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October 16, 2018
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FCC Electronic Filing System (ECFS)
Federal Communications Commission
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/filings,

RE: Custom Teleconnect, Inc
FCC Form 2301(a) and 2301(b) - Inmate Calling Services Annual Report - CONFIDENTIAL
For the year ending December 31, 2016

Dear Sir or Madam:

Enclosed please find the FCC Form 2301(a) and 2301(b) - Inmate Calling Services Annual Report - CONFIDENTIAL for the year ending December 31, 2016, filed on behalf of Custom Teleconnect, Inc. No check is enclosed as there are no remittance fees due.

This copy of the FCC Form 2301(a) and (b) is being filed as Redacted. The pages have been clearly marked as "REDACTED -- FOR PUBLIC INSPECTION."

Questions regarding this filing should be directed to my attention at 407-740-3039. Thank you for your assistance in this matter.

Sincerely,

Tammie King
Compliance Reporting Specialist

file: Custom Teleconnect, Inc - Reporting - FCC

TK/dt

REVISION

In the Matter of Interstate Inmate Calling Services
WC Docket No. 12-375
Annual Reporting Form

FCC Form 2301(a)

OMB Control No. 3060-1222

Instructions: Please read this form carefully before completing. This form is to be completed by an officer of each provider of inmate calling services (ICS). If the provider seeks confidential treatment of any information, consistent with our rules and the Protective Order in place in this proceeding, it should identify the specific information which it claims is subject to confidential treatment.

I. Basic Information

| | |
|--|---|
| 1. Provider Name: Custom Teleconnect, Inc. | 2. Reporting Period: January 01, 2016 - December 31, 2016 |
| 3. Officer Name, Title: Vicki Crowder, President | |
| 4. Officer Telephone Number: 702-922-5205 | 5. Officer E-Mail Address: vcrowder.cti@gmail.com |
| 6. Total Number of Correctional Facilities Served by Provider: 27 | |
| 7. Number of Prisons Served by Provider: 0 | |
| 8. Number of Jails Served by Provider with Average Daily Population (ADP) of 0-350: 27 | |
| 9. Number of Jails Served by Provider with ADP of 350-999: 0 | |
| 10. Number of Jails Served by Provider with ADP of 1000 or more: 0 | |

II. ICS Rates

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| Facility Name | Facility Type | ADP (for jails) | Intrastate Rate | Intrastate Rates Different from Listed Rate | Interstate Rate | Interstate Rates Different from Listed Rate | International Rate |
|------------------|---------------|-----------------|--------------------|---|------------------|---|--------------------|
| Anaheim Police | Jail | Unknown | .50pp / 1.49 coll. | | .25 pp / .25coll | | N/A |
| Arcadia Police | Jail | Unknown | .50pp / 1.49 coll. | | .25 pp / .25coll | | N/A |
| Atacosa Juvenile | Jail | Unknown | .50pp / rate cap | | .25 pp / .25coll | | N/A |
| Baldwin Park | Jail | Unknown | .50pp / 1.49 coll. | | .25 pp / .25coll | | N/A |
| Brazo's Place | Jail | Unknown | .50pp / rate cap | | .25 pp / .25coll | | N/A |
| Cameron Juv. | Jail | Unknown | .50pp / rate cap | | .25 pp / .25coll | | N/A |
| Claremont | Jail | Unknown | .50pp / 1.49 coll. | | .25 pp / .25coll | | N/A |
| Crane County | Jail | Unknown | .50pp / rate cap | | .25 pp / .25coll | | N/A |
| Culver City | Jail | Unknown | .50pp / rate cap | | .25 pp / .25coll | | N/A |
| El Monte Police | Jail | Unknown | .50pp / 1.49 coll. | | .25 pp / .25coll | | N/A |
| Fontana Holding | Jail | Unknown | .50pp / 1.49 coll. | | .25 pp / .25coll | | N/A |
| Garza County | Jail | Unknown | .50pp / 1.49 coll. | | .25 pp / .25coll | | N/A |
| Glendora City | Jail | Unknown | .50pp / rate cap | | .25 pp / .25coll | | N/A |
| Camp Lejeune | Jail | Unknown | .50pp / 1.49 coll. | | .25 pp / .25coll | | N/A |
| Kimble County | Jail | Unknown | .50pp / .69 coll. | | .25 pp / .25coll | | N/A |
| Klickitat County | Jail | Unknown | .50pp / rate cap | | .25 pp / .25coll | | N/A |
| Kettering City | Jail | Unknown | .50pp / .59 coll. | | .25 pp / .25coll | | N/A |
| La Verne Police | Jail | Unknown | .50pp / .36 coll. | | .25 pp / .25coll | | N/A |
| Mason County | Jail | Unknown | .50pp / 1.49coll. | | .25 pp / .25coll | | N/A |
| Oak Harbor | Jail | Unknown | .50pp / rate cap | | .25 pp / .25coll | | N/A |
| Oak Brownwood | Jail | Unknown | .50pp / rate cap | | .25 pp / .25coll | | N/A |
| Pomona Police | Jail | Unknown | .50pp / rate cap | | .25 pp / .25coll | | N/A |
| River Valley | Jail | Unknown | .50pp / 1.49coll. | | .25 pp / .25coll | | N/A |
| Rockdale Juve. | Jail | Unknown | .50pp / rate cap | | .25 pp / .25coll | | N/A |
| San Saba | Jail | Unknown | .50pp / rate cap | | .25 pp / .25coll | | N/A |
| Schleicher | Jail | Unknown | .50pp / rate cap | | .25 pp / .25coll | | N/A |
| South Gate | Jail | Unknown | .50pp / rate cap | | .25 pp / .25coll | | N/A |
| Travis County | Jail | Unknown | .50pp / 1.49coll. | | .25 pp / .25coll | | N/A |
| Torrance | Jail | Unknown | .50pp / rate cap | | .25 pp / .25coll | | N/A |
| West Covina | Jail | Unknown | .50pp / 1.49coll. | | .25 pp / .25coll | | N/A |
| Huntington Beach | Jail | Unknown | .50pp / 1.49coll. | | .25 pp / .25coll | | N/A |

