

*Via Electronic Comment Filing System*

March 9, 2012

Marlene H. Dortch  
Secretary  
Federal Communications Commission  
445 12th Street, S.W.  
Washington, D.C. 20554

Re: *Notice of ex parte meetings and ex parte presentation  
Petition for Declaratory Ruling filed by Securus Technologies, Inc.,  
WC Docket No. 09-144*

Dear Marlene H. Dortch:

By this letter, and pursuant to Sections 1.1206(a)(3) and (b)(1)-(2) of the rules of the Federal Communications Commission (“FCC” or “Commission”),<sup>1</sup> Millicorp provides notice of certain March 7, 2012 meetings between its representatives and representatives of the Commission. In addition, Millicorp highlights herein recent Commission decisions strongly reaffirming the Commission’s longstanding policies prohibiting call blocking. Further, this letter responds to certain assertions made by Global Tel\*Link Corporation (“GTL”) in a February 13, 2012 letter filed in the instant docket. Specifically, Millicorp rebuts as patently false GTL’s claims that Millicorp imperils law enforcement’s ability to monitor and record inmate calls to Millicorp’s customers and locate the call recipients. Also, contrary to GTL’s assertions, the egregious harassment of Millicorp’s customers and the disruption of Millicorp’s business by GTL and Securus Technologies, Inc. (“Securus”) (Securus and GTL collectively, the “ICS providers”) are relevant to this proceeding—the ICS providers’ bad acts provide compelling evidence of the need for prompt Commission denial of the Petition for Declaratory Ruling filed by Securus in the instant docket (“Petition”).<sup>2</sup>

#### **NOTICE OF *EX PARTE* MEETINGS**

On March 7, 2012, the following representatives of Millicorp participated in three meetings with Commission staff: Timothy Meade, President of Millicorp; Donovan Osborne,

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<sup>1</sup> 47 C.F.R. §§ 1.1206(a)(3), (b)(1)-(2).

<sup>2</sup> Petition for Declaratory Ruling filed by Securus Technologies, Inc. (filed July 24, 2009).

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Director of Communications for Millicorp; Kenneth Ronan and Heather Ronan of Lavalley, Brown & Ronan, P.A., Millicorp's local Florida outside counsel; and the undersigned (collectively, "Millicorp"). Specifically, Millicorp met with:

- Angela Kronenberg, Wireline Legal Advisor for Commissioner Mignon Clyburn;
- Michael Steffen, Legal Advisor to Chairman Julius Genachowski; and Deena Shetler, Travis Litman, Nicholas Alexander, and (by telephone conference) Michele Berlove, all of the Wireline Competition Bureau ("Steffen Meeting"); and
- Christine Kurth, Policy Director and Wireline Counsel for Commissioner Robert McDowell.

During the meeting with Ms. Kronenberg, Millicorp discussed the importance to the company of prompt Commission action on the Petition in light of the ongoing blocking of inmate calls to Millicorp's customers by Securus and GTL, as well as the ICS providers' aggressive harassment of Millicorp's customers.<sup>3</sup>

During the Steffen Meeting, Millicorp discussed the nature of its business, addressed the arguments raised in the Petition, responded to the arguments raised by Securus in subsequent filings in this proceeding regarding inmate calling service ("ICS") security concerns, and explained the need for prompt Commission action in this proceeding, in each case consistent with its prior filings in this docket.<sup>4</sup> Millicorp also explained that the Federal Bureau of Prisons does not block federal inmate calls to Millicorp's customers,<sup>5</sup> and that it not feasible for Millicorp to address ICS provider call blocking practices individually with each of the nearly

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<sup>3</sup> Millicorp's oral *ex parte* presentation regarding this issue was consistent with Millicorp's prior filings in the instant proceeding. *See Ex Parte* Letter from Phil Marchesiello, Wilkinson Barker Knauer, LLP, counsel for Millicorp, to Marlene H. Dortch, Secretary, FCC, at 1-2 (filed Nov. 23, 2011) ("Nov. 23 Millicorp Letter"); *Ex Parte* letter from Phil Marchesiello, Wilkinson Barker Knauer, LLP, counsel for Millicorp, to Marlene H. Dortch, Secretary, FCC, at 2 (filed Oct. 14, 2011) ("Oct. 14 Millicorp Letter"); *Ex Parte* letter from Phil Marchesiello, Wilkinson Barker Knauer, LLP, counsel for Millicorp, to Marlene H. Dortch, Secretary, FCC, at 22-23 (filed June 17, 2011) ("June 17 Millicorp Letter").

