications see the [4901:1-6-29 Filing Requirements](#) on the PUCO webpage for a complete list of exhibits.

**Section III – Part I - Carrier to Carrier (Pursuant to 4901:1-7) & Attachments to Utility Equipment or Rights of Way (Pursuant to 4901:1-3)**

| Carrier to Carrier  | ILEC  | CLEC  |
|---|---|---|
| Interconnection agreement or amendment to<br>an approved agreement  | <input type="checkbox"/> NAG <a href="#">1-7-07</a><br>(Auto 90 days)       | <input type="checkbox"/> NAG <a href="#">1-7-07</a><br>(Auto 90 days) |
| Request for arbitration   | <input type="checkbox"/> ARB <a href="#">1-7-09</a><br>(Non-Auto)           | <input type="checkbox"/> ARB <a href="#">1-7-09</a><br>(Non-Auto)     |
| Introduce or change carrier to carrier tariffs  | <input type="checkbox"/> ATA <a href="#">1-7-14</a><br>(Auto 30 days)       | <input type="checkbox"/> ATA <a href="#">1-7-14</a><br>(Auto 30 days) |
| Request rural carrier exemption, rural carrier<br>suspension or modification  | <input type="checkbox"/> UNC <a href="#">1-7-04 or 05</a><br>(Auto 30 days) |   |
| Changes in rates, terms & conditions to pole<br>attachments, conduit occupancy and rights of<br>way. (13-579-AU-ORD 11/30/16 Entry) | <input type="checkbox"/> ATA <a href="#">1-3-04</a><br>(Auto 60 days)       |   |

### Section III – Part II – Facilities-based Wireless Service Providers (Pursuant to 4901:1-6-24)

|  |  |
|--|--|
| Registration and Change in Operations*                           | <input type="checkbox"/> RCC <a href="#">1-6-24(B)</a><br>(0 day notice) |
| Interconnection Agreement or amendment to an approved Agreement. | <input type="checkbox"/> NAG <a href="#">1-7-07</a><br>(0 day notice)    |

\*Change in Operations filing must be filed in the original RCC case designation code established during the registration process.

### Section IV. – Attestation

Registrant hereby attests to its compliance with the pertinent entries and orders issued by the Commission.

---

#### **AFFIDAVIT**

#### *Compliance with Commission Rules*

I am an officer/agent of the applicant corporation, Smart Communications Holding, Inc., and am authorized to make this statement on its behalf.

Sharon R. Warren, Consultant  
(Name)

Please check All that apply:

☒ I attest that these tariffs comply with all applicable rules for the State of Ohio. I understand that tariff notification filings do not imply Commission approval and that the Commission's rules, as modified and clarified from time to time, supersede any contradictory provisions in our tariff. We will fully comply with the rules of the State of Ohio and understand that noncompliance can result in various penalties, including the suspension of our certificate to operate within the State of Ohio.

☐ I attest that customer notices accompanying this filing form were sent to affected customers, as specified in Section II, in accordance with Ohio Adm. Code 4901:1-6-7.

I declare under penalty of perjury that the foregoing is true and correct.

Executed on August 24, 2020 at Maitland, FL  
/s/ Sharon R. Warren, Consultant

August 24, 2020

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\*Signature and Title

---

Date

*\*This affidavit is required for every tariff-affecting filing. It may be signed by counsel, an officer of the applicant or an authorized agent of the applicant.*

**VERIFICATION**

I, Sharon R. Warren, Consultant, verify I have utilized the Telecommunications Filing Form for the most proceedings provided by the Commission and that all of the information submitted here and all additional information in connection with this case, is true and correct to the best of my knowledge.

/s/ Sharon R. Warren, Consultant

August 24, 2020

\_\_\_\_\_  
\*Signature and Title

\_\_\_\_\_  
Date

*\*Verification is required for every filing. It may be signed by counsel or an officer of the applicant, or an authorized agent of the applicant.*

File document electronically as directed in case number 06-900-AU-WVR  
or

*Send your completed Filing Form, including all required attachments as well as the required number of copies to:*

Public Utilities Commission of Ohio  
Attention: Docketing Division  
180 East Broad Street, Columbus, OH 43215-3793

**The Public Utilities Commission of Ohio**  
**TELECOMMUNICATIONS SUPPLEMENTAL APPLICATION FORM**  
**for CARRIER CERTIFICATION**

(Effective: 01/20/2011)

(Pursuant to Case No. 10-1010-TP-ORD)

NOTE: This SUPPLEMENTAL form must be used WITH the  
TELECOMMUNICATIONS FILING FORM for ROUTINE PROCEEDINGS.

In the Matter of the Application of Smart Communications Holding, Inc.  
to Provide Inmate Operator Services Throughout the State of Ohio

Case No. 20 - 142 - **TP** - AC

Name of Registrant(s) Smart Communications Holding, Inc.

DBA(s) of Registrant(s) \_\_\_\_\_

Address of Registrant(s) 10491 72nd Street Seminole, FL 33777

Motion for protective order included with filing? ☒ Yes ☐ No

Motion for waiver(s) filed affecting this case? ☐ Yes ☒ No [Note: waiver(s) tolls any automatic timeframe]

### List of Required Exhibits

#### Tariffs: (Include all that apply)

☒ Interexchange Tariff

☐ Local Tariff

☐ CESTC Tariff

☐ Carrier-to-Carrier (Access) Tariff

#### Description of Services

NOTE: All Facilities-Based carriers must file an Access Tariff

☐ Service provisioned via Resale

☐ Service provisioned via Facilities

☐ Both Resold and Facilities-based

☒ Description of Proposed Services

☒ Statement about the provision of  
CTS services

☒ Description of the general  
geographic area served

☒ Explanation of how the proposed  
services in the proposed market  
area are in the public interest.