REVISION

II(a). Narrative Description of ICS Rates

3. In this space, please list all per-minute intrastate rates that are different from the provider's average Intrastate Rate (*see* Section II, Column 4):

Not Applicable

4. In this space, please list all per-minute interstate rates that are different from the provider's average Interstate Rate (*see* Section II, Column 6):

Not Applicable

REVISION

III. Ancillary Service Charges

| Facility Name | Facility Type | ADP (for Jails) | List of Ancillary Service Fees (types) | Charge for Each Ancillary Service | Number of Times Fees have been Charged |
|----------------------|---------------|-----------------|---|--|--|
| Anaheim Police Dept. | Jail | Unknown | Charge for loading a prepaid Card with intrastate calling Package, including customer service inquiries and CC processing fees. | \$5.00 - Jan-June \$5.95 - June - Dec | [REDACTED] [REDACTED] |
| | | | Charge for loading a prepaid Card with interstate calling Package, including customer service inquiries and CC processing fees. | \$0.00 | [REDACTED] |
| | | | Intrastate Collect Call | \$3.00 | [REDACTED] |
| | | | Interstate Collect Call | \$0.00 | [REDACTED] |
| | | | Flat Rating - Jan-June (\$14.99 or \$9.99 per call) | \$0.00 | [REDACTED] |
| Arcadia Police Dept. | Jail | Unknown | Charge for loading a prepaid Card with intrastate calling Package, including customer service inquiries and CC processing fees. | \$5.00 - Jan-June \$5.95 - June - Dec | [REDACTED] [REDACTED] |
| | | | Charge for loading a prepaid Card with interstate calling Package, including customer service inquiries and CC processing fees. | \$0.00 | [REDACTED] |
| | | | Intrastate Collect Call | \$3.00 | [REDACTED] |
| | | | Interstate Collect Call | \$0.00 | [REDACTED] |
| | | | Flat Rating - Jan-June (\$14.99 or \$9.99 per call) | \$0.00 | [REDACTED] |

