

Pay Tel Communications, Inc.

Inmate Calling Services Cost Presentation

July 23, 2013

WC Docket 12-375

[Public Version]

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Pay Tel Communications, Inc.
 Cost Summary

	2012	2013	2014	2015	Average
Total Costs:					
<i>Locations not using Continuous Voice Biometric Identification</i>					
Collect/Prepaid Collect Call Costs, per Minute	\$0.293	\$0.322	\$0.345	\$0.360	\$0.330
Debit Call Costs, per Minute	\$0.273	\$0.307	\$0.330	\$0.344	\$0.313
<i>Locations using Continuous Voice Biometric Identification ¹</i>					
Collect/Prepaid Collect Call Costs, per Minute	\$0.312	\$0.341	\$0.364	\$0.379	\$0.349
Debit Call Costs, per Minute	\$0.292	\$0.326	\$0.349	\$0.364	\$0.333

Cost Excluding Commissions:					
<i>Locations not using Continuous Voice Biometric Identification</i>					
Collect/Prepaid Collect Call Costs, per Minute	\$0.186	\$0.206	\$0.215	\$0.215	\$0.205
Debit Call Costs, per Minute	\$0.165	\$0.191	\$0.200	\$0.200	\$0.189
<i>Locations using Continuous Voice Biometric Identification ¹</i>					
Collect/Prepaid Collect Call Costs, per Minute	\$0.205	\$0.226	\$0.234	\$0.234	\$0.225
Debit Call Costs, per Minute	\$0.185	\$0.210	\$0.219	\$0.219	\$0.208

Video Relay Service for Hearing Impaired (with video recording capability, 2 units per location)	
Investment per Location	\$6,500
Monthly Expenses, per Location	\$419

Payment Processing Fees	
Payments made via Web/IVR	\$3.14
Payments made using a Live Agent	\$6.55

(1) Includes a Third-Party Vendor Fee of \$0.0193 per minute.

Pay Tel Communications, Inc.
Cost Component Summary 2012 - 2015

	2012	2013	2014	2015	Average
Annual Capital Costs					
Non Usage-Sensitive Expenses					
Usage-Sensitive Expenses					
Total, Non Service Specific					
Total Minutes					
Non Service Specific Costs, per Minute					
Collect/Prepaid Collect Call Specific					
Collect/Prepaid Collect Call Minutes					
Collect/Prepaid Collect Call Specific Costs, per Minute					
Total Collect/Prepaid Collect Call Costs, per Minute					
Debit Call Specific					
Debit Call Minutes					
Debit Call Specific Costs, per Minute					
Total Debit Call Costs, per Minute					
Commissions					
Commissions, per Minute					
Third Party Continuous Voice					
Biometric Identification Fee, \$0.0193 per Minute	\$0.019	\$0.019	\$0.019	\$0.019	\$0.019
Video Relay Service for Hearing Impaired (2 units with video recording)					
Initial Program Investment					
Investment per Location	\$6,500				
Monthly Expenses, per Location	\$419				
Payment Processing Fees					
Payments made via Web/IVR	\$3.14				
Payments made using a Live Agent	\$6.55				

Workpapers Section B

Methodology

Pay Tel Communications, Inc. has calculated unit costs using methodologies and inputs that have been historically and consistently relied upon by the Commission. Actual costs have been developed based on the company's audited financial statements for 2012, and forward-looking costs for 2013 – 2014 have been developed using 2012 as a base year with adjustments for expected changes in investment, operating expenses, and the number of units (minutes of use) to be provided. Calculations for each study year are shown on the study worksheets being provided with the results.

Investments for 2012 are based on booked amounts for capital assets in service. These have been divided into Direct and Support Assets (those directly used to provide the company's services) and Administrative Assets. Each investment has been converted into an annual cost based on the expected useful life of that asset class and on rate of return and tax assumptions previously adopted by the Commission. The methodology used is directly analogous to the "Annual Charge Factor" process used in ILEC cost studies and previously relied upon by the Commission. An "Equivalent ACF" column is provided in the cost study documentation in order to show that the process used here produces results that are fully consistent with the capital component of ACFs historically relied upon. Investments for 2013 – 2015 are based on specific additional investments that will be undertaken during this time period (as shown in the study documentation), and are converted into an annual cost amount using the same process.