☒ Description of the class of customers (e.g., residence, business) that the  
applicant intends to serve

#### Business Requirements

##### Evidence of Registration with:

☒ Ohio Department of Taxation

☒ Ohio Secretary of State<sup>1</sup> &  
Certificate of Good Standing

##### Documentation attesting to the applicant's financial viability, including the following:

☒ An executive Summary describing the applicant's current financial condition, liquidity, and capital resources. Describe internally generated sources of cash and external funds available to support the applicant's operations that are the subject of this certification application.

☒ Copy of financial statements (actual and pro forma income statement and a balance sheet). Indicate if financial statements are based on a certain geographical area(s) or information in other jurisdictions

☒ Documentation to support the applicant's cash and funding sources.

##### Documentation attesting to the applicant's managerial ability and corporate structure, including the following:

☒ Documentation attesting to the applicant's technical and managerial expertise relative to the proposed service offering(s) and proposed service area

☒ List of names, addresses, and phone numbers of officers and directors, or partners.

☒ Documentation indicating the applicant's corporate structure and ownership

☒ Information regarding any similar operations in other states.

If this company has been previously certified in the State of Ohio, include that certification number \_\_\_\_\_

☒ Verification that the applicant will follow federal communications commission (FCC) accounting requirements, if applicable.

<sup>1</sup> Certification from Ohio Secretary of State (domestic or foreign corporation, authorized use of fictitious name, etc.), and Certificate of Good Standing is required.

**Documentation attesting to the applicant's proposed interactions with other Carriers**

- ☒ Explanation as to whether rates are derived through (check all applicable):
- ☐ interconnection agreement ☐ retail tariffs ☒ resale tariffs
- ☐ Explanation as to which service areas company currently has an approved interconnection or resale agreement.
- ☐ A notarized affidavit accompanied by bona fide letters requesting negotiation pursuant to Sections 251 and 252 of the Telecommunications Act of 1996 and a proposed timeline for construction, interconnection, and offering of services to end users.

**Documentation attesting to the applicant's proposed interactions with Customers**

- ☐ A sample copy of the customer bill and disconnection notice the applicant plans to utilize.
- ☐ Provide a copy of any customer application form required in order to establish residential service, if applicable.
- ☐ For CLECs, List of Ohio ILEC Exchanges the applicant intends to serve  
(Use spreadsheet from: [http://www.puc.state.oh.us/puco/forms/form.cfm?doc\\_id=357](http://www.puc.state.oh.us/puco/forms/form.cfm?doc_id=357))
- ☐ If Mirroring the entire ILEC local service areas, tariffs may incorporate by reference. If not mirroring the entire ILEC local exchange areas, the CLEC shall specifically define its local service areas in the tariff.


**Affidavit**

I am an authorized representative of the applicant corporation Smart Communications Holding, Inc.  
(Name)

and I am authorized to make this statement on its behalf. I attest that I have utilized the Telecommunications Supplemental Application Form for Carrier Certification provided by the Commission, and that all of the information submitted here, and all additional information submitted in connection with this case, is true and correct.

Executed on Friday, July 31, 2020

at Pinellas County, Florida

  
(Signature and Title)

Jonathan D. Logan  
on: Jonathan D. Logan, o: Smart Communications Holding Inc.,  
email: jon.logan@smartcommunications.us, c: US  
2020.07.31 16:52:57 -0400

7-31-2020  
(Date)



*The Public Utilities Commission of Ohio*  
**TELECOMMUNICATIONS RETAIL SERVICE OFFERING FORM**  
**For Non-BLES Carriers**

**Per the Commission's 01/19/2011 "Implementation Order" in Case No. 10-1010-TP-ORD**  
(Effective: 01/20/2011)

Company Name Smart Communications Holding, Inc.

Company Address 10491 72nd Street, Seminole, FL 33777

Company Web Address www.smartcommunications.us

Regulatory Contact Person Terry Whiteside Phone 941-799-1586 Fax \_\_\_\_\_

Regulatory Contact Person's Email Address terry.whiteside@smartjailmail.com

Contact Person for Annual Report James P. Logan Phone 941-799-1586 Fax \_\_\_\_\_

Consumer Contact Information James P. Logan Phone 941-799-1586 Fax \_\_\_\_\_

TRF Docket No. -TP-TRF

**I. Company Type (Check all applicable):**

☐ Non-BLES CLEC    ☐ IXC    ☒ Other (explain) Inmate Operator Services

**II. Services offered (Check all applicable):**

- ☐ Toll services (intrastate)
- ☐ Local Exchange Service (i.e., residential or business bundles)
- ☒ Other (explain) Inmate Operator Services

**III. Tariffed Provisions/Services (To the extent offered, check all applicable and attach tariff pages):**

- ☐ Toll Presubscription
- ☐ Intrastate Special and Switched Access Services to Carriers (facilities-based local carriers only)\*
- ☐ N-1-1 Service
- ☐ Pole Attachment and Conduit Occupancy
- ☐ Pay Telephone Access Lines
- ☒ Inmate Operator Service
- ☐ Telephone Relay Service

\*Access service tariffs shall be maintained separately and are subject to the Commission's carrier-to-carrier rules found in Chapter 4901:1-7, Ohio Administrative Code.

**Part IV. – Attestation**

**Carrier hereby attests to its compliance with pertinent entries and orders issued by the Commission.**

---

I am an officer/agent of the carrier/telephone company, Jonathan D. Logan, and am authorized to make statements on it behalf.  
(Name)

I understand that Telephone companies have certain responsibilities to its customers under the Telecommunications Rules (Ohio Adm. Code 4901:1-6). These responsibilities include: warm line service; not committing unfair or deceptive acts and practices; truth in billing requirements; and slamming and preferred carrier freeze requirements. We will comply with the rules of the state of Ohio and understand that non-compliance can result in various penalties, including the suspension of our certificate to operate within the state of Ohio.

I declare under penalty of perjury that the foregoing is true and correct.