REVISION

| Facility Name | Facility Type | ADP (for Jails) | List of Ancillary Service Fees (types) | Charge for Each Ancillary Service | Number of Times Fees have been Charged |
|---------------------------|---------------|-----------------|---|--|--|
| Atacosa Juvenile Facility | Jail | Unknown | Charge for loading a prepaid Card with intrastate calling Package, including customer service inquiries and CC processing fees. | \$5.00 - Jan-June \$5.95 - June - Dec | [REDACTED] [REDACTED] |
| | | | Charge for loading a prepaid Card with interstate calling Package, including customer service inquiries and CC processing fees. | \$0.00 | [REDACTED] |
| | | | Intrastate Collect Call | \$3.00 | [REDACTED] |
| | | | Interstate Collect Call | \$0.00 | [REDACTED] |
| | | | Flat Rating - Jan-June (\$14.99 or \$9.99 per call) | \$0.00 | [REDACTED] |
| Baldwin Park City Jail | Jail | Unknown | Charge for loading a prepaid Card with intrastate calling Package, including customer service inquiries and CC processing fees. | \$5.00 - Jan-June \$5.95 - June - Dec | [REDACTED] [REDACTED] |
| | | | Charge for loading a prepaid Card with interstate calling Package, including customer service inquiries and CC processing fees. | \$0.00 | [REDACTED] |
| | | | Intrastate Collect Call | \$3.00 | [REDACTED] |
| | | | Interstate Collect Call | \$0.00 | [REDACTED] |
| | | | Flat Rating - Jan-June (\$14.99 or \$9.99 per call) | \$0.00 | [REDACTED] |

| Facility Name | Facility Type | ADP (for Jails) | List of Ancillary Service Fees (types) | Charge for Each Ancillary Service | Number of Times Fees have been Charged |
|-------------------------|---------------|-----------------|---|--|--|
| Brazo's Place | Jail | Unknown | Charge for loading a prepaid Card with intrastate calling Package, including customer service inquiries and CC processing fees. | \$5.00 - Jan-June \$5.95 - June - Dec | [REDACTED] [REDACTED] |
| | | | Charge for loading a prepaid Card with interstate calling Package, including customer service inquiries and CC processing fees. | \$0.00 | [REDACTED] |
| | | | Intrastate Collect Call | \$3.00 | [REDACTED] |
| | | | Interstate Collect Call | \$0.00 | [REDACTED] |
| | | | Flat Rating - Jan-June (\$14.99 or \$9.99 per call) (\$14.99 or \$9.99 per call) | \$0.00 | [REDACTED] |
| Cameron County Juvenile | Jail | Unknown | Charge for loading a prepaid Card with intrastate calling Package, including customer service inquiries and CC processing fees. | \$5.00 - Jan-June \$5.95 - June - Dec | [REDACTED] [REDACTED] |
| | | | Charge for loading a prepaid Card with interstate calling Package, including customer service inquiries and CC processing fees. | \$0.00 | [REDACTED] |
| | | | Intrastate Collect Call | \$3.00 | [REDACTED] |
| | | | Interstate Collect Call | \$0.00 | [REDACTED] |
| | | | Flat Rating - Jan-June (\$14.99 or \$9.99 per call) | \$0.00 | [REDACTED] |

| Facility Name | Facility Type | ADP (for Jails) | List of Ancillary Service Fees (types) | Charge for Each Ancillary Service | Number of Times Fees have been Charged |
|------------------------|---------------|-----------------|---|--|--|
| Claremont Police Dept. | Jail | Unknown | Charge for loading a prepaid Card with intrastate calling Package, including customer service inquiries and CC processing fees. | \$5.00 - Jan-June \$5.95 - June - Dec | [REDACTED] [REDACTED] |
| | | | Charge for loading a prepaid Card with interstate calling Package, including customer service inquiries and CC processing fees. | \$0.00 | [REDACTED] |
| | | | Intrastate Collect Call | \$3.00 | [REDACTED] |
| | | | Interstate Collect Call | \$0.00 | [REDACTED] |
| | | | Flat Rating - Jan-June (\$14.99 or \$9.99 per call) | \$0.00 | [REDACTED] |
| Crane County Jail | Jail | Unknown | Charge for loading a prepaid Card with intrastate calling Package, including customer service inquiries and CC processing fees. | \$5.00 - Jan-June \$5.95 - June - Dec | [REDACTED] [REDACTED] |
| | | | Charge for loading a prepaid Card with interstate calling Package, including customer service inquiries and CC processing fees. | \$0.00 | [REDACTED] |
| | | | Intrastate Collect Call | \$3.00 | [REDACTED] |
| | | | Interstate Collect Call | \$0.00 | [REDACTED] |
| | | | Flat Rating - Jan-June (\$14.99 or \$9.99 per call) | \$0.00 | [REDACTED] |