<sup>4</sup> *See* Nov. 23 Millicorp Letter at 1-2 (discussing call blocking activities of ICS providers and their assertions to Millicorp's customers that use of Millicorp's service may result in penalties to inmates and inmate call recipients and requesting prompt Commission action); Oct. 14 Millicorp Letter at 2 (same); June 17 Millicorp Letter at 1, 5 (describing Millicorp's ConsCallHome.com service); *id.* at 7-10 (rebutting Securus' claim in the Petition that the relief requested is supported by FCC precedent); *id.* at 10-16 (rebutting Securus claims that Millicorp's service poses a security threat).

<sup>5</sup> *See* Oct. 14 Millicorp Letter at 1-2; June 17 Millicorp Letter at 17.

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3,000 state-level departments of corrections and county- and city-level governmental entities responsible for running county and municipal prison facilities.<sup>6</sup>

During its meeting with Ms. Kurth, Millicorp again described the nature of its business, addressed the arguments raised in the Petition, responded to the arguments raised by Securus in subsequent filings in this proceeding regarding inmate calling service (“ICS”) security concerns, and explained the need for prompt Commission action in this proceeding, in each case consistent with its prior filings in this docket.<sup>7</sup> Further, Millicorp explained that the ICS providers’ actions have severely hampered Millicorp’s growth and that Millicorp likely would employ twice the number of staff were it not for the ICS providers’ call blocking activities. In addition, Millicorp explained that the call blocking policies of the ICS providers improperly limit the telecommunications technology options of the friends and family member of inmates by effectively requiring them to purchase legacy landline services (*i.e.*, plain old telephone service or POTS).

#### **THE COMMISSION RECENTLY AFFIRMED ITS LONGSTANDING PROHIBITION OF CALL BLOCKING BY COMMON CARRIERS**

As the record in this proceeding reflects, Commission policy prohibits common carriers such as ICS providers from blocking calls absent express Commission approval of such call blocking.<sup>8</sup> This policy recently was reaffirmed by the Commission in its October 2011 order comprehensively reforming and modernizing the universal service and intercarrier compensation systems.<sup>9</sup> In that order, the Commission stated:

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<sup>6</sup> In the 2006 Census of Jail Facilities, released in December 2011, the Department of Justice’s Bureau of Justice Statistics noted that there are 3,271 state and local jail facilities in the United States. *See* DEP’T OF JUSTICE, OFFICE OF JUSTICE PROGRAMS, BUREAU OF JUSTICE STATISTICS, NCJ 230188, CENSUS OF JAIL FACILITIES, 2006, at 3 (Dec. 2011), *available at* <http://bjs.ojp.usdoj.gov/content/pub/pdf/cjf06.pdf>. These facilities are operated by 2,859 state and local “jail jurisdictions,” *i.e.* “government authorities ... indicating a legal status which typically corresponds to, but is not the same as a geographic/political jurisdiction.” *Id.* at 2-3.

<sup>7</sup> *See supra* note 4.

<sup>8</sup> *See* June 17 Millicorp Letter at 7-8 (citing *Establishing Just and Reasonable Rates for Local Exchange Carriers, Call Blocking by Carriers*, Declaratory Ruling and Order, 22 FCC Rcd 11629, 11629 ¶ 1, 11631 ¶¶ 5-6 (WCB 2007) (“2007 Call Blocking Order”) for the proposition that “Commission precedent does not permit unreasonable call blocking by carriers” and “call blocking is an unjust and unreasonable practice under section 201(b) of the Act”).

<sup>9</sup> *Connect America Fund; A National Broadband Plan for Our Future; Establishing Just and Reasonable Rates for Local Exchange Carriers; High-Cost Universal Service Support; Developing an Unified Intercarrier Compensation Regime; Federal-State Joint Board on Universal Service; Lifeline and Link-Up; Universal Service Reform -- Mobility Fund*, Report and

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We decline to adopt any remedy that would condone, let alone expressly permit, call blocking. The Commission has a longstanding prohibition on call blocking. In the *2007 Call Blocking Order*, the Wireline Competition Bureau emphasized that “the ubiquity and reliability of the nation’s telecommunications network is of paramount importance to the explicit goals of the Communications Act of 1934, as amended” and that “Commission precedent provides that no carriers, including interexchange carriers, may block, choke, reduce or restrict traffic in any way.” We find no reason to depart from this conclusion. We continue to believe that call blocking has the potential to degrade the reliability of the nation’s telecommunications network.<sup>10</sup>