Workpapers Section B

Expenses for 2012 are based on booked amounts and have been divided into Non Usage Sensitive (those expenses that do not directly vary with the number of minutes of use provided) and Usage Sensitive (expenses that directly vary with service volume) categories. Expenses for 2013 – 2015 are based on specific additional expenses that will be incurred by the company over this time period, as shown in the study documentation.

The level of usage for 2012 reflects actual company data regarding call types, number of calls, and number of minutes of use. Projections of usage and call types for 2013 – 2015 is based on a 2012 base year, with adjustments to reflect known losses of specific service locations and a projection of additional service locations to be added over this time period. An average level of usage, in total and by call type, is developed for each year and shown in the study documentation.

For each study year, the annual costs associated with each capital and expense category are aggregated to produce the results. Costs associated with all call types have been summed to produce Non Service-Specific Costs. In order to calculate the annual cost associated with a given call type (Collect/Prepaid Collect and Debit Calls), the additional costs that are specific to each call type are added to this Non Service-Specific Amount. For each year, the total annual costs for each call type are then divided by the number of minutes for that call type to produce a unit (per-minute) cost. The costs have been calculated on a cost-of-service basis that excludes any commission payments, and are reported – by call type and by year – on an “excluding commissions” and “including

Workpapers Section B

commissions” basis. Results are also reported separately, by year and by call type, for service that includes Continuous Voice Biometric Identification.

Payment Processing costs have been calculated based on the annual capital costs and expenses directly associated with payment processing systems in use by the company. Costs associated with Web and IVR payments have been calculated and converted to a per-payment basis based on actual payment volumes in 2012 (the most recent data available). Additional costs directly caused by the use of a Live Agent have been calculated and converted to a per-payment basis based on actual payment data from 2012. Unit costs for each payment type are then calculated and reported.

Costs for Video Relay Service for Hearing Impaired customers are based on the costs to develop and implement the capability and on location-specific investment and expenses.

Pay Tel Communications, Inc.
Expenses
2012 - 2015

	2012 Expenses ¹	2012 Monthly	2013 Expenses ²	2013 Monthly	2014 Expenses	2014 Monthly	2015 Expenses	2015 Monthly
Non Usage-Sensitive								
Phone Lines/Bandwidth								
Maintenance and Repairs								
IT and Facility Technical Support								
Technology Licensing								
Jail Facility Systems Integration								
Jail Facility Systems Interface Programming								
General and Administrative								
Total Non Usage-Sensitive								
Usage Sensitive								
LD, SIP Usage								
Technology Licensing								
Total Usage-Sensitive, All Call Types								
Billing and Collection								
Validation								
Uncollectibles								
Total Usage-Sensitive, Collect/Prepaid Collect Call Specific								
Jail Facility Systems-Commisary Transfer Fee								
Total Usage-Sensitive, Debit Call Specific								
Third Party Continuous Voice Biometric Identification Fee, per Minute	\$0.0193		\$0.0193		\$0.0193		\$0.0193	

Notes:

(1) 2012 values based on 12/31/2012 audited financial statements.

(2) 2013 - 2015 projections based on the following:

Phone Lines/Bandwidth projected based on total usage.

Maintenance and repairs projected based on total usage.

IT and Facility Technical Support based on planned incremental additions (see Expense Additions Worksheet).

General and Administrative based on planned incremental additions (see Expense Additions Worksheet).

LD, SIP Usage projected based on total usage.

Technology Licensing based on total usage.

Technology Licensing - based on planned incremental expenditures (see Expense Additions Worksheet).

Billing and Collection projected based on Collect/Prepaid Collect Call usage.