| Facility Name | Facility Type | ADP (for Jails) | List of Ancillary Service Fees (types) | Charge for Each Ancillary Service | Number of Times Fees have been Charged |
|-----------------------|---------------|-----------------|---|--|--|
| Culver City Jail | Jail | Unknown | Charge for loading a prepaid Card with intrastate calling Package, including customer service inquiries and CC processing fees. | \$5.00 - Jan-June \$5.95 - June - Dec | [REDACTED] [REDACTED] |
| | | | Charge for loading a prepaid Card with interstate calling Package, including customer service inquiries and CC processing fees. | \$0.00 | [REDACTED] |
| | | | Intrastate Collect Call | \$3.00 | [REDACTED] |
| | | | Interstate Collect Call | \$0.00 | [REDACTED] |
| | | | Flat Rating - Jan-June (\$14.99 or \$9.99 per call) | \$0.00 | [REDACTED] |
| El Monte Police Dept. | Jail | Unknown | Charge for loading a prepaid Card with intrastate calling Package, including customer service inquiries and CC processing fees. | \$5.00 - Jan-June \$5.95 - June - Dec | [REDACTED] [REDACTED] |
| | | | Charge for loading a prepaid Card with interstate calling Package, including customer service inquiries and CC processing fees. | \$0.00 | [REDACTED] |
| | | | Intrastate Collect Call | \$3.00 | [REDACTED] |
| | | | Interstate Collect Call | \$0.00 | [REDACTED] |
| | | | Flat Rating - Jan-June (\$14.99 or \$9.99 per call) | \$0.00 | [REDACTED] |

| Facility Name | Facility Type | ADP (for Jails) | List of Ancillary Service Fees (types) | Charge for Each Ancillary Service | Number of Times Fees have been Charged |
|--------------------------------|---------------|-----------------|---|--|--|
| Fontana Holding Facility | Jail | Unknown | Charge for loading a prepaid Card with intrastate calling Package, including customer service inquiries and CC processing fees. | \$5.00 - Jan-June \$5.95 - June - Dec | [REDACTED] [REDACTED] |
| | | | Charge for loading a prepaid Card with interstate calling Package, including customer service inquiries and CC processing fees. | \$0.00 | [REDACTED] |
| | | | Intrastate Collect Call | \$3.00 | [REDACTED] |
| | | | Interstate Collect Call | \$0.00 | [REDACTED] |
| | | | Flat Rating - Jan-June (\$14.99 or \$9.99 per call) | \$0.00 | [REDACTED] |
| Garza County Regional Juvenile | Jail | Unknown | Charge for loading a prepaid Card with intrastate calling Package, including customer service inquiries and CC processing fees. | \$5.00 - Jan-June \$5.95 - June - Dec | [REDACTED] [REDACTED] |
| | | | Charge for loading a prepaid Card with interstate calling Package, including customer service inquiries and CC processing fees. | \$0.00 | [REDACTED] |
| | | | Intrastate Collect Call | \$3.00 | [REDACTED] |
| | | | Interstate Collect Call | \$0.00 | [REDACTED] |
| | | | Flat Rating - Jan-June (\$14.99 or \$9.99 per call) | \$0.00 | [REDACTED] |

| Facility Name | Facility Type | ADP (for Jails) | List of Ancillary Service Fees (types) | Charge for Each Ancillary Service | Number of Times Fees have been Charged |
|------------------------|---------------|-----------------|---|--|--|
| Glendora City Jail | Jail | Unknown | Charge for loading a prepaid Card with intrastate calling Package, including customer service inquiries and CC processing fees. | \$5.00 - Jan-June \$5.95 - June - Dec | [REDACTED] [REDACTED] |
| | | | Charge for loading a prepaid Card with interstate calling Package, including customer service inquiries and CC processing fees. | \$0.00 | [REDACTED] |
| | | | Intrastate Collect Call | \$3.00 | [REDACTED] |
| | | | Interstate Collect Call | \$0.00 | [REDACTED] |
| | | | Flat Rating - Jan-June (\$14.99 or \$9.99 per call) | \$0.00 | [REDACTED] |
| Camp Lejeune Base Brig | Jail | Unknown | Charge for loading a prepaid Card with intrastate calling Package, including customer service inquiries and CC processing fees. | \$5.00 - Jan-June \$5.95 - June - Dec | [REDACTED] [REDACTED] |
| | | | Charge for loading a prepaid Card with interstate calling Package, including customer service inquiries and CC processing fees. | \$0.00 | [REDACTED] |
| | | | Intrastate Collect Call | \$3.00 | [REDACTED] |
| | | | Interstate Collect Call | \$0.00 | [REDACTED] |
| | | | Flat Rating - Jan-June (\$14.99 or \$9.99 per call) | \$0.00 | [REDACTED] |