Moreover, the Wireless Competition Bureau also recently issued a Declaratory Ruling in which it “remind[ed] carriers of the Commission’s longstanding prohibition on carriers blocking, choking, reducing or otherwise restricting traffic.”<sup>11</sup> The ruling also emphasized that “carriers are directly bound by the general prohibition on call blocking with respect to VoIP-PSTN traffic, as with other traffic.”<sup>12</sup> Although the Bureau decision specifically involved carrier interconnection disputes, the Bureau nevertheless emphasized the generally applicable nature of the Commission’s call block prohibition. The Bureau also emphasized the seriousness of such violations, saying,

“[P]ractices such as those described herein that lead to call termination ... may constitute unjust and unreasonable practices in violation of section 201 of Communications Act of 1934, ... and/or may violate a carrier’s section 202 duty to refrain from unjust or unreasonable discrimination in practices, facilities, or services. Finally, we emphasize that, under section 217 of the Act, carriers are

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Order and Further Notice of Proposed Rulemaking, WC Docket No. 10-90, GN Docket No. 09-51, WC Docket No. 07-135, WC Docket No. 05-337, CC Docket No. 01-92, CC Docket No. 96-45, WC Docket No. 03-109, WT Docket No. 10-208, 2011 FCC LEXIS 4859 (rel. Oct. 27, 2011) (“*Intercarrier Compensation Order*”).

<sup>10</sup> *Id.* at 735 (citing *2007 Call Blocking Order*) (internal citations omitted).

<sup>11</sup> *Developing an Unified Intercarrier Compensation Regime; Establishing Just and Reasonable Rates for Local Exchange Carriers*, CC Docket No. 01-92; WC Docket No. 07-135, Declaratory Ruling, DA 12-154, ¶ 3 (WCB rel. Feb. 6, 2012) (“*WCB Declaratory Ruling*”) (citing *2007 Call Blocking Order*, 22 FCC Rcd at 11629 ¶ 1, 11631 ¶ 6 (WCB 2007)).

<sup>12</sup> *Id.* ¶ 10 (citing *Intercarrier Compensation Order*, 2011 FCC LEXIS 4859 at ¶¶ 734, 973-974).

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responsible for the actions of their agents or other persons acting for or employed by the carriers.”<sup>13</sup>

In light of these recent, forceful affirmations by the Commission of its sweeping policy against call blocking, the Commission should take prompt action against the ICS providers’ improper self-help. As the record in this proceeding amply reflects, continued aggressive call blocking by the ICS providers directly harms the customers of Millicorp and similarly situated companies. Securus expressly requests Commission consent to blocking of inmate calls in its Petition and the Commission has not yet acted on the Petition. Consequently, ICS providers’ improper self-help should not be tolerated. The ICS providers should not be permitted to continue to flout the Commission’s call blocking prohibition while awaiting a response to the Petition from the Commission.

**GTL’S ALLEGATION THAT MILLICORP’S SERVICE IMPERILS LAW ENFORCEMENT IS PATENTLY FALSE**

In a February 13, 2012 letter in this proceeding, GTL claims that Millicorp and similar companies provide services that “imperil law enforcement’s ability to monitor, record, and locate” the individuals with whom inmates converse by telephone.<sup>14</sup> This is patently false. Millicorp in no way can or does impede the recording of inmate phone calls by the inmate calling platforms operated by GTL. GTL’s ICS platforms monitor and record calls by inmates to Millicorp customers in exactly the same manner that all other inmate calls are monitored and recorded. Moreover, the ICS platforms also record the telephone numbers dialed by inmates to reach Millicorp’s customers in exactly the same way that they record all outgoing telephone numbers dialed by inmates. Millicorp clearly has stated this in this proceeding, and GTL has offered no evidence to the contrary.<sup>15</sup>

Furthermore, Millicorp does not inhibit police investigations in any manner. GTL claims that when prisoners call Millicorp’s subscribers the called number is “untraceable to [the subscribers’] true billing address.”<sup>16</sup> This also is not true. As Millicorp has emphasized in this proceeding,<sup>17</sup> each telephone number that Millicorp issues to a customer terminates to a single physical address just as the telephone numbers assigned by legacy POTs providers terminate to a single physical address. However, unlike traditional landline services, Millicorp disables call

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<sup>13</sup> *WCB Declaratory Ruling*, DA 12-154 at ¶ 4.