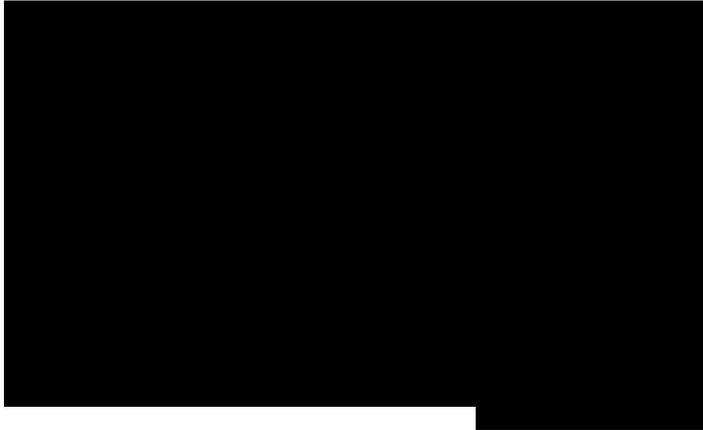
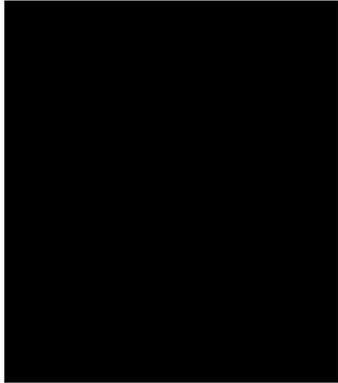
Validation projected based on Collect/Prepaid Collect Call usage.

Uncollectibles projected based on Collect/Prepaid Collect Call usage.

Jail Facility Systems-Commisary Transfer Fee based on actual 2012 amount and projected for 2013 - 2015 based on Debit Call usage.

Pay Tel Communications, Inc.
Planned Incremental Expenditures as of 6/30/13

2013 Q1 & Q2	2013 Q3	2013 Q4	2014 Q1	2014 Q2	2014 Q3	2014 Q4
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Pay Tel Communications, Inc.
Capitalized Assets
2012

	In Service 2012 ¹	Useful Life in Years	Annual Capital Costs ²	Monthly Capital Costs	Equivalent ACF
Direct Service and Support Assets:					
Jail Assets		5			
Capitalized Installation Costs		5			
Leasehold Improvements - IT		15			
Leasehold Improvements - Technical Support		15			
Computer Equipment - Data Ctr, DR		5			
Computer Equipment - Tech Support		5			
Software - IT		3			
Software - Tech Support		3			
Vehicles - Tech Support		5			
Total Direct Service & Support Assets					
Administrative Assets:					
Furniture and Fixtures		7			
Building Leasehold Improvements		15			
Office Equipment		5			
Software		3			
Vehicles - Administrative		5			
Total Administrative Assets					
Total					

Notes:

(1) 2012 values based on 12/31/2012 audited financial statements

(2) Annual Capital Costs based on the following assumptions:

Rate of Return	0.1125
Tax Rate	0.3925
Depreciation Period	Specific to Asset Class

**Pay Tel Communications, Inc.
Capitalized Assets
2013**

	In Service 2012 ¹	Net 2013 Increase (Decrease)	In Service 2013	Useful Life in Years	Annual Capital Costs ²	Monthly Capital Costs	Equivalent ACF
Direct Service and Support Assets:							
Jail Assets				5			
Capitalized Installation Costs				5			
Leasehold Improvements - IT				15			
Leasehold Improvements - Technical Support				15			
Computer Equipment - Data Ctr, DR				5			
Computer Equipment - Tech Support				5			
Software - IT				3			
Software - Tech Support				3			
Vehicles - Tech Support				5			
Total Direct Service & Support Assets							
Administrative Assets:							
Furniture and Fixtures				7			
Building Leasehold Improvements				15			
Office Equipment				5			
Software				3			
Vehicles - Administrative				5			
Total Administrative Assets							
Total							

Notes:

(1) 2012 values based on 12/31/2012 audited financial statements
Projected 2013 Increase (Decrease) based on existing commitments.

(2) Annual Capital Costs based on the following assumptions:

Rate of Return	0.1125
Tax Rate	0.3925
Depreciation Period	Specific to Asset Class

Pay Tel Communications, Inc.
Capitalized Assets
2014

	In Service 2013 ¹	Net 2014 Increase (Decrease)	In Service 2014	Useful Life in Years	Annual Capital Costs ²	Monthly Capital Costs	Equivalent ACF
Direct Service and Support Assets:							
Jail Assets				5			
Capitalized Installation Costs				5			
Leasehold Improvements - IT				15			
Leasehold Improvements - Technical Support				15			
Computer Equipment - Data Ctr, DR				5			
Computer Equipment - Tech Support				5			
Software - IT				3			
Software - Tech Support				3			
Vehicles - Tech Support				5			
Total Direct Service & Support Assets							
Administrative Assets:							
Furniture and Fixtures				7			
Building Leasehold Improvements				15			
Office Equipment				5			
Software				3			
Vehicles - Administrative				5			
Total Administrative Assets							
Total							

Notes:

(1) 2013 values based on 12/31/2012 audited financial statements and existing commitments. Projected 2014 Increase (Decrease) based on existing commitments.

