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P.O. Drawer 200
Winter Park, FL 32790-0200
www.inteserra.com

October 16, 2018

Via Web Filing

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FCC Electronic Filing System (ECFS)
Federal Communications Commission
[Http://apps.fcc.gov/ecfs](http://apps.fcc.gov/ecfs)
/filings,

RE: Custom Teleconnect, Inc
FCC Form 2301(a) and 2301(b) - Inmate Calling Services Annual Report - CONFIDENTIAL
For the year ending December 31, 2017

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, 2017, 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

**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:	2. Reporting Period:
Custom Teleconnect, Inc.	January 01, 2017 - December 31, 2017
3. Officer Name, Title:	
Vicki Crowder, President	
4. Officer Telephone Number:	5. Officer E-Mail Address:
702-922-5205	vcrowder.cti@gmail.com
6. Total Number of Correctional Facilities Served by Provider:	
31	
7. Number of Prisons Served by Provider:	
0	
8. Number of Jails Served by Provider with Average Daily Population (ADP) of 0-350:	
31	
9. Number of Jails Served by Provider with ADP of 350-999:	
0	

II. ICS Rates

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 / 1.49 coll.		.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/ rate cap		.25 pp / .25coll		N/A
Glendora City	Jail	Unknown	.50pp / 1.49 coll.		.25 pp / .25coll		N/A
Camp Pendleton	Jail	Unknown	.50pp/.69 coll.		.25 pp / .25coll		N/A
Kimble County	Jail	Unknown	.50pp/ rate cap		.25 pp / .25coll		N/A
Klickitat County	Jail	Unknown	.50pp/ .59 coll.		.25 pp / .25coll		N/A
Kettering City	Jail	Unknown	.50pp/ .36 coll.		.25 pp / .25coll		N/A
La Verne Police	Jail	Unknown	.50pp / 1.49coll.		.25 pp / .25coll		N/A
Mason County	Jail	Unknown	.50pp/ rate cap		.25 pp / .25coll		N/A
Nemaha County	Jail	Unknown	.50pp/ .69 coll.		.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 / 1.49coll.		.25 pp / .25coll		N/A
River Valley	Jail	Unknown	.50pp/ rate cap		.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 / 1.49coll.		.25 pp / .25coll		N/A
Travis County	Jail	Unknown	.50pp/ rate cap		.25 pp / .25coll		N/A
Torrance	Jail	Unknown	.50pp / 1.49coll.		.25 pp / .25coll		N/A
West Covina	Jail	Unknown	.50pp / 1.49coll.		.25 pp / .25coll		N/A

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II(a). Narrative Description of ICS Rates

1. 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

2. 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 Fee has been Charged
Anaheim Police Department	Jail	Unknown	Charge for loading a prepaid Card with intrastate calling Package, including customer service inquiries and CC processing fees.	\$5.95	[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]
					[REDACTED]
Arcadia Police Department	Jail		Charge for loading a prepaid Card with intrastate calling Package, including customer service inquiries and CC processing fees.	\$5.95	[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]
					[REDACTED]
Atacosa Juvenile Facility	Jail		Charge for loading a prepaid Card with intrastate calling Package, including customer service inquiries and CC processing fees.	\$5.95	[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]
					[REDACTED]
					[REDACTED]

			Interstate Collect Call	\$0.00	[REDACTED]
Baldwin Park City Jail	Jail		Charge for loading a prepaid Card with intrastate calling Package, including customer service inquiries and CC processing fees.	\$5.95	[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]
Brazo's Place	Jail		Charge for loading a prepaid Card with intrastate calling Package, including customer service inquiries and CC processing fees.	\$5.95	[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]
Cameron County Juvenile	Jail		Charge for loading a prepaid Card with intrastate calling Package, including customer service inquiries and CC processing fees.	\$5.95	[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]
Claremont Police Department	Jail		Charge for loading a prepaid Card with intrastate calling Package, including customer service inquiries and CC processing fees.	\$5.95	[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]
					[REDACTED]
Crane County Jail	Jail		Charge for loading a prepaid Card with intrastate calling Package, including customer service inquiries and CC processing fees.	\$5.95	[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]
Culver City Jail	Jail		Charge for loading a prepaid Card with intrastate calling Package, including customer service inquiries and CC processing fees.	\$5.95	[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]
El Monte Police Department	Jail		Charge for loading a prepaid Card with intrastate calling Package, including customer service inquiries and CC processing fees.	\$5.95	[REDACTED]
			Charge for loading a prepaid Card with	\$0.00	[REDACTED]

REVISION

			interstate calling Package, including customer service inquiries and CC processing fees.		
			Intrastate Collect Call	\$3.00	[REDACTED]
			Interstate Collect Call	\$0.00	[REDACTED]
					[REDACTED]
Fontana Holding Facility	Jail		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]
					[REDACTED]
Garza County Regional Juvenile	Jail		Charge for loading a prepaid Card with intrastate calling Package, including customer service inquiries and CC processing fees.	\$5.95	[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]
Glendora City Jail	Jail				
			Charge for loading a prepaid Card with intrastate calling Package, including customer service inquiries and CC processing fees.	\$5.95	[REDACTED]