<sup>14</sup> *See Ex Parte* Letter from Chérie R. Kiser, Cahill Gordon & Reindel LLP, Counsel for GTL, to Marlene H. Dortch, Secretary, FCC, at 2 (filed Feb. 13, 2012) (“GTL Letter”)

<sup>15</sup> June 17 Millicorp Letter at 11.

<sup>16</sup> GTL Letter at 2.

<sup>17</sup> June 17 Millicorp Letter at 12-16.

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forward and call conferencing features thereby providing greater security than is typical of a legacy landline. Moreover, Millicorp regularly responds to law enforcement inquiries regarding its customers, which demonstrates that law enforcement personnel are able to identify Millicorp as the telecommunications provider for its customers. Indeed, Millicorp assists law enforcement with investigations in the same manner as traditional landline telephone providers. Specifically, a law enforcement agent can obtain from a prison the telephone number dialed by an inmate under investigation, identify the telephone number as belonging to Millicorp, and contact Millicorp for assistance, which Millicorp provides. Thus, there is no material difference from the perspective of law enforcement personnel between inmate calls to legacy landline telephone numbers and inmate calls to Millicorp's VoIP customers.

**GTL'S AND SECURUS' CONTINUED HARASSMENT OF MILLICORP'S CUSTOMERS DEMONSTRATES THE COMPELLING NEED FOR THE COMMISSION PROMPTLY TO DENY THE PETITION**

In response to Millicorp's descriptions in this proceeding of the false allegations regularly made to Millicorp's customers by the ICS providers, GTL claims in its February 13 letter that "this proceeding is not a forum on individual corporate practices."<sup>18</sup> However, it is the pendency of this proceeding that has emboldened GTL and Securus to continue to defame Millicorp and harass its customers. Therefore, it is important that the Commission be informed of the ICS providers' bad acts. Millicorp's customer service representatives ("CSRs") receive calls from Millicorp's customers on a daily basis complaining about Securus and GTL's conduct and false allegations regarding Millicorp and its services. However, because of the pendency of the Petition, Millicorp currently does not have any other avenue of recourse available to it to defend itself and to force Securus and GTL to cease their egregious behavior. This fact, standing alone, warrants prompt Commission action in this proceeding.

For example, the following quotes are from recorded conversations between Millicorp's CSRs and Millicorp's customers regarding GTL and Securus. In addition, the two affidavits of Millicorp's customers attached hereto further illustrate the types of bad acts typical of the ICS providers.

- A **Millicorp customer** informed Millicorp that Correctional Billing Services, a subsidiary of Securus, sent the customer an email threatening that the customer's use of Millicorp's service is "... considered fraudulent activity and can result in penalties to you and your inmate, which could include permanent loss of account usage, loss of inmate calling privileges, and criminal prosecution."
- **Millicorp customer to Millicorp CSR:** "[Securus] put a block on my phone. They told me... They're talking about prosecuting me. They said it was illegal as hell what

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<sup>18</sup> GTL Letter at 3.