(2) Annual Capital Costs based on the following assumptions:

Rate of Return	0.1125
Tax Rate	0.3925
Depreciation Period	Specific to Asset Class

Pay Tel Communications, Inc.
Capitalized Assets
2015

	In Service 2014 ¹	Net 2015 Increase (Decrease)	In Service 2015	Useful Life in Years	Annual Capital Costs ²	Monthly Capital Costs	Equivalent ACF
Direct Service and Support Assets:							
Jail Assets				5			
Capitalized Installation Costs				5			
Leasehold Improvements - IT				15			
Leasehold Improvements - Technical Support				15			
Computer Equipment - Data Ctr, DR				5			
Computer Equipment - Tech Support				5			
Software - IT				3			
Software - Tech Support				3			
Vehicles - Tech Support				5			
Total Direct Service & Support Assets							
Administrative Assets:							
Furniture and Fixtures				7			
Building Leasehold Improvements				15			
Office Equipment				5			
Software				3			
Vehicles - Administrative				5			
Total Administrative Assets							
Total							

Notes:

(1) 2014 values based on 12/31/2012 audited financial statements and existing commitments.
Projected 2015 Increase (Decrease) based on existing commitments.

(2) Annual Capital Costs based on the following assumptions:

Rate of Return	0.1125
Tax Rate	0.3925
Depreciation Period	Specific to Asset Class

Pay Tel Communications, Inc.
Planned Capital Investment as of 6/30/13

		2013 Q1 & Q2	2013 Q3	2013 Q4	2014 Q1	2014 Q2	2014 Q3	2014 Q4	2015 Q1	2015 Q2	2015 Q3	2015 Q4
Jail Assets		5										
Admin		5										
Computer room		5										
Tech Support Office Equipment		5										
Equipment/Software:												
Development												
	System	5										
	Server	5										
	SQL	5										
	Servers	5										
	Servers	5										
	Servers	5										
	Servers	5										
Corporate Phone System		5										
Equipment Refresh (Corporate and ITS)		5										
Facility Equipment		5										
Recording Enterprise	Servers	5										
DR		5										
		3										
		3										
Sonic Wall		3										
Total Add'l Capital												

Pay Tel Communications, Inc.
Traffic/Usage Projections

2012 Actuals

	Total	Debit	Collect
Billable Calls			
Billable Minutes			
Average Call Duration (min.)			

2013 Projected Net Increase (Decrease) in Minutes versus 2012 Baseline

	2013 Q1 All Minutes	2013 Q1 Debit Minutes	2013 Q1 Collect Minutes	2013 Q2 All Minutes	2013 Q2 Debit Minutes	2013 Q2 Collect Minutes	2013 Q3 All Minutes	2013 Q3 Debit Minutes	2013 Q3 Collect Minutes	2013 Q4 All Minutes	2013 Q4 Debit Minutes	2013 Q4 Collect Minutes
<i>Lost Locations</i>												
<i>Added Locations</i>												
2013 Contracted Locations												
<i>Projected Locations</i>												
Net Impact												
Projected Minutes												

2013 Averages

Total Minutes	
Debit Minutes	
Collect Minutes	

2014 Projected Net Increase (Decrease) in Minutes versus 2012 Baseline

	2014 Q1 All Minutes	2014 Q1 Debit Minutes	2014 Q1 Collect Minutes	2014 Q2 All Minutes	2014 Q2 Debit Minutes	2014 Q2 Collect Minutes	2014 Q3 All Minutes	2014 Q3 Debit Minutes	2014 Q3 Collect Minutes	2014 Q4 All Minutes	2014 Q4 Debit Minutes	2014 Q4 Collect Minutes
<i>Lost Locations</i>	[REDACTED]											
<i>Added Locations</i>	[REDACTED]											
2013 Contracted Locations	[REDACTED]											
<i>Projected Locations</i>	[REDACTED]											
Net Impact	[REDACTED]											
Projected Minutes	[REDACTED]											
2014 Averages	[REDACTED]											
Total Minutes	[REDACTED]											
Debit Minutes	[REDACTED]											
Collect Minutes	[REDACTED]											