22  
(Signature and Title)

7-31-2020  
(Date)

## **LIST OF EXHIBITS**

|            |   |   |
|------------|---|---|
| Exhibit 1  | - | Proposed Institutional Services Tariff                |
| Exhibit 2  | - | Description of Services                               |
| Exhibit 3  | - | Description of Proposed Market Area                   |
| Exhibit 4  | - | Public Interest Statement                             |
| Exhibit 5  | - | Customer Class  |
| Exhibit 6  | - | Evidence of Registration with DOR                     |
| Exhibit 7  | - | Ohio SOS Certificate and Certificate of Good Standing |
| Exhibit 8  | - | Financial Viability                                   |
| Exhibit 9  | - | Financial Statements                                  |
| Exhibit 10 | - | Financial Documentation                               |
| Exhibit 11 | - | Technical and Managerial Expertise                    |
| Exhibit 12 | - | Contact Information                                   |
| Exhibit 13 | - | Corporate Structure                                   |
| Exhibit 14 | - | Operations in Other States                            |
| Exhibit 15 | - | Verification of Maintenance of Telephony Records      |
| Exhibit 16 | - | Verification of Affiliate Transaction Requirements    |
| Exhibit 17 | - | Advance Payments                                      |
| Exhibit 18 | - | Customer Bill and Disconnect Notice                   |
| Exhibit 19 | - | Sample Application Form                               |

**EXHIBIT 1**

**Smart Communications Holding, Inc.**

**PROPOSED INSTITUTIONAL SERVICES TARIFF**

INSTITUTIONAL TELECOMMUNICATIONS TARIFF

of

Smart Communications Holding, Inc.

This tariff contains the terms and conditions, service descriptions, rates and fees applicable to the furnishing of institutional operator services provided by Smart Communications Holding, Inc. within the State of Ohio.

This tariff is on file with the Public Utilities Commission of Ohio. Copies may be inspected during normal business hours at the Company's principal place of business.

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Issued: August 24, 2020

Effective:

Issued by:

Jonathan Logan, President  
10491 72<sup>nd</sup> Street  
Seminole, FL 33777

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**CHECK SHEET**

Pages of this tariff, as indicated below, are effective as of the date shown at the bottom of the respective pages. Original and revised pages, as named below, comprise all changes from the original tariff and are currently in effect as of the date on the bottom of this page.

| Page  | Revision |   | Page | Revision |  | Page | Revision |
|-------|----------|---|------|----------|--|------|----------|
| Title | Original | * |      |          |  |      |          |
| 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 | * |      |          |  |      |          |
| 15    | Original | * |      |          |  |      |          |
| 16    | Original | * |      |          |  |      |          |
| 17    | Original | * |      |          |  |      |          |
| 18    | Original | * |      |          |  |      |          |
| 19    | Original | * |      |          |  |      |          |

\* - indicates those pages includes with this filing

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Issued: August 24, 2020

Effective:

Issued by:

Jonathan Logan, President  
10491 72<sup>nd</sup> Street  
Seminole, FL 33777

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Issued: August 24, 2020

Effective:

Issued by:

Jonathan Logan, President  
10491 72<sup>nd</sup> Street  
Seminole, FL 33777

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APPLICATION OF TARIFF

This tariff filed by the Company describes the terms and conditions, service descriptions, rates and fees applicable to the provision of institutional operator assisted telecommunications services furnished within the state of Ohio by Smart Communications Holding, Inc.

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Issued: August 24, 2020

Effective:

Issued by:

Jonathan Logan, President  
10491 72<sup>nd</sup> Street  
Seminole, FL 33777



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## SYMBOLS

Changes to this tariff shall be identified on the revised page(s) through the use of symbols. The following are the only symbols used for the purposes indicated below:

- (C) - To signify a changed listing, rule or condition which may affect rates or charges.
- (D) - To signify discontinued material, including a listing, rate, rule or condition.
- (I) - To signify an increase in rates or charges.
- (L) - To signify material relocated from or to another part of this Tariff with no change in text, rate, rule or condition.
- (N) - To signify new material, including a listing, rate, rule or condition.
- (R) - To signify a reduction in rates or charges.
- (T) - To signify a change in the wording of the text, but no change in rate, rule or condition.
- (X) - To signify a correction or reissued matter.

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TARIFF FORMAT

- A. Page Numbering - Page numbers appear in the upper right corner of the page. Pages 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 14 and 15 would be 14.1.
- B. Page Revision Numbers - Revision numbers also appear in the upper right corner of each page. These numbers are used to determine the most current sheet version on file with the PUCO. For example, the 4th revised Page 14 cancels the 3rd revised Page 14.
- C. Paragraph Numbering Sequence - There are seven 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.
- D. Check Sheets - When a tariff filing is made with the PUCO, an updated Check Sheet accompanies the tariff filing. The Check Sheet lists the sheets contained in the tariff, with a cross reference to the current revision number. When new sheets are added, the Check Sheet is changed to reflect the revision. All revisions made in a given filing are designated by an asterisk (\*). There will be no other symbols used on this sheet if these are the only changes made to it (i.e., the format, etc. remain the same, just revised revision levels on some sheets.)

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## SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS

**Access Line** - An arrangement which connects the Customer's telephone to a Smart Communications designated switching center or point of presence.

**Ancillary Service Charge** – Any charge Consumers may be assessed for the use of Inmate Calling services that are not included in the per-minute charges assessed for individual calls.

**Authorized Fee** – A government authorized, but discretionary, fee which a Provider must remit to a federal, state, or local government, and which a Provider is permitted, but not required, to pass through to Consumers for or in connection with interstate or international Inmate Calling Service. An Authorized Fee may not include a markup, unless the markup is specifically authorized by a federal, state, or local statute, rule, or regulation.

**Authorized User** - A person, firm, corporation, or any other entity authorized by the Customer to utilize the Carrier's service.