| Facility Name | Facility Type | ADP (for Jails) | List of Ancillary Service Fees (types) | Charge for Each Ancillary Service | Number of Times Fees have been Charged |
|-----------------------|---------------|-----------------|---|--|--|
| Kimble County Jail | Jail | Unknown | Charge for loading a prepaid Card with intrastate calling Package, including customer service inquiries and CC processing fees. | \$5.00 - Jan-June \$5.95 - June - Dec | [REDACTED] [REDACTED] |
| | | | Charge for loading a prepaid Card with interstate calling Package, including customer service inquiries and CC processing fees. | \$0.00 | [REDACTED] |
| | | | Intrastate Collect Call | \$3.00 | [REDACTED] |
| | | | Interstate Collect Call | \$0.00 | [REDACTED] |
| | | | Flat Rating - Jan-June (\$14.99 or \$9.99 per call) | \$0.00 | [REDACTED] |
| Klickitat County Jail | Jail | Unknown | Charge for loading a prepaid Card with intrastate calling Package, including customer service inquiries and CC processing fees. | \$5.00 - Jan-June \$5.95 - June - Dec | [REDACTED] [REDACTED] |
| | | | Charge for loading a prepaid Card with interstate calling Package, including customer service inquiries and CC processing fees. | \$0.00 | [REDACTED] |
| | | | Intrastate Collect Call | \$3.00 | [REDACTED] |
| | | | Interstate Collect Call | \$0.00 | [REDACTED] |
| | | | Flat Rating - Jan-June (\$14.99 or \$9.99 per call) | \$0.00 | [REDACTED] |

| Facility Name | Facility Type | ADP (for Jails) | List of Ancillary Service Fees (types) | Charge for Each Ancillary Service | Number of Times Fees have been Charged |
|-----------------------|---------------|-----------------|---|--|--|
| Kettering City Jail | Jail | Unknown | Charge for loading a prepaid Card with intrastate calling Package, including customer service inquiries and CC processing fees. | \$5.00 - Jan-June \$5.95 - June - Dec | [REDACTED] [REDACTED] |
| | | | Charge for loading a prepaid Card with interstate calling Package, including customer service inquiries and CC processing fees. | \$0.00 | [REDACTED] |
| | | | Intrastate Collect Call | \$3.00 | [REDACTED] |
| | | | Interstate Collect Call | \$0.00 | [REDACTED] |
| | | | Flat Rating - Jan-June (\$14.99 or \$9.99 per call) | \$0.00 | [REDACTED] |
| La Verne Police Dept. | Jail | Unknown | Charge for loading a prepaid Card with intrastate calling Package, including customer service inquiries and CC processing fees. | \$5.00 - Jan-June \$5.95 - June - Dec | [REDACTED] [REDACTED] |
| | | | Charge for loading a prepaid Card with interstate calling Package, including customer service inquiries and CC processing fees. | \$0.00 | [REDACTED] |
| | | | Intrastate Collect Call | \$3.00 | [REDACTED] |
| | | | Interstate Collect Call | \$0.00 | [REDACTED] |
| | | | Flat Rating - Jan-June (\$14.99 or \$9.99 per call) | \$0.00 | [REDACTED] |