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- I was doing. When I went to set this [Millicorp-assigned] number up [so that an inmate can call it], they had a recording on there too talking about that if you use any other numbers you try to go through any other thing, that it's all illegal and you can be prosecuted on that.... They told me I have no phone call privileges.... [Securus] is over all Indiana.... They told me that [my use of Millicorp's service is] totally illegal ... that's all it's about the money.”
- **Millicorp customer to Millicorp CSR:** “I’m not gonna risk what Securus is giving me way too many threats ... that my son is going to get more time if I continue to use [ConsCallHome], that all of our calling privileges will be deleted. We won’t be allowed to call at all, ever.... They flat out told me, ‘We found a ConsCallHome on your phone line and that’s illegal, we negotiated with the prison, the prison can give your son more time, they can revoke all of your phone calling privileges, and all of his, for the remainder of his time in prison.’ ... I mean they picked up when [the customer’s incarcerated son] called [the customer]. They answered my phone and told him.... I don’t want to take a risk of him having to do any more time. That’s what they’re threatening me with.”
  - **Millicorp customer to Millicorp CSR:** “[GTL] will not allow [ConsCallHome] to be used because I live in Texas and this is a local call, and that is illegal and they’re getting ready to ban me from even visiting for a year; they’re getting ready to write [the inmate caller] up on a Class A write-up, which means he’s losing all of his privileges for a year, so I have to get this stopped immediately.”
  - **Millicorp customer to Millicorp CSR:** “I [called yesterday] to cancel the ConsCallHome set-up that he gave me for one of the things that he and I had talked about for an inmate and we tried to use it and I called the jail up in Bristol County and they said that I’m going to be prosecuted for using a redirector which is illegal in the United States, having a phone number out of state, and so on.... The gal at the jail was very familiar with it and she told me it was 1991 FCC statute that was passed that says you’re not allowed to do that, redirector. ... and it’s apparently – I didn’t know this, of course, or I wouldn’t have done it – it’s illegal to have a call placed to a local phone, which that is, and have it redirected by you folks to a distant phone, like in Florida. And they said that’s illegal according to the Federal Communications Commission, and they said that I – me – could be prosecuted for doing that. ... [S]o I don’t know whether I’m going to get a summons in the mail or what. I certainly didn’t want to do anything wrong.”
  - **Millicorp Customer:** “[The Global Tel representative] told me that no ConsCallHome numbers will be accepted through Global Tel ... I’m not able, in no way shape form to get a number, to get it at a cheap price, you know, to receive phone calls.”  
**Millicorp CSR:** “So they actually admitted it was because of cost.”  
**Millicorp Customer:** “Yeah, yep, that’s what the representative told me. Admitted it because they’re not going ... ConsCallHome isn’t going to shortcut GlobalTel is what

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it is.... I really had hope for this because I can't afford to talk to [my incarcerated relative] any other way. Through Global Tel it cost \$45 dollars - \$44 and change to talk to him just twice. You see, Global Tel doesn't want to lose that.... [T]hat's what he told me, specifically."

As noted above, Millicorp CSRs receive multiple, similar calls every day. Millicorp is a small company and cannot indefinitely withstand these types of egregious and improper attacks on its business, customers, and reputation. Accordingly, Millicorp renews its request that the Commission promptly deny the Petition.

Please direct any questions regarding the foregoing to the undersigned.

Respectfully,

*/s/ Phil Marchesiello*

Phil Marchesiello

*Counsel to Millicorp*

cc (all via electronic mail):

Michael Steffen  
Christine Kurth  
Angela Kronenberg  
Nicholas Alexander  
Deena Shetler  
Travis Litman  
Michelle Berlove

## **AFFIDAVITS**

In Re: Correctional Billing Services (Inmate Telephone Blocking)

**AFFIDAVIT OF ANTONIA DONOSO**

ANTONIA DONOSO, being of proper age and first duly sworn, herewith states that this Affidavit is submitted in support that the assertions in this Affidavit are true and correct to the best of her knowledge and belief, and that She would testify orally to the same assertions under oath.

I am Antonia Donoso and my address is 600 NE 36th St. Apt. 1517, Miami, Florida

I have a friend who is an inmate in the Harris County 701 N Jacinto Facility.

My attempt to speak with him has been challenged and altered due to the interference and threats made by Correctional Billing Services (CBS) as detailed in the following occurrences:

March 10<sup>th</sup>: My friend gets extradited from FL to TX. While in FL I obtained the services of CBS at which point calls were \$2.53 for 31 minutes calls.

March 17<sup>th</sup>: My friend arrived at Houston, TX and made the first call, which lasted 20 minutes at a whopping \$27.18.

After the shocking cost of a 20 minutes call I tried different options with CBS, asked them if there were calling cards available at lower cost, or even getting me a local phone number. They weren't helpful and told me they held the rights to the lines in prison that the cost of the call was what it was and nothing was going to change.

In researching the web, I found various companies that would solve my problem by giving me a VOIP local number, I would pay a monthly fee of about \$15/mo. in addition to the money I had to placed at my CBS account in order for my friend to be able to make the calls, since CBS was the sole owner of the lines there.

March 19<sup>th</sup>: I contracted Millicorp; I did my research and found it to be a legitimate FCC regulated company in which I could rely to have the VOIP local number. I got my local

number and when I received my first call I noticed CBS charge was only \$4.22 for a 20 minutes call.

March 24<sup>th</sup>: A representative of CBS called me requesting the name of my telephone service provider and blocked my line. When I told them it was Millicorp, they wrote back to me *“we do not allow calls to go through call diverters such as Millicorp.”* They added: *“We have detected that you are using a call diversion scheme to terminate calls”*.