2015 Projected Net Increase (Decrease) in Minutes versus 2012 Baseline

	2015 Q1 All Minutes	2015 Q1 Debit Minutes	2015 Q1 Collect Minutes	2015 Q2 All Minutes	2015 Q2 Debit Minutes	2015 Q2 Collect Minutes	2015 Q3 All Minutes	2015 Q3 Debit Minutes	2015 Q3 Collect Minutes	2015 Q4 All Minutes	2015 Q4 Debit Minutes	2015 Q4 Collect Minutes
<i>Lost Locations</i>	[REDACTED]											
<i>Added Locations</i>	[REDACTED]											
2013 Contracted Locations	[REDACTED]											
<i>Projected Locations</i>	[REDACTED]											
Net Impact	[REDACTED]											
Projected Minutes	[REDACTED]											
2015 Averages	[REDACTED]											
Total Minutes	[REDACTED]											
Debit Minutes	[REDACTED]											
Collect Minutes	[REDACTED]											

Pay Tel Communications, Inc.
Payment Processing Costs

Cost per Payment, Web and IVR Payments	\$3.14
Additional Cost per Payment with Live Agent	\$3.40
Total Cost per Payment with Live Agent	\$6.55

Pay Tel Communications, inc.
Costs Incurred for All Payments

Cost Components
Web/IVR Payment

Merchant Account Processor

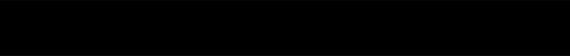
Average Number of Payments/Month
Average Dollar Amount of Payments Submitted/Month
Average Adjustments & Fees/Month
Average Chargebacks/Month

Fee per Payment

Chargeback Amount per Payment

Payment Gateway

Number of Free Transactions/Month
Average Number of Additional Transactions/Month
Average Total number of Transactions
Average Monthly Number of Batches


Monthly Gateway Fee
Fraud Detection Fee
Total Fees

Gateway Fee per Payment

PCI Equipment/Software

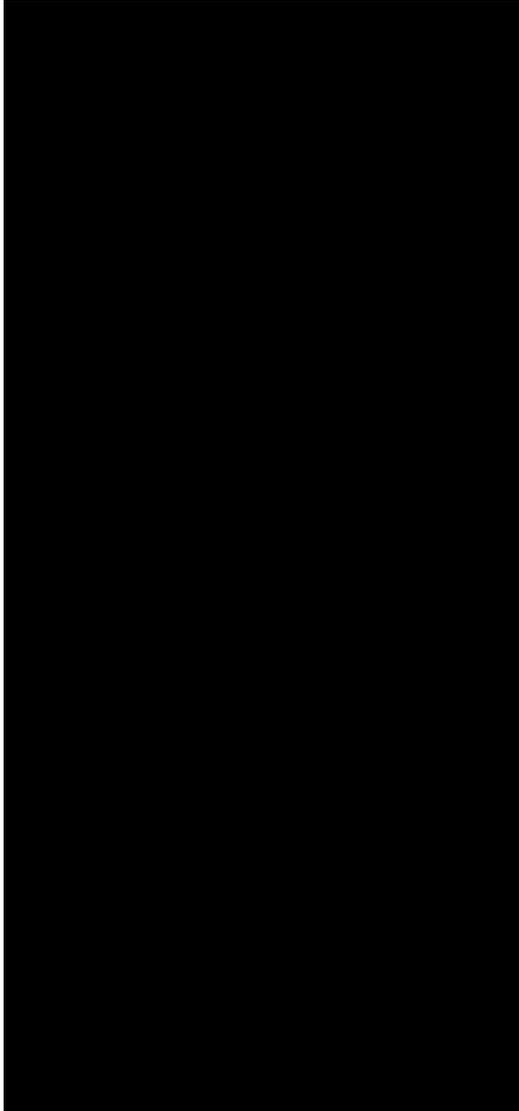
Capitalized PCI Equipment and Software Cost/Month

PCI Cost per Payment

PCI Compliance

Monthly Cost

Compliance Testing Cost per Payment



Fraud Management and Refund Processing

In-house Management, labor cost
Monthly Salary

Cost per Payment

In-House Call Center, Refund Processing

Average Monthly Hours
Percentage of Refunds Associated with Credit Transactions
Average Monthly Hours Associated with Credit Refunds
Hourly Wage
Average Monthly Cost