| Facility Name | Facility Type | ADP (for Jails) | List of Ancillary Service Fees (types) | Charge for Each Ancillary Service | Number of Times Fees have been Charged |
|----------------------|---------------|-----------------|---|--|--|
| Mason County Jail | Jail | Unknown | Charge for loading a prepaid Card with intrastate calling Package, including customer service inquiries and CC processing fees. | \$5.00 - Jan-June \$5.95 - June - Dec | [REDACTED] [REDACTED] |
| | | | Charge for loading a prepaid Card with interstate calling Package, including customer service inquiries and CC processing fees. | \$0.00 | [REDACTED] |
| | | | Intrastate Collect Call | \$3.00 | [REDACTED] |
| | | | Interstate Collect Call | \$0.00 | [REDACTED] |
| | | | Flat Rating - Jan-June (\$14.99 or \$9.99 per call) | \$0.00 | [REDACTED] |
| Oak Harbor City Jail | Jail | Unknown | Charge for loading a prepaid Card with intrastate calling Package, including customer service inquiries and CC processing fees. | \$5.00 - Jan-June \$5.95 - June - Dec | [REDACTED] [REDACTED] |
| | | | Charge for loading a prepaid Card with interstate calling Package, including customer service inquiries and CC processing fees. | \$0.00 | [REDACTED] |
| | | | Intrastate Collect Call | \$3.00 | [REDACTED] |
| | | | Interstate Collect Call | \$0.00 | [REDACTED] |
| | | | Flat Rating - Jan-June (\$14.99 or \$9.99 per call) | \$0.00 | [REDACTED] |

| Facility Name | Facility Type | ADP (for Jails) | List of Ancillary Service Fees (types) | Charge for Each Ancillary Service | Number of Times Fees have been Charged |
|---------------------|---------------|-----------------|---|--|--|
| Oak Brownwood | Jail | Unknown | Charge for loading a prepaid Card with intrastate calling Package, including customer service inquiries and CC processing fees. | \$5.00 - Jan-June \$5.95 - June - Dec | [REDACTED] [REDACTED] |
| | | | Charge for loading a prepaid Card with interstate calling Package, including customer service inquiries and CC processing fees. | \$0.00 | [REDACTED] |
| | | | Intrastate Collect Call | \$3.00 | [REDACTED] |
| | | | Interstate Collect Call | \$0.00 | [REDACTED] |
| | | | Flat Rating - Jan-June (\$14.99 or \$9.99 per call) | \$0.00 | [REDACTED] |
| Pomona Police Dept. | Jail | Unknown | Charge for loading a prepaid Card with intrastate calling Package, including customer service inquiries and CC processing fees. | \$5.00 - Jan-June \$5.95 - June - Dec | [REDACTED] [REDACTED] |
| | | | Charge for loading a prepaid Card with interstate calling Package, including customer service inquiries and CC processing fees. | \$0.00 | [REDACTED] |
| | | | Intrastate Collect Call | \$3.00 | [REDACTED] |
| | | | Interstate Collect Call | \$0.00 | [REDACTED] |
| | | | Flat Rating - Jan-June (\$14.99 or \$9.99 per call) | \$0.00 | [REDACTED] |

| Facility Name | Facility Type | ADP (for Jails) | List of Ancillary Service Fees (types) | Charge for Each Ancillary Service | Number of Times Fees have been Charged |
|-------------------------------|---------------|-----------------|---|--|--|
| River Valley Detention Center | Jail | Unknown | Charge for loading a prepaid Card with intrastate calling Package, including customer service inquiries and CC processing fees. | \$5.00 - Jan-June \$5.95 - June - Dec | [REDACTED] [REDACTED] |
| | | | Charge for loading a prepaid Card with interstate calling Package, including customer service inquiries and CC processing fees. | \$0.00 | [REDACTED] |
| | | | Intrastate Collect Call | \$3.00 | [REDACTED] |
| | | | Interstate Collect Call | \$0.00 | [REDACTED] |
| Rockdale Juvenile Center | Jail | Unknown | Flat Rating - Jan-June (\$14.99 or \$9.99 per call) | \$0.00 | [REDACTED] |
| | | | Charge for loading a prepaid Card with intrastate calling Package, including customer service inquiries and CC processing fees. | \$5.00 - Jan-June \$5.95 - June - Dec | [REDACTED] [REDACTED] |
| | | | Charge for loading a prepaid Card with interstate calling Package, including customer service inquiries and CC processing fees. | \$0.00 | [REDACTED] |
| | | | Intrastate Collect Call | \$3.00 | [REDACTED] |
| | | | Interstate Collect Call | \$0.00 | [REDACTED] |
| | | | Flat Rating - Jan-June (\$14.99 or \$9.99 per call) | \$0.00 | [REDACTED] |