March 27<sup>th</sup>: They sent me an threatening email where they stated my actions (in obtaining a VOIP) were *“...considered fraudulent activity and can result in penalties to you and your inmate, which could include permanent loss of account usage, loss of inmate calling privileges, and criminal prosecution.”*

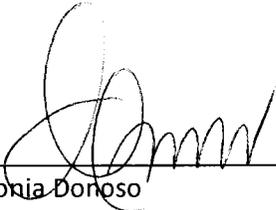
As I see it, CBS actions are not only abusive but also discriminatory against people that are not well informed and of illegal immigrants. As soon as I proved to CBS that their accusations were baseless and without merit and stated the facts they retracted their accusation apologizing and telling me *“we are not accusing you of any crime”*...all this in the same email trail where they accuse me of committing fraud and that I could be criminally prosecuted.

I strongly believe that the telephone communications inmates have to the outside world with love ones is a very important and perhaps the key to keeping inmates in good behavior and looking forward to changing their lives to become better citizens, husbands/wives, and parents. Countless times my friend has called me depressed; but a call to me makes a difference in his week.

I currently don't have any other option but to keep paying \$27.18 for a 20 min. call twice a week, comparing my calls to my mom in Puerto Rico with this, I must reiterate this is abusive. I'm not rich; I'm a middle class citizen like many others out there trying to make a living and a difference in this society; I work overtime so that I can give my friend, (an innocent man) a little window to the outside. All his family is in Honduras and all he got here

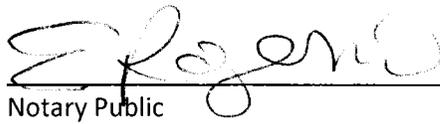
in the US is me; I am the link to his mom by relaying information back and forth at least I keep him looking forward to prove his innocence.

Further Affiant sayeth not.

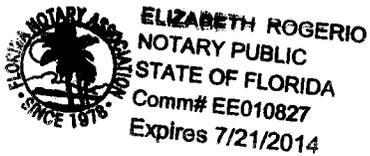
  
\_\_\_\_\_  
Antonia Donoso

STATE OF FLORIDA  
COUNTY OF MIAMI-DADE

SUBSCRIBED AND SWORN to before me this 20<sup>th</sup> day of May, 2011 by Antonia Donoso, Personally Known

  
\_\_\_\_\_  
Notary Public

[SEAL]



My Commission expires: 7/21/2014

## AFFIDAVIT OF STACEY VULGAMOTT

STACEY VULGAMOTT, being of proper age and duly sworn, herein states this Affidavit is in full support of Millicorp's position in the above captioned matter. The assertions in this affidavit are true to the best of my knowledge and belief, are based on my personal knowledge and I would testify orally to the same assertions under oath, including testifying at the FCC if necessary.

1. My name is Stacey Vulgamott, and I reside at 994 Chadwick Lane, Medina, Ohio 44256.
2. My boyfriend is incarcerated at Allegheny County Jail, and has been since September 9, 2009.
3. After spending exorbitant amounts of money on telephone calls with my boyfriend, and researching less costly alternatives to Correctional Billing Services, (CBS), a division of Securus, I became a customer of Millicorp's product, ConsCallHome (CCH) solely for purpose of saving money on telephone calls on or about February 10, 2010. It was and is my understanding Millicorp is a FCC registered and regulated VoIP provider.
4. My boyfriend followed CBS instructions and procedures in order to call me on my CCH number, yet was unable to call me on that number. I had several conversations with CBS and was unable resolve this matter. I was given contradictory and false information on numerous occasions.
5. On February 15, 2010 I was informed by CBS there was a "fraud block" on the number. I contacted Millicorp, and they provided me with an ATA device in order to resolve the issue, on February 26, 2010. I set up the ATA device for the sole purpose of being fully compliant with all rules and regulations of CBS.
6. There was a period of time for a few weeks when my boyfriend was able to call me on occasion using the CCH number with the connected ATA device and then the calls would be again blocked to my number.
7. On April 3, 2010, I contacted CBS customer service via chat in order to find out why they had blocked my number again. I notified CBS I had an ATA device that is connected to the physical line at the physical address where I live and that I had E911 enabled on the line, and as such, was in compliance with all regulations. Despite this, the representative insisted there was a remote call forwarding block on my number. See Exhibit "A", attached hereto and incorporated by reference.
8. On April 10, 2010, I called CBS, using the phone hooked into the ATA device. I spoke with "Isabel", who informed me the line was "clear" and all I had to do was add money to reopen the line. I did so and my boyfriend called me 3 times, and then CBS blocked the number. I again called CBS, spoke with "Claudia", who after much arguing, insisted it was the facility, not CBS causing the block to my number. I then spoke with a supervisor, "Benjamin", who

indicated I had to fax proof of ownership for this number. Per his instructions, all required documentation was faxed to the Escalation Department on April 15, 2010.