Cost per Payment

In-House Call Center, Response to Payment-Related Inquiries

Average Monthly Hours Related to Payment Processing
Hourly Wage (with benefits)
Average Monthly Cost

Cost per Payment

IT Monitoring

IT Monitoring, labor cost
Monthly Salary
Percentage of Time Allocated to Task
Monthly Cost

Cost per Payment

Telephone and Broadband

Broadband Connection

Dedicated Toll Free Service (800 #)

Average Monthly Usage

Total Calls
Calls Associated with Payments
Percentage of Calls Associated with Payments

Monthly 800 Cost Associated with Payments

Cost per Payment, 800 Service and Broadband



Credit Card Systems Development (IVR and Web Capability)

Total In-House Labor Cost, Initial System Development
Total Vendor Cost, Initial System Development
Total, Initial System Development

Projected Useful Life of Initial System (years)
Annual Cost of Initial System

Annual Cost of System Enhancements

Total Annual Cost of System

Cost per Payment

Administrative Costs

Monthly Administrative Costs, Not Included in
Calling Service Cost Analysis

Cost per Payment

Total Costs per Payment



Pay Tel Communications, Inc.
Call Center-Related Costs

2012 Actuals

Third Party Call Center

	Number of Payments	Third Party Charges Expense	Charge per Payment
June			
July			
Aug			
Sep			
Oct			
Nov			
Dec			

Average Monthly Charge, Third Party Call Center			
Average Number of Payments, Third Party			
Cost per Payment			

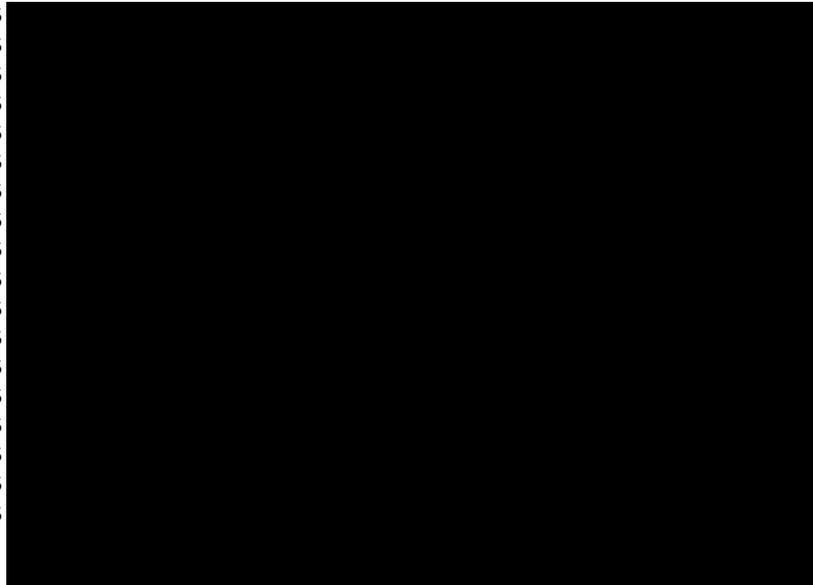
In-House Call Center, Additional Payment-Related Activity

Average Monthly Hours Related to Payment Processing			
Hourly Wage (with benefits)			
Average Monthly Cost			
Cost per Payment			
Additional Cost/Payment using Live Agent			

Pay Tel Communications, Inc.
PCI Investment Worksheet

	Useful Life	Investment	Annual Capital Cost	Monthly Capital Cost	ACF Equivalent
GLASS WALL CUSTOMER SERVICE	20				
PCI - TERMINAL SYSTEMS	5				
PCI - VIDEO CABLES	5				
PCI - TERMINAL MONITORS	5				
PCI - SAMSUNG ZERO CLIENT PYMT STATION	5				
PCI - CABLES	5				
PCI - R420 SERVERS FOR IVR	5				
PCI - R420 SERVERS FOR IVR	5				
PCI - R420 SERVERS FOR IVR	5				
PCI - R420 SERVERS FOR IVR	5				
PCI - R720 SQL SERVER	5				
PCI - R720 SQL SERVER	5				
PCI - CISCO 3750 SWITCH	5				
PCI - MEDIA BOARDS	5				
PCI - MEDIA BOARDS	5				
PCI - NETSHELTER PWR CONVERSION	5				
PCI - CISCO 5505	5				
PCI - (15) CISCO 5505	5				
PCI - CISCO 5505	5				
PCI - CISCO 5505	5				
PCI - RHEL TENABLE & SNORT	5				
PCI - WIRELESS SECUR SECURITY	5				
PCI - CABLES	5				
PCI - CABLES	5				
PCI - PC	5				
PCI - MGMT PC	5				
PCI - MGMT PC	5				
PCI - PC MGMT	5				