**Automated Collect Call** – A billing arrangement by which the charge for a call may be charged to the Called Party, provided the Called Party accepts the charges with a positive response. Automated Collect Calls are processed by an automated system rather than a live operator.

**Called Party** – The person, individual, corporation, or other entity whose telephone number is called by the Inmate. The Called Party accepts responsibility for payment of the charges for use of the Company's services.

**Collect Billing** – A billing arrangement whereby the originating caller may bill the charges for a call to the Called Party, provided the Called Party agrees to accept the charges.

**Commission** - The Public Utilities Commission of Ohio.

**Company or Carrier** - Smart Communications Holding, Inc. ("Smart Communications") unless otherwise clearly indicated by the context.

**Correctional Institution or Institution** – Used throughout this Tariff to refer to prisons, jails, penal facilities or other institutions which contract with Smart Communications for the provision of service for use by their Inmate population.

**Customer or End User** - The person, firm, corporation or other entity which orders, cancels, amends or uses service and is responsible for payment of charges and compliance with the Company's tariff.

**Facility** – Prisons, jails, penal facilities or other correctional/detention facilities which contract with the Company for service for use by their Inmate population.

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SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS (CONT'D.)

Inmates – The confined population of Correctional Institutions who are the users of the Company's services. Responsibility for payment of the Inmates' charges are the Called Party in the event of a Collect or Automated Collect Call, or the Inmate in the event of prepaid services.

Jail – A facility of a local, state or federal law enforcement agency that is used primarily to hold individuals who are (1) awaiting adjudication of criminal charges; (2) post-conviction and committed to confinement for sentences of one year or less; (3) post-conviction and awaiting transfer to another facility. The term also includes city, county or regional facilities that have contracted with a private company to manage day-to-day operations; privately-owned and operated facilities primarily engaged in housing city, county or regional inmates; and facilities used to detain individuals pursuant to a contract with U.S. Immigration and Customs Enforcement.

Jurisdictionally Mixed Charge – Any charge Customers or End Users may be assessed for use of Inmate Calling Services that are not included in the per-minute charges assessed for individual calls and that are assessed for, or in connection with, uses of Inmate Calling Service to make such calls that have interstate or international components *and* intrastate components that are unable to be segregated at the time the charge is incurred.

LATA – Local access and transport area. A geographic area established by the US District Court for the District of Columbia in Civil Action No. 17-49, within which a local exchange company provides communications services.

LEC - Local Exchange Company.

Mandatory Tax or Mandatory Fee – A fee that a Provider is required to collect directly from consumers, and remit to federal, state, or local governments. A Mandatory Tax or Fee that is passed through to a consumer for, or in connection with, interstate or international Inmate Calling Services may not include a markup, unless the markup is specifically authorized by a federal, state, or local statute, rule, or regulation.

Smart Communications - Used throughout this Tariff to refer to Smart Communications Holding, Inc.

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SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS (CONT'D.)

Prepaid Account – Debit and Prepaid Collect Accounts, collectively.

Prepaid Collect Account – A pre-paid account used by Called Parties to pay for and receive secure calls from inmates.

Prepaid Collect Call – A call using the institutional telecommunications services that is paid for by the Called Party using a Prepaid Collect Account.

Prison – A facility operated by a territorial, state or federal agency that is used primarily to confine individuals convicted of felonies and sentenced to terms in excess of one year. The term also includes public and private facilities that provide outsource housing to other agencies such as the State Departments of Correction and the Federal Bureau of Prisons; and facilities that would otherwise fall under the definition of a Jail but in which the majority of inmates are post-conviction or are committed to confinement for sentences longer than one year.

PUCO - Public Utilities Commission of Ohio.

Subscriber – The Correctional Institution with which Smart Communications contracts, directly or indirectly, to provide telephone calling services.

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## SECTION 2 - RULES AND REGULATIONS

### 2.1 Undertaking of the Company

- 2.1.1 The Company undertakes to furnish secure institutional operator services originating at Correctional Facilities and terminating within the state of Ohio. The Company's services are available 24 hours per day, 7 days per week, 365 days per year.
- 2.1.2 The Company's services will be offered in compliance with all Commission rules and regulations.

### 2.2 Limitations of Service

- 2.2.1 The Company provides calling services to Inmates of correctional institutions.
- 2.2.2 Service will be furnished subject to the availability of the necessary facilities and/or equipment and subject to the provisions of this Tariff.
- 2.2.3 The Company reserves the right to discontinue or limit service when necessitated by conditions beyond its control, or when the Customer is using service in violation of provisions of this Tariff, or in violation of the law.
- 2.2.4 The Company does not undertake to transmit messages but offers the use of its facilities when available and will not be liable for errors in transmission or for failure to establish connections.
- 2.2.5 Service may otherwise be limited at the request of the Facility's administration or by rules of the Commission to decrease fraud and maintain security and control over the Inmate population.

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SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.3 Liability of the Company

- 2.3.1 The liability of the Company for any claim or loss, expense or damage (including indirect, special, or consequential damage) for any interruption, delay, error, omission, or defect in any service or transmission provided under this Tariff shall not exceed an amount equivalent to the proportionate charges to the Customer for the period of service provided during which such interruption, delay, error, omission, or defect occurs.
- 2.3.2 The Company shall not be liable for any claim or loss, expense, or damage (including indirect, special, or consequential damage), for any interruption, delay, error, omission, or transmission provided under this Tariff, if caused by any person or entity other than the Company, by any malfunction of any service provided by any other carrier, by any act of God, fire, war, civil disturbance, or act of government, or by any other cause beyond the Company's direct control.
- 2.3.3 The Company shall not be liable for, and shall be fully indemnified and held harmless by Customer or other users of its service against any claim or loss, expense, or damage, (i) for defamation, invasion of privacy, infringement of copyright or patent, unauthorized use of any trademark, trade name, or service mark, unfair competition, interference with or misappropriation or violation of any contract, proprietary or creative right, or any other injury to any person, property, or entity arising from the material data, information, or content revealed to, transmitted, processed, handled, or used by Company under this Tariff, or (ii) for any act or omission of the Customer.
- 2.3.4 The Company shall not be liable for any claim, loss, or refund as a result of theft or unauthorized use of Authorization Codes issued for the use of the Company's services.

