

BULLETIN #5
ATTACHMENT 4

2008 Inmate Telephone Call Duration Breakdown by Minutes	
Durations	% of Total Calls
1 - 5 Minutes	40%
5 - 10 Minutes	20%
10 - 15 Minutes	13%
15 - 20 Minutes	9%
20 - 25 Minutes	12%
25 - 30 Minutes	5%
Greater than 30 minutes	1%

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2009 Inmate Telephone Call Duration Breakdown by Minutes		
Durations	% of Total Calls	Number of IVR Calls to PD and APD (included in total # of calls)
1 - 5 Minutes	40.16%	147,275
5 - 10 Minutes	19.04%	10,548
10 - 15 Minutes	12.54%	1,893
15 - 20 Minutes	8.88%	615
20 - 25 Minutes	6.33%	230
25 - 30 Minutes	10.00%	133
Greater than 30 minutes	3.05%	264
TOTAL # OF CALLS		160,958

*** NOTE: IVR DID NOT COME INTO EXISTENCE UNTIL MARCH 2009, SO THESE NUMBERS REFLECT ALL CALLS, INCLUDING THOSE TO THE PUBLIC AND ALTERNATE PUBLIC DEFENDER.

EXHIBIT B – TELEPHONE RATES & PAYMENT SCHEDULE

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INMATE & JUVENILE TELEPHONE SERVICES

A. TELEPHONE RATES

	PREPAID CALLS					COLLECT CALLS			
	LOCAL (0 - 20 miles)	INTRA-LATA	INTER-LATA	INTER-STATE	INTERNATIONAL	LOCAL * (0 - 20 miles)	INTRA-LATA *	INTER-LATA	INTER-STATE
	Rate	Rate	Rate	Rate	Rate	Rate	Rate	Rate	Rate
DAY (8.01am to 5.00pm)									
1st Minute including all fees and surcharges	3.19	3.19	3.32	4.63	No Set Up Fees	3.54	3.54	3.69	4.85
Each Additional Minute	0.09	0.09	0.62	0.80	See Per minute rates attached	0.10	0.10	0.69	0.89
EVENING (5.01pm to 11.00pm)									
1st Minute including all fees and surcharges	3.19	3.19	3.32	4.63	No Set Up Fees	3.54	3.54	3.69	4.85
Each Additional Minute	0.09	0.09	0.62	0.80	See Per minute rates attached	0.10	0.10	0.69	0.89
NIGHT (11.01pm to 8.00am the following day)									
1st Minute including all fees and surcharges	3.19	3.19	3.32	4.63	No Set Up Fees	3.54	3.54	3.69	4.85
Each Additional Minute	0.09	0.09	0.62	0.80	See Per minute rates attached	0.10	0.10	0.69	0.89
WEEKENDS (Saturdays & Sundays 8.01am to 8.00am the following day)									
1st Minute including all fees and surcharges	3.19	3.19	3.32	4.63	No Set Up Fees	3.54	3.54	3.69	4.85
Each Additional Minute	0.09	0.09	0.62	0.80	See Per minute rates attached	0.10	0.10	0.69	0.89

* See attached Rate Schedule for actual Rate Computation for different Local, Intra-Lata, Collect, Time of the Day and Distance Calls. The per minute rates shown are averages based on current call data.