- 9. In April 17, 2010, I again contacted CBS via chat, was given totally contradictory information and then asked which phone company I was with. I was then told "Well, I have a BIG RED NOTE on your account that says DO NOT UNBLOCK THIS LINE. For any reason.....and "If you are with VONAGE, MAGIC JACK, CONSCALLHOME, etc.....You won't get calls.....WE don't allow services that utilize VoIP." See Exhibit "B", attached hereto and incorporated by reference.
- 10. I have spent in excess of \$4500 on telephone calls through CBS in seven months. This is totally outrageous and has caused financial hardship. I have done everything CBS has required of me, followed all rules and regulations, and yet CBS persists in blocking my CCH number simply for the purpose of their financial gain.

FURTHER AFFIANT SAYETH NOT

*Stacey L. Vulgamott*

STATE OF OHIO )  
 )  
 COUNTY OF MEDINA )

SUBSCRIBED AND SWORN to before me this 10 day of May 2010, by:

Stacey L. Vulgamott

WITNESS my hand and official seal.

(SEAL)

Brett Robertson

Notary Public



Brett Robertson  
Notary Public - State of Ohio  
My Commission Expires 12-19-2010

My commission expires on 12/19/2010

EXHIBIT A

CBS INSTANT SERVICE ONLINE CHAT – 4/5/10

You have been connected to Nery S..

**Nery S.:** "Thank you for contacting Correctional Billing Services, my name is Nery how can I assist you?"

**Stacey Vulgamott:** I previously closed my account and asked for a refund. Is it possible to open this account back up, to what it was before I closed it?

**Nery S.:** Yes, you can re-open the account.

**Stacey Vulgamott:** How?

**Nery S.:** I can do it for you.

**Nery S.:** May I have your area code and telephone number along with your four digit passcode please?

**Stacey Vulgamott:** (###) ###-####-##97

**Nery S.:** Thank you, one moment while I access your account.

**Nery S.:** Thank you for waiting. Unfortunately the system is not allowing me to re-open your account. You will have to fax a copy of your telephone bill for proof of address to 972-277-0714.

**Nery S.:** You will also need to provide a valid telephone number for the state you live in.

**Stacey Vulgamott:** Why? I have an analog phone connected to an ATA Device which is no different than using Vonage. Per FCC you can not block this number so please unblock this number.

**Nery S.:** Unfortunately I am not able to unblock the number even if I wanted to. The system will not allow me to do so.

**Nery S.:** Once you provide the information needed the department in charge of this issue will unblock it for you.

**Stacey Vulgamott:** I don't understand this. I have an account with you and I have a valid phone number so there should be no issue!

**Nery S.:** Our fax number is 972-277-0714.

**Stacey Vulgamott:** I don't have paperwork to send, this is not how the ATA device works, so you need to unblock my line. I can call you from the analog line now if you want me to prove that.

**Nery S.:** Please call 1800-844-6591 if you wish to speak to a live agent.

**Stacey Vulgamott:** Thanks for NO HELP!

**Nery S.:** Thank you for contacting Correctional Billing Services.

Thank you for using InstantService. You may now close this window.

**EXHIBIT B**

**CBS INSTANT SERVICE ONLINE CHAT – 4/17/10**

**Cassandra W:** "Thank you for contacting Correctional Billing Services, my name is Cassandra how can I assist you?"

**Stacey Vulgamott:** I see my line is still blocked but I faxed proof of ownership to the Escalation Department on Thursday. So, can you please unblock my line?

**Cassandra W:** May I have your area code and telephone number along with your four digit passcode please?

**Stacey Vulgamott:** (###) ###-#### #97

**Cassandra W:** Thank you, one moment while I access your account.

**Cassandra W:** We are currently showing no fax inquiries remaining in our queue. We have not received a fax on this account.