| Facility Name | Facility Type | ADP (for Jails) | List of Ancillary Service Fees (types) | Charge for Each Ancillary Service | Number of Times Fees have been Charged |
|------------------------|---------------|-----------------|---|--|--|
| San Saba County Jail | Jail | Unknown | Charge for loading a prepaid Card with intrastate calling Package, including customer service inquiries and CC processing fees. | \$5.00 - Jan-June \$5.95 - June - Dec | [REDACTED] [REDACTED] |
| | | | Charge for loading a prepaid Card with interstate calling Package, including customer service inquiries and CC processing fees. | \$0.00 | [REDACTED] |
| | | | Intrastate Collect Call | \$3.00 | [REDACTED] |
| | | | Interstate Collect Call | \$0.00 | [REDACTED] |
| | | | Flat Rating - Jan-June (\$14.99 or \$9.99 per call) | \$0.00 | [REDACTED] |
| Schleicher County Jail | Jail | Unknown | Charge for loading a prepaid Card with intrastate calling Package, including customer service inquiries and CC processing fees. | \$5.00 - Jan-June \$5.95 - June - Dec | [REDACTED] [REDACTED] |
| | | | Charge for loading a prepaid Card with interstate calling Package, including customer service inquiries and CC processing fees. | \$0.00 | [REDACTED] |
| | | | Intrastate Collect Call | \$3.00 | [REDACTED] |
| | | | Interstate Collect Call | \$0.00 | [REDACTED] |
| | | | Flat Rating - Jan-June (\$14.99 or \$9.99 per call) | \$0.00 | [REDACTED] |

| Facility Name | Facility Type | ADP (for Jails) | List of Ancillary Service Fees (types) | Charge for Each Ancillary Service | Number of Times Fees have been Charged |
|--------------------------|---------------|-----------------|---|--|--|
| South Gate City Jail | Jail | Unknown | Charge for loading a prepaid Card with intrastate calling Package, including customer service inquiries and CC processing fees. | \$5.00 - Jan-June \$5.95 - June - Dec | [REDACTED] [REDACTED] |
| | | | Charge for loading a prepaid Card with interstate calling Package, including customer service inquiries and CC processing fees. | \$0.00 | [REDACTED] |
| | | | Intrastate Collect Call | \$3.00 | [REDACTED] |
| | | | Interstate Collect Call | \$0.00 | [REDACTED] |
| | | | Flat Rating - Jan-June (\$14.99 or \$9.99 per call) | \$0.00 | [REDACTED] |
| Travis County Smart Jail | Jail | Unknown | Charge for loading a prepaid Card with intrastate calling Package, including customer service inquiries and CC processing fees. | \$5.00 - Jan-June \$5.95 - June - Dec | [REDACTED] [REDACTED] |
| | | | Charge for loading a prepaid Card with interstate calling Package, including customer service inquiries and CC processing fees. | \$0.00 | [REDACTED] |
| | | | Intrastate Collect Call | \$3.00 | [REDACTED] |
| | | | Interstate Collect Call | \$0.00 | [REDACTED] |
| | | | Flat Rating - Jan-June (\$14.99 or \$9.99 per call) | \$0.00 | [REDACTED] |

| Facility Name | Facility Type | ADP (for Jails) | List of Ancillary Service Fees (types) | Charge for Each Ancillary Service | Number of Times Fees have been Charged |
|--------------------------|---------------|-----------------|---|--|--|
| Torrance City Jail | Jail | Unknown | Charge for loading a prepaid Card with intrastate calling Package, including customer service inquiries and CC processing fees. | \$5.00 - Jan-June \$5.95 - June - Dec | [REDACTED] [REDACTED] |
| | | | Charge for loading a prepaid Card with intrastate calling Package, including customer service inquiries and CC processing fees. | \$0.00 | [REDACTED] |
| | | | Intrastate Collect Call | \$3.00 | [REDACTED] |
| | | | Interstate Collect Call | \$0.00 | [REDACTED] |
| | | | Flat Rating - Jan-June (\$14.99 or \$9.99 per call) | \$0.00 | [REDACTED] |
| West Covina Police Dept. | Jail | Unknown | Charge for loading a prepaid Card with intrastate calling Package, including customer service inquiries and CC processing fees. | \$5.00 - Jan-June \$5.95 - June - Dec | [REDACTED] [REDACTED] |
| | | | Charge for loading a prepaid Card with intrastate calling Package, including customer service inquiries and CC processing fees. | \$0.00 | [REDACTED] |
| | | | Intrastate Collect Call | \$3.00 | [REDACTED] |
| | | | Interstate Collect Call | \$0.00 | [REDACTED] |
| | | | Flat Rating - Jan-June (\$14.99 or \$9.99 per call) | \$0.00 | [REDACTED] |

