

Exhibit No.:
Issue: Remote Call Forward
Witness: Arthur P. Martinez
Sponsoring Party: CenturyTel of Missouri, LLC &
Spectra Communications
Group, LLC d/b/a CenturyTel
Type of Exhibit: Direct Testimony
Case No.: TC-2007-0307
Date Testimony Prepared: May 21, 2007

CENTURYTEL OF MISSOURI, LLC
and
SPECTRA COMMUNICATIONS GROUP, LLC
d/b/a CENTURYTEL

DIRECT TESTIMONY

OF

ARTHUR P. MARTINEZ

CASE NO. TC-2007-0307

**BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI**

In the Matter of CenturyTel of Missouri,)
LLC and Spectra Communications Group,)
LLC d/b/a CenturyTel Tariff Filings to)
Grandfather Remote Call Forward Services)
To Existing Customers and Existing)
Locations.)

Case No. TC-2007-0307
Tariff Nos. JI-2007-0498
 JI-2007-0499

AFFIDAVIT OF ATHUR P. MARTINEZ

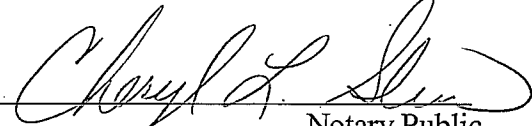
STATE OF MISSOURI)
) ss.
COUNTY OF COLE)

I, **Arthur P. Martinez**, of lawful age and being duly sworn, state as follows:

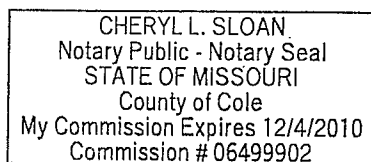
1. My name is Arthur P. Martinez. I am presently Region Director of Government Relations for CenturyTel of Missouri, LLC and Spectra Communications Group, LLC d/b/a CenturyTel.
2. Attached hereto and made a part hereof for all purposes is my Direct Testimony in the above-referenced case.
3. I hereby swear and affirm that my statements contained in the attached testimony are true and correct to the best of my knowledge, information and belief.


Arthur P. Martinez

Subscribed and sworn to before me this 21st day of May, 2007.


Notary Public

My Commission expires: 12-4-2010
(SEAL)



1 **DIRECT TESTIMONY**

2 **OF**

3 **ARTHUR P. MARTINEZ**

4 **CASE NO. TC-2007-0307**

5
6 **Identification of Witness**

7 **Q. Please state your name and business address.**

8 A. My name is Arthur P. Martinez. My business address is 220 Madison Street, Jefferson City,
9 Missouri 65101.

10 **Q. Please state your current employment and on whose behalf are you testifying in this**
11 **proceeding.**

12 A. I am the Region Director of Government Relations for CenturyTel of Missouri, LLC and
13 Spectra Communications Group, LLC d/b/a CenturyTel, collectively referred to herein as
14 "CenturyTel". I am testifying on CenturyTel's behalf in this proceeding.

15 **Q. Please describe your educational background and business/regulatory experience.**

16 A. I graduated from New Mexico State University with a Bachelor of Business Administration
17 with a major in Managerial Finance and a Masters of Arts Degree in Economics with an
18 emphasis in Regulatory Economics. I began my telecommunications career in 1993 as a
19 staff member with the Telecommunications Division of the New Mexico State Corporation
20 Commission ("NMSCC").¹ After leaving the NMSCC I worked for two independent rural
21 telephone companies in positions ranging from Operations Manager to that of General
22 Manager; my duties included regulatory and legislative affairs. I have been employed by

¹ In 1999 the New Mexico State Corporation Commission was combined with the New Mexico Public Utilities Commission to form the newly created New Mexico Public Regulation Commission.

1 CenturyTel for five years, working first in Colorado and now in Missouri. In 2007 I was
2 promoted to Region Director-Government Relations and have responsibility for regulatory
3 and legislative affairs in the states of Missouri, Oregon, and Washington. I previously have
4 testified in a number of regulatory proceedings before this Commission.

5 **PURPOSE OF TESTIMONY**

6 **Q. What is the purpose of your testimony?**

7 A. The purpose of my testimony is to present and further support CenturyTel's January 19,
8 2007 tariff filings to grandfather its Remote Call Forward (RCF) service to existing
9 customers at existing locations; and respectfully request the Missouri Public Service
10 Commission ("Commission") find that CenturyTel is not required to fill Socket Telecom,
11 LLC's ("Socket") subsequent orders for CenturyTel's RCF service. In support of
12 CenturyTel's position, I will provide an overview of the fraud and abuses CenturyTel has
13 experienced through its offering of RCF service in recent years, while CenturyTel witness
14 Mr. Ralph P. Teasley will provide a more thorough technical account of the fraud and
15 abuses of CenturyTel's RCF service. I will also provide testimony showing why the RCF
16 service is obsolete due to technology changes. Finally, I will discuss why
17 telecommunications carriers should be allowed to introduce, grandfather, or withdraw retail
18 telecommunications services; and, more importantly, why competing carriers should not be
19 allowed to interfere in the introduction, grandfathering, or withdrawal of retail
20 telecommunications services of its competitors.