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SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.4 Mandatory Taxes, Mandatory Fees and Authorized Fees

2.4.1 All Mandatory Taxes, Mandatory Fees and Authorized Fees (e.g. sales tax, municipal utilities tax, Federal USF) are listed as separate line items on the bill and are not included in the approved rates in this tariff. The Mandatory Taxes, Mandatory Fees and Authorized Fees charged for inmate calling service comply with the Federal Communications Commission requirements for interstate calling.

2.5 Billing and Payment for Service

2.5.1 Responsibility for Charges

The Customer is responsible for payment of all charges for services furnished to the Customer for transmission of calls via the Company. In particular and without limitation to the foregoing, the Customer is responsible for any and all cost(s) incurred as the result of:

- A. Any applicable federal, state and local use, excise, sales or privileges taxes or similar liabilities chargeable to or against the Company as a result of the provision of the Company's service.
- B. The Customer shall remit payment of all charges to any agency authorized by the Company to receive such payment.
- C. A delinquent account may subject the Customer's service to temporary suspension.
- D. Customers who are not satisfied with the Company's resolution of disputed charges for intrastate calls have the right to appeal to the Public Utilities Commission of Ohio consumers services division.



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## SECTION 2 - RULES AND REGULATIONS (CONT'D.)

### 2.5 Billing and Payment for Service (Cont'd.)

#### 2.5.2 Payment Arrangements

The Customer is responsible for payment of all charges for services furnished by the Company. The Customer agrees to pay the Company or its authorized agent any and all cost(s) incurred as a result of the use of the service arrangement, including calls which the Customer did not individually authorize.

All charges due by the Customer are payable to the Company or any agency duly authorized to receive such payments. Terms of payment shall be according to the rules and regulations of the agency and subject to the rules of regulatory agencies, such as the Public Utilities Commission of Ohio. Any objections to billed charges must be promptly reported to the Company or its billing agent. Adjustments to Customers' bills shall be made to the extent that circumstances exist which reasonably indicate that such changes are appropriate.

#### 2.5.3 Billing Dispute

- A. Any objections to billed charges must be reported to the Company or its billing agent within a reasonable period of time. Disputes may be submitted orally or in writing. Adjustments will be made to the extent that circumstances exist which reasonably indicate that such changes are appropriate.
- B. Customers may contact the Company's business office at the following toll-free number: 1-888-253-5178, or in writing at Smart Communications Holding, Inc., 10491 72<sup>nd</sup> Street, Seminole, FL 33777.
- C. If the Customer is not satisfied with the outcome of the billing dispute, the Customer may contact the Commission at the following address:

Public Utilities Commission of Ohio  
ATTN: IAD  
180 East Broad Street  
Columbus, OH 43215-3793  
Telephone: 614-466-3292  
Toll Free: 800-686-7826  
From 8:00 AM to 5:00 PM (EST) weekdays  
or at [www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)

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SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.6 Refusal or Suspension by Company

The Company may refuse, suspend or discontinue service under the following conditions which include, but are not limited to:

- A. Upon nonpayment of any amounts owing to the Company, the Company may, without incurring any liability, discontinue or suspend service.
- B. The Company may, after notification or attempt to notify through any reasonable means, suspend service when any of the following conditions exist:
  - 1. Upon violation of or noncompliance with the Company's rules or tariffs on file with the Commission;
  - 2. Upon failure to comply with municipal ordinances or other laws pertaining to telecommunications services;
  - 3. In the event the Customer commits a fraudulent practice as set forth and defined in the Company tariff on file with the Commission;
  - 4. In the event of an emergency that may threaten the health or safety of a person or the operation of the Company network.

2.7 Call Restrictions

Calling restrictions may be imposed by the Facility. Calls to 911, 411, 0+/0-, 700, 8YY, 900, 976, 950, 10xxx, third number billed, credit card, and local direct will be blocked by the secure telephone system. The Facility may block additional calls according to its security policies and may require that calls only be placed to pre-approved numbers.

2.8 Contractual Offerings

The Company may negotiate with prospective customers for the provision of any competitive telecommunications service and may offer or agree to provide such service on such terms and for such rates and charges as it deems reasonable, without regard to this tariff. The Company shall file with the Commission, upon request, any contract or memorandum of understanding which will include the rates, charges, practices, rules or regulations applicable to the service.

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### SECTION 3 – DESCRIPTION OF SERVICE AND RATES

#### 3.1 Institutional Automated Operator Assisted Calling

##### 3.1.1 General

Institutional automated operator service allows Inmates to place collect calls through an automated call processing system. The call processing system prompts the Inmate and the Called Party such that the call is completed without live operator assistance. Calls are billed to the Called Party. The Called Party must actively accept charges for the call.

Institutional automated operator service allows Inmates to make calls to terminating locations anywhere in the state. An automated system prompts the caller and the Called Party through user - friendly 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 terminated.

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

Service may be limited by the administrators of the institutions as to availability, call duration or calling scope. A number of special blocking and screening capabilities are available with institutional operator services provided by the Company. These capabilities allow Institutions to control Inmate access to telecommunications services, reduce fraudulent use of the Company's services, and eliminate harassing calls to persons outside the Institution.

For services provided at correctional facilities, the following special conditions apply:

- (A) Calls to "900", "976" or other pay-per-call services are blocked by the Company.
- (B) At the request of the Institution, the Company may block inmate access to toll-free numbers (e.g., 800, 888) and dialing sequences used to access other carriers or operator service providers (e.g., 950-XXXX, 10XXXX).
- (C) At the request of the Institution, the Company may block Inmate access to "911", "411", or local operators reached through "0-" dialing.
- (D) At the request of the Institution, the Company may block Inmate access to specific telephone numbers.
- (E) Availability of the Company's services may be restricted by the Institution to certain hours and/or days of the week.