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COUNTRY CODE	COUNTRY	PER MIN RATE	COUNTRY CODE	COUNTRY	PER MIN RATE
7	RUSSIA	2.00	354	ICELAND	2.00
20	EGYPT (ARAB REPUBLIC OF)	2.00	355	ALBANIA	2.00
27	SOUTH AFRICA (REPUBLIC OF)	2.00	356	MALTA	2.00
30	GREECE	1.25	357	CYPRUS (REPUBLIC OF)	2.00
31	NETHERLANDS (KINGDOM OF THE)	1.25	358	FINLAND	1.25
32	BELGIUM	1.25	359	BULGARIA (REPUBLIC OF)	2.00
33	FRANCE/MONOCO	1.25	370	LITHUANIA (REPUBLIC OF)	2.00
33	MONACO/FRANCE	1.25	371	LATVIA (REPUBLIC OF)	2.00
34	SPAIN/BALERIC ISLANDS/CANARY ISLANDS	1.25	372	ESTONIA (REPUBLIC OF)	2.00
36	HUNGARY (REPUBLIC OF)	2.00	373	MOLDOVA (REPUBLIC OF)	2.00
39	ITALY/VATICAN CITY	1.25	374	ARMENIA (REPUBLIC OF)	2.00
40	ROMANIA	2.00	375	BELARUS (REPUBLIC OF)	2.00
41	SWITZERLAND/LIECHTENSTEIN	1.25	376	ANDORRA	1.25
41	LICHTENSTEIN/SWITZERLAND	1.25	377	MONACO (PRINCIPALITY OF)	1.25
42	SLOVAKIA/CZECH REPUBLIC	2.00	378	SAN MARINO (REPUBLIC OF)	2.00
42	CZECH REPUBLIC/SLOVAKIA	2.00	379	VATICAN CITY STATE (ITALY)	1.25
43	AUSTRIA	1.25	380	UKRAINE	2.00
44	ENGLAND (UNITED KINGDOM)	1.25	381	YUGOSLAVIA & SERBIA (FEDERAL REPUBLIC OF)	2.00
44	GREAT BRITAIN (UNITED KINGDOM)	1.25	381	SERBIA & YUGOSLAVIA	2.00
44	UNITED KINGDOM OF GREAT BRITAIN & NORTHERN IR	1.25	385	CROATIA (REPUBLIC OF)	2.00
45	DENMARK/PALM ISLAND	1.25	386	SLOVENIA (REPUBLIC OF)	1.25
45	PALM ISLAND/DENMARK	1.25	387	BOSNIA AND HERZEGOVINA (REPUBLIC OF)	2.00
46	SWEDEN	1.25	389	MACEDONIA	2.00
47	NORWAY	1.25	420	CZECH REPUBLIC	2.00
48	POLAND (REPUBLIC OF)	2.00	421	SLOVAK REPUBLIC	2.00
49	GERMANY (FEDERAL REPUBLIC OF)	1.25	441	BERMUDA	1.25
51	PERU	2.00	473	GRENADA	2.00
52	MEXICO - ALL BANDS	1.25	500	FALKLAND ISLANDS (MALVINAS)	3.00
53	GUANTANAMO/CUBA	2.00	500	MALVINAS (FALKLAND ISLAND)	3.00
53	CUBA/GUANTANAMO	2.00	501	BELIZE	2.00
53	CHRISTMAS ISLAND	2.00	502	GUATEMALA (REPUBLIC OF)	2.00
54	ARGENTINE REPUBLIC	2.00	503	EL SALVADOR (REPUBLIC OF)	2.00
55	BRAZIL (FEDERATIVE REPUBLIC OF)	2.00	504	HONDURAS (REPUBLIC OF)	2.00
56	CHILE	1.25	505	NICARAGUA	2.00
56	EASTER ISLAND	1.25	506	COSTA RICA	2.00
57	COLOMBIA (REPUBLIC OF)	2.00	507	PANAMA (REPUBLIC OF)	2.00
58	VENEZUELA (REPUBLIC OF)	2.00	508	MIQUELON/ST. PIERRE	2.00
60	MALAYSIA	2.00	508	ST PIERRE/MIQUELON	2.00
61	AUSTRALIA	1.25	509	HAITI (REPUBLIC OF)	2.00
61	COCOS-KEELING ISLANDS	1.25	590	GADELOUPE (FRENCH DEPARTMENT OF)	2.00
62	INDONESIA (REPUBLIC OF)	2.00	591	BOLIVIA (REPUBLIC OF)	2.00
63	PHILIPPINES (REPUBLIC OF THE)	2.00	592	GUYANA	2.50
64	NEW ZEALAND	1.25	593	ECUADOR	2.00
64	CHATHAM ISLAND	1.25	594	FRENCH GUIANA	2.00
65	SINGAPORE (REPUBLIC OF)	1.25	595	PARAGUAY (REPUBLIC OF)	2.00
66	THAILAND	2.00	596	MARTINIQUE/FRENCH ANTILLES	2.00
81	JAPAN	1.25	596	FRENCH ANTILLES/MARTINIQUE	2.00
82	KOREA -SOUTH	1.25	597	SURINAME	3.00
84	VIET NAM (SOCIALIST REPUBLIC OF)	3.00	598	URUGUAY (EASTERN REPUBLIC OF)	2.00
86	CHINA (PEOPLE'S REPUBLIC OF)	2.00	599	NETHERLANDS ANTILLES	2.00
90	TURKEY	2.00	599	CURACAO	2.00
91	INDIA (REPUBLIC OF)	2.00	649	TURKS/CAICOS	2.00
92	PAKISTAN (ISLAMIC REPUBLIC OF)	2.50	649	CAICOS/TURKS	2.00
93	AFGHANISTAN	4.00	664	MONTSERRAT	2.00
94	SRI LANKA (DEMOCRATIC SOCIALIST REPUBLIC OF)	2.50	670	NO MARIANA ISLANDS	2.00
95	MYANMAR/BURMA	3.00	670	MARIANA ISLANDS	2.00
95	BURMA/MYANMAR	3.00	670	EAST TIMOR	2.00
98	IRAN (ISLAMIC REPUBLIC OF IRAN)	3.00	671	NORFOLK ISLAND (AUSTRALIAN EXTERNAL TERRITORI	1.25
212	MOROCCO (KINGDOM OF)	2.00	671	GUAM	1.25
213	ALGERIA	2.00	672	CHRISTMAS & COCOAS (AUSTRALIAN EXTERNAL TERRI	2.00
216	TUNISIA	2.00	672	AUSTRALIAN EXTERNAL TERRITORIES	2.00
218	LIBYA (SOCIALIST PEOPLE'S LIBYAN ARAB JAMAHIR	2.00	672	NORFOLK ISLAND	2.00
220	GAMBIA (REPUBLIC OF THE)	2.00	672	ANTARCTICA	2.00
221	SENEGAL (REPUBLIC OF)	3.00	673	BRUNEI DARUSSALAM	2.00
222	MAURITANIA (ISLAMIC REPUBLIC OF)	2.50	674	NAURU (REPUBLIC OF)	3.00
223	MALI (REPUBLIC OF)	3.00	675	PAPUA NEW GUINEA	2.00
224	GUINEA (REPUBLIC OF)	2.50	676	TONGA (KINGDOM OF)	3.00