| Facility Name | Facility Type | ADP (for Jails) | List of Ancillary Service Fees (types) | Charge for Each Ancillary Service | Number of Times Fees have been Charged |
|----------------------------|---------------|-----------------|---|--|--|
| Huntington Beach City Jail | Jail | Unknown | Charge for loading a prepaid Card with intrastate calling Package, including customer service inquiries and CC processing fees. | \$5.00 - Jan-June \$5.95 - June - Dec | [REDACTED] [REDACTED] |
| | | | Charge for loading a prepaid Card with interstate calling Package, including customer service inquiries and CC processing fees. | \$0.00 | [REDACTED] |
| | | | Intrastate Collect Call | \$3.00 | [REDACTED] |
| | | | Interstate Collect Call | \$0.00 | [REDACTED] |
| | | | Flat Rating - Jan-June (\$14.99 or \$9.99 per call) | \$0.00 | [REDACTED] |

[illegible]

REVISION

VII. Disability Access

| Facility Name | Facility Type | ADP (for jails) | Number of Disability-Related Calls | Number of Problems Experienced with Disability-Related Calls | List of Ancillary Service Fees (types) | Charge for Each Ancillary Service | Number of Times Fee has been Charged |
|----------------|---------------|-----------------|------------------------------------|--|--|-----------------------------------|--------------------------------------|
| Not Applicable | | | | | | | |
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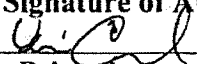
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We have estimated that each response to this collection of information will take 60 hours. Our estimate includes the time to read the instructions, look through existing records, gather and maintain the required data, and actually complete and review the form or response. If you have any comments on this estimate, or on how we can improve the collection and reduce the burden it causes you, please write the Federal Communications Commission, AMD-PERM, Paperwork Reduction Project (3060-1222), Washington, DC 20554. We will also accept your

comments via the Internet if you send them to pra@fcc.gov. Please DO NOT SEND COMPLETED APPLICATIONS TO THIS ADDRESS. Remember - you are not required to respond to a collection of information sponsored by the Federal government, and the government may not conduct or sponsor this collection, unless it displays a currently valid OMB control number or if we fail to provide you with this notice. This collection has been assigned an OMB control number of 3060-1222.

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| | |
|--|--------------------------------------|
| FCC Form 2301(b) | Estimated Time Per Response: 5 Hours |
| Inmate Calling Services Annual Certification Form | |
| Please Read Instructions Before Completing (To Be Completed by Service Provider) | |

| | | |
|---|----------------------------------|--------------------------|
| 1. Name of Service Provider Custom Teleconnect, Inc. | 2. Reporting Year 2016 | |
| 3. Officer Name, Title Vicki Crowder, President | | |
| 4. Mailing Address of Officer Street Address 6242 West Desert Inn Road | | |
| City Las Vegas | State NV | Zip Code 89146 |
| 5. Telephone Number 702-922-5205 | | |
| 6. Email Address vcrowder.cti@gmail.com | | |
| Block 2: Certification | | |
| The chief executive officer (CEO), chief financial officer (CFO), or other senior executive with first-hand knowledge of the accuracy and completeness of the information provided must certify as follows: | | |
| I swear under penalty of perjury that: | | |
| <div style="margin-left: 20px;"> (v) I, Vicki Crowder, President(name and title), am an officer of the above-named service provider and am authorized to submit the attached Annual Reports on behalf of the service provider; (vi) I have examined the attached Annual Reporting Forms and all requested information has been provided; (vii) Based on information known to me, or provided to me by employees responsible for the data being submitted, all statements of fact, as well as all data, are true and accurate; and (viii) The above-named service provider is in compliance with the Federal Communications Commission's rules governing inmate calling services (ICS). I acknowledge that failure to comply with the rules governing ICS may result in civil or criminal prosecution. </div> | | |
| 9. Signature of Authorized Person  | 10. Date 10/12/18 | |
| 11. Printed name of Authorized Person Vicki Crowder | | |

REVISION

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1995, P.L. 104-13, OCTOBER 1, 1995, 44 U.S.C. 35**