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Seminole, FL 33777

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### SECTION 3 – DESCRIPTION OF SERVICE AND RATES (CONT'D.)

#### 3.1 Institutional Automated Operator Assisted Calling, (Cont'd.)

##### 3.1.1 General, (Cont'd.)

- (F) At the request of the Institution, no notices or signage concerning the Company's services will be posted with its instruments. Information concerning the Company's services is provided to the administration of each Institution where the Company's services are offered. Inmates may obtain information regarding rates and charges by requesting such information from the Institution's administration.
- (G) At the request of the Institution, the Company may impose time limits on local and long distance calls placed using its services.
- (H) At the request of the Institution, equipment may be provided which permits monitoring of inmate calls by legally authorized government officials.

Two additional payment options are available with Institutional Automated Operator Service Calling. The first option, Institutional Prepaid Collect Service, allows the Called Party who receives collect calls from Inmates to set up his/her own prepaid account. The second option, Institutional Prepaid Debit Service, allows the Inmate (via the Institution personnel) to set up his/her own account/card at the Correctional Institution.

##### 3.1.2 Institutional Prepaid Collect Service

Institutional Prepaid Collect provides an alternative payment arrangement for inmates in Correctional Institutions. This service enables End Users to receive calls originating from confined persons and who cannot or who do not wish to have such calls billed through their own local exchange service provider.

An Institutional Prepaid Collect account is set up by the Company for the Customer who receives collect calls from an inmate in a correctional facility. Once an account is established, all collect calls from the correctional facility to the telephone number (s) associated with the account are processed real-time and posted to the account. If the payment into the account is provided via the Customer's credit card, credit verification procedures are carried out under the terms specified in Section 2. The Company does not engage in direct monetary transactions with the inmate. Accounts may be replenished.

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SECTION 3 – DESCRIPTION OF SERVICE AND RATES (CONT'D.)

3.1 Institutional Automated Operator Assisted Calling, (Cont'd.)

3.1.2 Institutional Prepaid Collect Service, (Cont'd)

Network usage is deducted from the Available Usage Balance in full minute increments on a real time basis as the call progresses. 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. Customers are responsible for contacting the Company's Customer Service Department to obtain the Available Usage Balance remaining in the account. For debiting purposes, call timing is rounded up to the nearest one (1) minute increment. Usage charges are computed and rounded up to the nearest penny on a per call basis.

Available Usage Balance in the Institutional Prepaid Collect Account is refundable upon request by the Called Party if request is within 180 days of the last customer initiated activity. The remaining balance is either refunded back to the Called Party's credit card or a refund check is issued to the Called Party. An Institutional Prepaid Collect account is deactivated when no customer- initiated activity occurs within 180 days following the last customer-initiated transaction.

Institutional Prepaid Collect Accounts are available for use 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 Correctional Institutions. No minimum service period applies.

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SECTION 3 – DESCRIPTION OF SERVICE AND RATES (CONT'D.)

3.1 Institutional Automated Operator Assisted Calling, (Cont'd.)

3.1.3 Institutional Prepaid Debit Service

Institutional Prepaid Debit service allows an inmate to purchase a card or deposit funds into an account. Debit cards or debit accounts may be funded in any amount subject to the requirements or restrictions of the Correctional Institution. To place a call, the inmate enters a specified Personal Identification Number (PIN) and dials the desired telephone number.

The Company's system automatically informs the caller of the Available Usage Balance remaining in the Prepaid 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 following completion of the call and after it is rated.

Refunds of remaining balances in a Debit Account are refundable upon request, typically after release of the inmate from the Institution. The Available Usage Balance expires 180 days from the date the last call is made on the account or card. No refunds of unused balances will be issued after the expiration date.

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SECTION 3 – DESCRIPTION OF SERVICE AND RATES (CONT'D.)

3.2 Institutional Calling – Rates and Charges

3.2.1 Plan A

|          |                 |
|----------|-----------------|
|          | Rate Per Minute |
| Prepaid: | \$0.21          |
| Collect: | \$0.25          |

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SECTION 4 – ANCILLARY SERVICE CHARGES

4.1 Ancillary Service Charges

- 4.1.1 Automated Payment Fees (where available) – Credit Card payment, debit card payment, and bill processing fees, including fees for payments made by interactive voice response (IVR), web, or kiosk (where available).

Automated payment fees                      \$3.00

- 4.1.2 Live Agent Fee – A fee associated with the optional use of a live operator to complete Inmate Calling Services transactions.

Live Agent Fee                                      \$5.95

- 4.1.3 Paper Bill/Statement Fees – Fees associated with providing customers of Inmate Calling Services an optional paper billing statement.

Paper Bill/Statement Fees                      \$2.00



## **EXHIBIT 2**

### **Smart Communications Holding, Inc.**

#### **DESCRIPTION OF SERVICES**

Smart Communications will provide correctional and confinement institutions with sophisticated premises equipment that permits inmates to make outgoing calls without the assistance of a live operator. Smart Communications proposes to offer collect, automated collect and prepaid calling services to inmates and other incarcerated persons in confinement institutions throughout the state of Ohio. Smart Communications' system and services allow inmates to remain in contact with family, friends and other associates while still providing facility administrators with the necessary control over inmate communications. The system utilizes IP-enabled technology by routing the calls over the existing broadband carrier's facilities that currently serve the confinement facility. There are no wireline facilities used in the delivery of services. Smart Communications' system is designed so that calls are completed only to those called parties who specifically accept the charges for a call. Equipment utilized by Smart Communications requires a positive response from the called party before the connection is established and billing can begin.

All Services that remain subject to tariffing under the Ohio Administrative Code are included in the tariff included as Exhibit 1.