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COUNTRY CODE	COUNTRY	PER MIN RATE	COUNTRY CODE	COUNTRY	PER MIN RATE
225	IVORY COAST (COTE D' IVOIRE)	3.00	677	SOLOMON ISLANDS	3.00
225	COTE D' IVOIRE (IVORY COAST)	3.00	678	VANUATU (REPUBLIC OF)	3.00
226	BURKINA FASO	2.00	679	FIJI (REPUBLIC OF)	2.50
227	NIGER (REPUBLIC OF THE)	2.50	680	PALAU (REPUBLIC OF)	3.00
228	TOGOLESE REPUBLIC	2.50	681	WALLIS & FUTUNA (TERRITOIRE FRANÇAISE D'OUTRE	2.00
229	BENIN (REPUBLIC OF)	2.00	682	COOK ISLANDS	4.00
230	MAURITIUS (REPUBLIC OF)	3.00	683	NIUE	4.00
231	LIBERIA (REPUBLIC OF)	2.00	684	AMERICAN SAMOA	2.00
232	SIERRA LEONE	2.50	685	WESTERN SAMOA (INDEPENDENT STATE OF)	2.50
233	GHANA	2.00	686	KIRIBATI/KIRGHZIA	3.00
234	NIGERIA (FEDERAL REPUBLIC OF)	2.00	687	NEW CALEDONIA (TERRITOIRE FRANÇAISE D'OUTRE-M	2.50
235	CHAD (REPUBLIC OF)	4.00	688	TUVALU	3.00
236	CENTRAL AFRICAN REPUBLIC	3.00	689	TERRITOIRE FRANCAISE D' OUTRE-MER (FRENCH POL	3.00
237	CAMEROON (REPUBLIC OF)	2.50	689	FRENCH POLYNESIA (TERRITOIRE FRANÇAISE D'OUTR	3.00
238	CAPE VERDE (REPUBLIC OF)	2.00	690	TOKELAU	2.50
239	SAO TOME AND PRINCIPE (DEMOCRATIC REPUBLIC OF	4.00	691	MICRONESIA (FEDERATED STATES OF)	2.50
240	EQUATORIAL GUINEA (REPUBLIC OF)	4.00	692	MARSHALL ISLANDS (REPUBLIC OF THE)	2.00
241	GABONESE REPUBLIC	2.50	758	ST LUCIA	2.00
242	CONGO (REPUBLIC OF THE)	2.50	767	DOMINICA	2.00
242	BAHAMAS	1.25	784	ST VINCENT GRENADINES UNION ISLAND	2.00
243	ZAIRE (REPUBLIC OF)	2.50	784	UNION ISLAND/ST VINCENT	2.00
243	CONGO (DEM REPUBLIC OF)	2.50	787	PUERTO RICO	1.25
244	ANGOLA (REPUBLIC OF)	2.50	808	WAKE ISLAND	1.25
245	GUINEA-BISSAU (REPUBLIC OF)	2.50	808	MIDWAY ISLAND	1.25
246	BARBADOS	2.00	809	DOMINICAN REP.	1.25
246	DIEGO GARCIA	3.00	850	KOREA - NORTH	3.00
247	ASCENSION	3.00	852	HONG KONG	1.25
248	SEYCHELLES (REPUBLIC OF)	3.00	853	MACAU	2.00
249	SUDAN (REPUBLIC OF THE)	2.50	855	CAMBODIA (KINGDOM OF)	3.50
250	RWANDESE REPUBLIC	3.00	856	LAO PEOPLE'S DEMOCRATIC REPUBLIC	3.50
251	ETHIOPIA (FEDERAL DEMOCRATIC REPUBLIC OF)	3.00	868	TABAGO/TRINIDAD	2.00