**Cassandra W:** We recommend to if convenient send to our offices at 972 277 0714 . If convenient to you, we can also accept this by e-mail box, customer\_service@correctionalbillingservices.com

**Cassandra W:** If the copy of the bill has already been scanned onto the computer, we can accept through our e-mail box as well.

**Cassandra W:** As soon as we receive copy of a proof of ownership we can begin to work this inquiry.

**Stacey Vulgamott:** It was sent on Thursday at 3:55 pm to (###) ###-#### so how can you not have it????

**Stacey Vulgamott:** I feel like I am jumping through hoops with you just to have a legal line in my house available for my fiance.

**Cassandra W:** Ok just moment Stacey...

**Cassandra W:** Ok Stacey, what exactly are you requesting? I'm seeing a lot of different notes on your account and I'm just really not sure what you're wanting?

**Stacey Vulgamott:** I was told by a supervisor that I needed send proof of ownership to the "back office" on Thursday so my company faxed this to the Escalation dept as we were told on Thursday at 3:55 to ###-###-#### so how hard is it to know what I want, I have been MORE than clear!!! I need my line unblocked since I complied by sending my bill for my line.

**Cassandra W:** Which I get, but I see notes on BOTH accounts (which are both in your name) that say you requested refunds, and they were denied because of remote call forwarding, which we don't allow, and there's a lot of other stuff and regardless of whether you sent in proof of ownership, i may NOT be able to unblock the line for you.

**Stacey Vulgamott:** This is ridiculous and I am NOT going away anytime soon. I specifically talked to a Supervisor on Thursday to know what I had to do and he said I had to fax my bill for proof of ownership which I then did so I don't know what else I need to do. I am not going to just give up on this!!!! I still have plenty of money on the open account for (###) ###-#### and I have now proven I own this number. I really don't see your issue now.

**Cassandra W:** Ok. Yes I do see plenty of funds on that account. Can you give me the passcode and address on the account? If it's the same...yeah, I'll go ahead and ask my sup if I can just remove the block.

**Stacey Vulgamott:** ##### address is ### Chadwick Lane Medina, OH #####6.

**Cassandra W:** Ok then I guess your fax was dealt with, I guess they did change the info, so you're all good. I don't understand either why they would still be blocking you :-\ Which phone company are you with just out of curiosity?

**Stacey Vulgamott:** Why does it matter, you have my faxed bill I don't see why you can't just unblock my line. I have done everything I was supposed to do.

**Cassandra W:** Which phone company are you with just out of curiosity?

**Stacey Vulgamott:** I don't feel I need to tell you that

**Cassandra W:** Ok. Well I have a BIG RED NOTE on your account that says DO NOT UNBLOCK THIS LINE. For any reason.

**Cassandra W:** If you are using ANY phone company that utilizes REMOTE CALL FORWARDING...or any kind of forwarding features....that's not allowed.

**Cassandra W:** YOU won't get calls. Period.

**Stacey Vulgamott:** That is ridiculous you just told me that you have the proof and you don't know why it is blocked and now you are changing your story. What kind of crap is that?

**Stacey Vulgamott:** It is not call forwarding...it is a physical line in my home that I can use and it has E### and I complied with sending my bill i.

**Cassandra W:** And yet you will not tell me which phone company you are with?

**Stacey Vulgamott:** THIS IS NOT CALL FORWARDING...it is the same as VONAGE, which is not call forwarding.

**Cassandra W:** If you are with VONAGE, MAGIC JACK, CONSCALLHOME, etc... You won't get calls.

**Stacey Vulgamott:** I showed proof of ownership of this line.

**Cassandra W:** We don't allow any services that utilize VOIP (Voice Over IP)

**Stacey Vulgamott:** This is BULLSHIT and is against FCC Regulations and I complied with my part.

**Cassandra W:** "Thank you for contacting Correctional Billing Services, my name is Cassandra how can I assist you?"

**Cassandra W:** Thank you for contacting Correctional Billing Services. I hope we were able to provide you with fast and reliable service today.  
Thank you for using InstantService. You may now close this window.

## DECLARATION

I, Timothy Meade, President of Millicorp, hereby declare, under penalty of perjury, that I have reviewed the foregoing letter and that the information contained therein is true and accurate to the best of my knowledge, information and belief.

Signed and dated this 9<sup>th</sup> day of March 2012.

*/s/ Timothy Meade*

Timothy Meade  
President, Millicorp