### **EXHIBIT 3**

**Smart Communications Holding, Inc.**

#### **DESCRIPTION OF PROPOSED MARKET AREA**

Smart Communications proposes to offer collect, automated collect and prepaid calling services to inmates and other incarcerated persons in confinement institutions throughout the state of Ohio.

## **EXHIBIT 4**

### **Smart Communications Holding, Inc.**

#### **EXPLANATION OF HOW THE PROPOSED SERVICES IN THE PROPOSED MARKET AREA ARE IN THE PUBLIC INTEREST**

The Applicant's provision of service is targeted to inmates and other incarcerated persons in confinement institutions. Grant of this Application would serve the public interest by expanding the availability of competitive telecommunications services in these areas in the State of Ohio. Moreover, as demonstrated in the Application and Exhibits, Applicant is financially and technically qualified to provide telecommunications services in Ohio.

Grant of this Application will also allow Applicant to compete effectively in order to offer the latest services and technologies at levels meeting or exceeding those currently offered by other competitive providers in Ohio.

Further, as demonstrated above, the approval of this Application will provide significant benefits to consumers in the state of Ohio in terms of carrier choice, price, increased reliability, responsiveness and the introduction of new services.

Accordingly, grant of this Application would be in the public interest for the reasons stated above.

## **EXHIBIT 5**

**Smart Communications Holding, Inc.**

### **DESCRIPTION OF THE CLASS OF CUSTOMERS THAT THE APPLICANT INTENDS TO SERVICE**

Smart Communications proposes to offer collect, automated collect and prepaid calling services to inmates and other incarcerated persons in confinement institutions throughout the state of Ohio.

**EXHIBIT 6**

**Smart Communications Holding, Inc.**

**EVIDENCE OF REGISTRATION WITH THE OHIO DEPARTMENT OF TAXATION**



151 Southhall Lane, Ste 450  
Maitland, FL 32751  
P.O. Drawer 200  
Winter Park, FL 32790-0200  
www.inteserra.com

August 24, 2020  
**Via U.S. Mail**

Ohio Department of Taxation  
Public Utilities Section  
21st Floor  
30 East Broad Street  
Columbus, Ohio 43266-0420

Dear Sir/Madam:

Please be advised that Smart Communications Holding, Inc. has applied for certification by the Public Utilities Commission of Ohio to operate as a provider of institutional telecommunications services in the State of Ohio.

All official correspondence should be addressed to:

Jonathan D. Logan, President  
Smart Communications Holding, Inc.  
10491 72<sup>nd</sup> Street  
Seminole, FL 33777  
Telephone: 941-799-1586

Any questions you may have regarding this filing should be directed to my attention at 407-740-3005 or via email to [swarren@inteserra.com](mailto:swarren@inteserra.com). Thank you for your assistance in this matter.

Sincerely,

/s/Sharon R. Warren

Sharon R. Warren  
Consultant

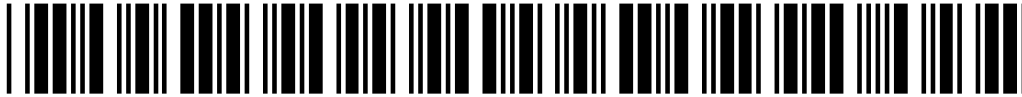
cc: Jonathan Logan - Smart Communications

SW/mp

**EXHIBIT 7**

**Smart Communications Holding, Inc.**

**OHIO SECRETARY OF STATE CERTIFICATION  
&  
CERTIFICATE OF GOOD STANDING**



| DATE       | DOCUMENT ID  | DESCRIPTION                                       | FILING | EXPED  | CERT | COPY |
|------------|--------------|---|--------|--------|------|------|
| 06/24/2019 | 201916102832 | FOREIGN FOR PROFIT CORPORATION -<br>LICENSE (FLF) | 99.00  | 300.00 | 0.00 | 0.00 |

**Receipt**

This is not a bill. Please do not remit payment.

TECHNOLOGIES MANAGEMENT, INC  
151 SOUTHHALL LANE  
SUITE 450  
MAITLAND, FL 32751

**STATE OF OHIO  
CERTIFICATE**

**Ohio Secretary of State, Frank LaRose**  
**4350524**

It is hereby certified that the Secretary of State of Ohio has custody of the business records for  
**SMART COMMUNICATIONS HOLDING, INC.**

and, that said business records show the filing and recording of:

Document(s)

**FOREIGN FOR PROFIT CORPORATION - LICENSE**

**Effective Date: 06/24/2019**

Document No(s):

**201916102832**

Authorization to transact business in Ohio is hereby given, until surrender, expiration or cancellation of this license.



United States of America  
State of Ohio  
Office of the Secretary of State

Witness my hand and the seal of the  
Secretary of State at Columbus, Ohio this  
24th day of June, A.D. 2019.

**Ohio Secretary of State**



## **EXHIBIT 8**

### **Smart Communications Holding, Inc.**

#### **EXECUTIVE SUMMARY OF FINANCIAL INFORMATION**

Smart Communications Holding, Inc. has access to the financing and capital necessary to conduct its telecommunications operations as specified in this Application. The Applicant's financial strength and ability to offer the above services is demonstrated in the Applicant's Financial Statements.

**EXHIBIT 9**

**Smart Communications Holding, Inc.**

**FINANCIAL STATEMENTS**

Smart Communications Holding, Inc.'s financial information is being filed separately under seal.

## **EXHIBIT 10**

**Smart Communications Holding, Inc.**

### **DOCUMENTATION TO SUPPORT CASH AND FUNDING SOURCES**

Please refer to Exhibit 9 for documentation supporting Smart Communications Holding, Inc.'s Cash and Funding Sources.