252	SOMALI DEMOCRATIC REPUBLIC	3.00	868	TRINIDAD/TABAGO	2.00
253	DJIBOUTI (REPUBLIC OF)	2.50	869	ST KITTS/NEVIS	2.00
254	KENYA (REPUBLIC OF)	2.00	869	NEVIS/ST. KITTS	2.00
255	TANZANIA (UNITED REPUBLIC OF)	2.00	870	INMARSAT (SNAC)	25.00
255	ZANZIBAR	2.00	871	INMARSAT (ATLANTIC OCEAN-EAST)	25.00
256	UGANDA (REPUBLIC OF)	2.00	872	INMARSAT (PACIFIC OCEAN)	25.00
257	BURUNDI (REPUBLIC OF)	3.00	873	INMARSAT (INDIAN OCEAN)	25.00
258	MOZAMBIQUE (REPUBLIC OF)	2.50	874	INMARSAT (ATLANTIC OCEAN-WEST)	25.00
260	ZAMBIA (REPUBLIC OF)	2.00	876	JAMAICA	2.00
261	MADAGASCAR (REPUBLIC OF)	3.00	880	BANGLADESH (PEOPLE'S REPUBLIC OF)	2.50
262	REUNION (FRENCH DEPARTMENT OF)	3.00	886	TAIWAN	1.25
262	FRENCH DEPARTMENT OF REUNION	3.00	939	PUERTO RICO	NULL
263	ZIMBABWE (REPUBLIC OF)	2.00	960	MALDIVES (REPUBLIC OF)	3.00
264	NAMIBIA (REPUBLIC OF)	2.00	961	LEBANON	2.50
264	ANGUILLA	2.00	962	JORDAN (HASHEMITE KINGDOM OF)	2.50
265	MALAWI	2.00	963	SYRIAN ARAB REPUBLIC	2.50
266	LESOTHO (KINGDOM OF)	2.00	964	IRAQ (ISLAMIC REPUBLIC OF IRAQ)	3.00
267	BOTSWANA (REPUBLIC OF)	2.00	965	KUWAIT (STATE OF)	2.50
268	ANTIGUA/BARBUDA	2.00	966	SAUDI ARABIA (KINGDOM OF)	2.50
268	SWAZILAND (KINGDOM OF)	2.00	967	YEMEN ARAB REPUBLIC	2.50
268	BARBUDA	2.00	968	SULTANATE OF OMAN	2.50
269	MAYOTTE ISLAND/COMOROS	3.00	968	OMAN (SULTANATE OF)	2.50
269	COMOROS/MAYOTTE ISLAND	3.00	970	PALESTINIAN SETTLEMENTS	2.00
284	BRITISH VIRGIN ISLANDS	2.00	971	UNITED ARAB EMIRATES (UAE)	2.00
290	ST HELENA	3.00	972	ISRAEL (STATE OF)	1.25
291	ERITREA	3.00	973	BAHRAIN (STATE OF)	2.00
297	ARUBA	2.00	974	QATAR (STATE OF)	2.50
298	DENMARK (FAREOE ISLANDS)	1.25	975	BHUTAN (KINGDOM OF)	3.00
298	FAREOE ISLANDS (DENMARK)	1.25	976	MONGOLIA	3.50
299	GREENLAND (DENMARK)	2.00	977	NEPAL	3.00
340	US VIRGIN ISLANDS	1.25	992	TAJIKISTAN	2.50
345	CAYMAN ISLANDS	2.00	994	AZERBAIJANI REPUBLIC	2.00
350	GIBRALTER	2.00	995	GEORGIA	2.50
351	PORTUGAL/MADERA/AZORES	1.25	996	KYRGYZ REPUBLIC	2.50
352	LUXEMBOURG	1.25	996	TURKMENISTAN	2.50
353	IRELAND	1.25	998	UZBEKISTAN (REPUBLIC OF)	2.00