PCI - WEB APPWALL	5
PCI - (15) 600GB FC DISK EMC	5
PCI - ESXI SERVER	5
PCI - ESXI SERVER	5
PCI - ESXI SERVER	5
PCI - MICROSOFT WINDOWS	5
PCI - RED HAT SW	5
PCI - SOFTWARE	5
PCI - VARROW	5
PCI - VSPHERE/VSHIELD	5
PCI - TENABLE NETWRK SECURITY SCANNER	5
PCI - PROGRAMMING	5
PCI - SQL SERVER	5
PCI - VMWARE	5
PCI - DEEP SECURITY SUITE	5
PCI - LABOR	5
PCI CONSULTING CHGS	5
PCI - PROGRAMMING	5



Notes:

(1) Annual Capital Costs based on the following assumptions:

Rate of Return	0.1125
Tax Rate	0.3925
Depreciation Period	Specific to Asset Class

	April	June	July	August	September	October	November	December	Total	Monthly Average
Merchant Account Services Volumes (2012 Actuals)										
Number of Payments Submitted (including Refunds)										
Dollar Amount of Payments Submitted (excluding Refunds)										
Dollar Amount of Adjustments/Fees										
Dollar Amount of Chargebacks										
Payment Gateway Volumes (2012 Actuals)										
Number of Free Transactions										
Number of Add'l Transactions										
Total Transactions										
Number of Batches										
Gateway Fee										
Fraud Detection Fee										
Total Fees										

Pay Tel Communications, Inc.
Credit Card Payment System Development

In-House Tasks

	A	B	C	D	E	F	Job Functions		I	J	K	L	TOTAL
							G	H					
JAN - AUGUST 2006													
2/9/06 Orig Flow Chart													
3/9/06 Draft Flow Chart													
5/1/06 Spanish Prompts													
6/27/06 Revised Flow Chart													
7/6/2006 Telecheck Integration													
7/13/2006 Settlement/Clearing Live													
8/31/06 Testing Web Payment Page													
Total Hours													
hourly rate 1/31/06													
payroll cost 2006													
payroll + benefit cost 2006													
SEPT 06 - JULY 07													
10/26/06 Potential Fraud Criteria													
11/8/2006 Virtual Terminal Install for CSR													
11/10/06 Web Payment Fraud update													
11/8-11/22/06 Web/IVR Fraud Criteria Updates													
11/27/06 Fraud Criteria Flow Chart													
12/14-12/21/06 Web/IVR Fraud Criteria Revised													
12/20/2006 Fee changed from \$5.00 - \$8.00													
1/4/07 Web/IVR Fraud update													
1/4/07 Changes to IVR Prompts													
1/4/07 - 1/8/07 Issues with Virtual Terminal													
1/8/2007 Changes to IVR Prompts													
1/9/07-1/10/07 Web Fraud Criteria Updated													
1/11-1/17/07 Updates to Web-IVR fraud Criteria													
1/17-01/19/07 Changes to IVR Prompts													
1/22-2/23/07 Updates to Web/IVR Fraud Reports													
2/28-3/14/07 IVR Enhancement													
3/16/07 Revised Fraud Criteria and Fraud Flow Chart													
3/19-4/11/07 Updates to Web/IVR Fraud Report & Criteria													
3/22/07 Changes to CC Confirm Page													
3/23-4/11/07 Modify Web/IVR Fraud Criteria													
3/27-4/9/07 Changes to Declined Check Process													
4/16-4/21/07 Voiding Transaction from Batch													
4/25/07 Changes to IVR Call Flow & Fee from \$8-\$6 & Check Receipt													
5/4/2007 Add Check on web Page													
Total Hours													
hourly rate 3/29/07													
payroll cost 2007													
payroll + benefit cost 2007													
AUGUST 07 - JANUARY 08													
8/1/07 Changes Made to Allow Business Checks													
8/29/07 AutoPayTel													
8/29-10/10/07 Variable for Monitoring Fraud Document													
8/29-10/10/07 Overview of changes IVR													
9/20-10/03/07 Web changes to fraud criteria													
Total Hours													
hourly rate 7/24/07													
payroll cost 2007													
payroll + benefit cost 2007													