**EXHIBIT 11**

**Smart Communications Holding, Inc.**

**TECHNICAL AND MANAGERIAL EXPERTISE**

## **Smart Communications Bios**

### **Jon Logan - CEO**

Mr. Logan is currently the CEO and cofounder of Smart Communications. Starting in 2009 Mr. Logan founded the company to revolutionize the inmate communications industry by providing a more cost effective and innovative communications solution. From its modest beginnings Mr. Logan has built the company to service more than 100 correctional facilities and over 80,000 inmates, in 23 states. Prior to founding Smart Communications Mr. Logan held senior management roles in number of service industries.

### **Jim Logan - President**

Mr. Logan currently serves as the President and cofounder of Smart Communications. With the founding of the company in 2009 Mr. Logan brought over 35 years of senior management and entrepreneurial expertise to the company. His disciplined approach is an integral part of the company's success and growth in the inmate communications industry. Prior to starting Smart Communications Mr. Logan has founded and led multiple service-based companies throughout his 35-year career.

### **Terry Whiteside – VP of Operations**

Mr. Whiteside joined Smart Communications in January of 2019 and serves as VP of Operations. Prior to joining Smart Communications Mr. Whiteside spent over 27 years in the telecommunications industry, most recently with Lattice Incorporated, an Inmate Phone Service Provider, where he served as their Chief Operating Officer. At Lattice Incorporated Mr. Whiteside was responsible for leading the Company on a day-to-day basis, establishing the strategic direction of the Company, evaluating new services and markets, evaluating, negotiating and executing contracts and wholesale agreements with the various underlying carriers, promoting the financial health of the Company, ensuring the Company implements effective customer service policies and provides excellent technical support to its customers.

Prior to joining Lattice Incorporated in 2007, Mr. Whiteside spent more than 15 years of executive and engineering expertise in the telecommunications industry. Mr. Whiteside holds a Bachelor of Applied Science Degree in Electronic Information Systems Engineering.

## **EXHIBIT 12**

### **Smart Communications Holding, Inc.**

#### **Names, Addresses and Phone Numbers of Officers**

The following individuals serve as officers of Applicant and may be reached through the Applicant's corporate headquarters at 10491 72nd Street, Seminole, FL 33777 Phone:941-799-1586.

The Company's officers and directors are as follows:

| <b><u>Name</u></b> | <b><u>Title</u></b> |
|--------------------|---------------------|
| Jonathan D. Logan  | President           |
| James P. Logan     | Secretary           |

## **EXHIBIT 13**

### **Smart Communications Holding, Inc.**

#### **Corporate Structure and Ownership Documentation**

Smart Communications Holding, Inc. is a Florida Corporation organized on December 24, 2014.

The Company's corporate address is:

Smart Communications Holding, Inc.  
10491 72<sup>nd</sup> Street  
Seminole, FL 33777  
Telephone: 941-799-1586  
Facsimile:  
Toll-Free: 888-253-5178  
Email: [info@smartjailmail.com](mailto:info@smartjailmail.com)

## **EXHIBIT 14**

### **Smart Communications Holding, Inc.**

#### **Information Regarding Similar Operations in Other States**

Smart Communications Holding, Inc. is certified to provide telecommunications service in the following states: Alabama, Georgia, Indiana, Kentucky, Massachusetts, Missouri, North Carolina, South Carolina and Wisconsin.



**EXHIBIT 15**

**Smart Communications Holding, Inc.**

**Verification of Maintenance of Telephony Records**

I, Jonathan D. Logan, President of Smart Communications Holding, Inc., a Florida corporation, verify that Smart Communications Holding, Inc. will maintain its local telephony records in accordance with Generally Accepted Accounting Principles ("GAAP"), as required by O.A.C. 4901:1-6-10(D)(4), adopted pursuant to PUCO Case No. 06-1345-TP-ORD.



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Jonathan D. Logan  
Smart Communications Holding, Inc.  
10491 72nd Street  
Seminole, FL 33777  
Telephone: 941-799-1586  
Facsimile:  
Toll-Free: 888-253-5178  
Email: [jon.logan@smartjailmail.com](mailto:jon.logan@smartjailmail.com)

Dated: July 31, 2020

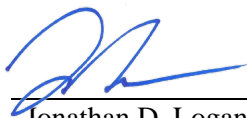
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## **EXHIBIT 16**

### **Smart Communications Holding, Inc.**

#### **Verification of Affiliate Transaction Requirements**

I, Jonathan D. Logan, President of Smart Communications Holding, Inc., a Florida corporation, verify that Smart Communications Holding, Inc. will comply with all Affiliate Transaction Requirements set forth in O.A.C. 4901:1-6.



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Jonathan D. Logan  
Smart Communications Holding, Inc.  
10491 72nd Street  
Seminole, FL 33777  
Telephone: 941-799-1586  
Facsimile:  
Toll-Free: 888-253-5178  
Email: [jon.logan@smartjailmail.com](mailto:jon.logan@smartjailmail.com)

Dated: 7-31-2020

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## **EXHIBIT 17**

### **Smart Communications Holding, Inc.**

#### **Advance Payments**

The Company will collect advance payments in conjunction with its Prepaid service offerings.

## **EXHIBIT 18**

### **Smart Communications Holding, Inc.**

#### **Customer Bill and Disconnect Notice**

The Company will comply with the FCC's truth-in-billing requirements and will include the notice required by 4901:1-6-17(B) of the PUCO rules. The Company has not yet developed a specific bill format for Ohio customers.

The Company will comply with all applicable rules concerning customer disconnections. It has not developed a specific disconnection notice for Ohio.

**EXHIBIT 19**

**Smart Communications Holding, Inc.**

**Sample Application Form to Establish Residential Service**

Not Applicable. The Company does not intend to offer residential service.

**This foregoing document was electronically filed with the Public Utilities**

**Commission of Ohio Docketing Information System on**

**8/24/2020 4:39:08 PM**

**in**

**Case No(s). 20-1423-TP-ACE**

Summary: Application to Provide Inmate Operator Services electronically filed by Ms. Margeaux Pennywell on behalf of Smart Communications Holding, Inc.