			Charge for loading a prepaid Card with interstate calling Package, including customer service inquiries and CC processing fees. Intrastate Collect Call	\$0.00	[REDACTED]
			Interstate Collect Call	\$3.00	[REDACTED]
				\$0.00	[REDACTED]
					[REDACTED]
Camp Pendleton Base Brig	Jail		Charge for loading a prepaid Card with intrastate calling Package, including customer service inquiries and CC processing fees.	\$5.95	[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]
Kimble County Jail	Jail		Charge for loading a prepaid Card with intrastate calling Package, including customer service inquiries and CC processing fees.	\$5.95	[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]
Klickitat County Jail	Jail		Charge for loading a prepaid Card with intrastate calling Package, including customer service inquiries and CC processing fees.	\$5.95	[REDACTED]
			Charge for loading a prepaid Card with interstate calling Package, including customer service inquiries and CC processing fees.	\$0.00	[REDACTED]

REVISION

			service inquiries and CC processing fees.		
			Intrastate Collect Call	\$3.00	[REDACTED]
			Interstate Collect Call	\$0.00	[REDACTED]
Kettering City Jail	Jail		Charge for loading a prepaid Card with intrastate calling Package, including customer service inquiries and CC processing fees.	\$5.95	[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]
La Verne Police Department	Jail		Charge for loading a prepaid Card with intrastate calling Package, including customer service inquiries and CC processing fees.	\$5.95	[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]
Mason County Jail	Jail		Charge for loading a prepaid Card with intrastate calling Package, including customer service inquiries and CC processing fees.	\$5.95	[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]

REVISION

			Interstate Collect Call	\$0.00	[REDACTED]
					[REDACTED]
Nemaha County Jail	Jail		Charge for loading a prepaid Card with intrastate calling Package, including customer service inquiries and CC processing fees.	\$5.95	[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]
Oak Harbor City Jail	Jail		Charge for loading a prepaid Card with intrastate calling Package, including customer service inquiries and CC processing fees.	\$5.95	[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]
Oak Brownwood	Jail		Charge for loading a prepaid Card with intrastate calling Package, including customer service inquiries and CC processing fees.	\$5.95	[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]

REVISION

Pomona Police Department	Jail		Charge for loading a prepaid Card with intrastate calling Package, including customer service inquiries and CC processing fees.	\$5.95	[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]
River Valley Detention Center	Jail				[REDACTED]
			Charge for loading a prepaid Card with intrastate calling Package, including customer service inquiries and CC processing fees.	\$5.95	[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]
Rockdale Juvenile Center	Jail		Interstate Collect Call	\$0.00	[REDACTED]
					[REDACTED]
			Charge for loading a prepaid Card with intrastate calling Package, including customer service inquiries and CC processing fees.	\$5.95	[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]
					[REDACTED]
			Interstate Collect Call	\$0.00	[REDACTED]
					[REDACTED]

San Saba County Jail	Jail		Charge for loading a prepaid Card with intrastate calling Package, including customer service inquiries and CC processing fees.	\$5.95	[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]
					[REDACTED]
Schleicher County Jail	Jail		Charge for loading a prepaid Card with intrastate calling Package, including customer service inquiries and CC processing fees.	\$5.95	[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]
South Gate City Jail	Jail		Charge for loading a prepaid Card with intrastate calling Package, including customer service inquiries and CC processing fees.	\$5.95	[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]
Travis County Smart Jail	Jail		Charge for loading a prepaid Card with intrastate calling Package, including customer service inquiries and CC processing fees.	\$5.95	[REDACTED]

REVISION

			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]
					[REDACTED]
Torrance City Jail	Jail		Charge for loading a prepaid Card with intrastate calling Package, including customer service inquiries and CC processing fees.	\$5.95	[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]
West Covina PD	Jail		Charge for loading a prepaid Card with intrastate calling Package, including customer service inquiries and CC processing fees.	\$5.95	[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]

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Contracting Party	Contract Identifier	Fixed Site Commissions Required by Contract	Facilities Covered by Contract	Facility Type	ADP (for jails)
Not Applicable					

VI. Video Calling Services

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[illegible]

VII. Disability Access

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FCC NOTICE REQUIRED BY THE PAPERWORK REDUCTION ACT

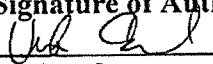
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We have estimated that each response to this collection of information will take 60 hours. Our estimate includes the time to read the instructions, look through existing records, gather and maintain the required data, and actually complete and review 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**](mailto: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.

THE FOREGOING NOTICE IS REQUIRED BY THE PAPERWORK REDUCTION ACT OF 1995, P.L. 104-13, OCTOBER 1, 1995, 44 U.S.C. 3507

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 2017
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	

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FCC NOTICE REQUIRED BY THE PAPERWORK REDUCTION ACT

We have estimated that each response to this collection of information will take 5 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-PERF, 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.

**THE FOREGOING NOTICE IS REQUIRED BY THE PAPERWORK REDUCTION ACT OF
1995, P.L. 104-13, OCTOBER 1, 1995, 44 U.S.C. 35**