JANUARY 08 - JULY 08
3/7/08 IVR Prompt Changes
4/1/08 Web Fraud Changes
4/9-4/10/08 IVR Fraud Changes
3/26-4/21/08 Revised Web/IVR Fraud Criteria
4/28-5/1/08 Revised Web/IVR Fraud Criteria
5/23/08 Changes to Vox Recordings & 800 line
10/27-11/26/08 Fraud Criteria - 912 area code

Total Hours

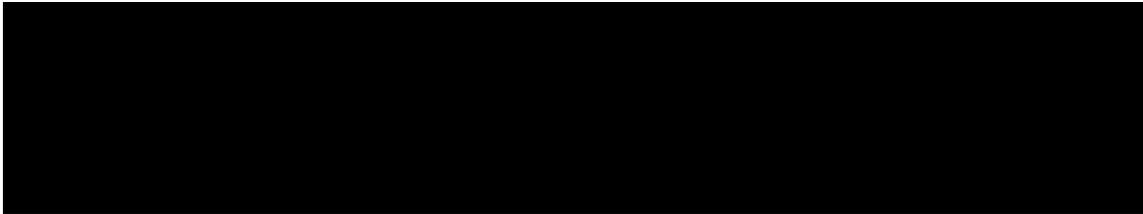
hourly rate 12/31/07
payroll cost 2007
payroll + benefit cost 2007

OCTOBER 10 - FEBRUARY 11
12/27/10-1/7/11 - Fraud Criteria - Cash Only Issue
2/24-3/3/11 Flow Chart Change - min payment removed & vox changes

Total Hours

hourly rate 12/31/10
payroll cost 2010
payroll + benefit cost 2010

Total payroll cost
Total payroll + benefit cost

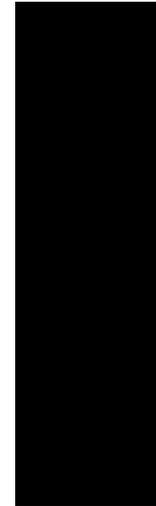


Pay Tel Communications, Inc.
Credit Card Payment System Development

Vendor Tasks

5/18/06 change direct pay ivr mininum
5/18/06 quote - implement telecheck web page for settlement of check pymts via ivr & internet
5/15/06 ivr and telephone system message recording
2/18/06 quote for telech webservice integration into direct pay ivr with speech recognition
2/16/06 quote for telecheck webservices integration into direct pay ivr
11/16/06 modify hostpay web pages for fraud detection reports
12/6/06 quote to modify direct pay ivr prompts, fee amount and add fraud criteria scan
12/6/06 quote - modify direct pay ivr to track credit card declines
12/8/06 modify direct pay ivr to track credit card declines
12/8/06 modify direct pay ivr prompts, fee amount, and add fraud criteria scan
12/8/06 modify hostpay credit card page to monitor fraud activity
1/16/07 modify direct pay ivr prompts, database and output files
12/7/07 accepting of transferred call with in-band signaling
3/31/08 IVR Fraud Changes and transfer with ANI modification

Total



Pay Tel Communications, Inc.
Video Relay Service for Hearing Impaired

Initial Program Setup

IT Program Development [REDACTED]

**Capital Investment per Facility
(with video recording capability, 2 units per location)**

	Unit Investment	Units	Total Investment
Video Station Housing	\$600	[REDACTED]	[REDACTED]
Monitor	\$300	[REDACTED]	[REDACTED]
Server	\$4,000	[REDACTED]	[REDACTED]
Installation		[REDACTED]	[REDACTED]

Monthly Expense

Broadband
Maintenance and Repairs
IT & Technical Support
General and Administrative
Total Monthly Expense [REDACTED]

The costs outlined on this page are the estimated costs for Pay Tel to provide the equipment required to interface with an existing Video Relay Service such as Sorenson.