21 **Q. Briefly describe CenturyTel's RCF service?**

22 A. As identified in CenturyTel's local exchange tariff, Schedule APM #1, RCF service is a
23 local switch-based telephone number forwarding service. With RCF, the end user has no

1 actual telephone or telephone equipment associated with the telephone number assigned to
2 the end user. Rather, any call to the number terminates in the CenturyTel switch to which
3 the number is assigned and then CenturyTel automatically forwards the call to the telephone
4 number associated with a distant end user location specified by the customer. Like Foreign
5 Exchange Service (FX), RCF is typically used by businesses that want to provide a local
6 number for customers to call without actually having a physical presence in the local area.
7 With RCF the customer pays for the local service, the RCF feature and for any applicable
8 toll charges on all calls terminating to the RCF'd number outside the local exchange from
9 which the call originates.

10 **Q. Can you outline the tariff requirements for RCF?**

11 A. The major conditions of the RCF service that are contained in CenturyTel of Missouri's,
12 LLC and Spectra Communications Group, LLC d/b/a CenturyTel's tariffs and which are
13 applicable to the issues in dispute are outlined as follows:

14 (1) RCF Service is offered subject to the availability of suitable facilities and
15 is limited to central offices specifically equipped to provide RCF Service.

16 (2) RCF Service cannot be used for toll by-pass. The RCF customer and the
17 RCF number must be located within the same local exchange, or the RCF customer
18 can be located beyond the local calling area of the RCF number under appropriate
19 circumstances. Therefore, RCF Service may not be used in conjunction with local
20 calling plans (except Metropolitan Calling Area Service (MCA)) and the RCF call
21 may not terminate in an exchange that is an EAS point of the originating exchange.

1 (3) Normal grade end-to-end transmission is not guaranteed because
2 transmission characteristics may vary depending on distance and routing to complete
3 the forwarded portion of the call.

4 (4) RCF Service is intended for the transmission of voice traffic, and is not
5 suitable or appropriate for satisfactory transmission of data traffic.

6 (5) RCF Service is not offered when the answering location for a forwarded
7 call is a coin/coinless station.

8 (6) RCF Service or Call Forwarding Services will not be offered as a service
9 at the RCF answering location.

10 (7) The Company will not provide identification of the calling party number
11 to the RCF customer.

12 (8) The Company will provide one alphabetical directory listing, without
13 charge, for each RCF Service. Additional directory listings may be provided at the
14 rates specified elsewhere in CenturyTel's tariffs.

15 (9) Each RCF Service allows for forwarding one call at a given time. An
16 additional service is necessary for each additional call to be forwarded
17 simultaneously.

18 (10) RCF Service will only be provided when, in the judgment of the
19 Company, the customer subscribes to sufficient RCF Service at the answering
20 location to adequately handle calls without interfering with or impairing any services
21 offered by the Company.

22 (11) The minimum contract period for RCF Service is three months.

1 (12) RCF Service is not allowed if service is to be used in conjunction with
2 international calling.

3 **Q. Why does CenturyTel desire to grandfather RCF service?**

4 A. The RCF service has been the subject of fraud and abuse by various customers or customer
5 groups not only in Missouri but in several other states where CenturyTel affiliates operate.
6 In addition, CenturyTel's RCF service has become obsolete given the rapid changes in
7 technology. Finally, the manner in which some competitive carriers are using the RCF
8 service poses a serious threat to CenturyTel's network and customers due to congestion.

9 **Q. Please explain the fraud and abuses that have occurred?**

10 A. The two most egregious forms of abuse and fraud have to do with situations involving
11 prison inmates and Internet service providers (ISPs) and their use of RCF to deceptively
12 avoid lawfully imposed toll charges. This abuse by ISPs can cause serious network
13 congestion, threatening the availability of CenturyTel's network for all of its customers.

14 **Q. What are the conditions by which CenturyTel proposes to grandfather RCF service?**

15 A. Grandfathering the service will allow current subscribers to continue to use existing RCF
16 services at existing locations under current tariff rates, terms and conditions. However, the
17 RCF service will not be offered to new customers, nor will additional new RCF service be
18 available to existing customers. Existing RCF service customers will not be able to make
19 changes to their existing service.

20 **Q. Have CenturyTel affiliates been allowed to grandfather RCF in other states?**

21 A. Yes. A CenturyTel affiliate was allowed to grandfather RCF service in the state of
22 Washington in October 2005.

1 **Q. What was the rational for grandfathering RCF service in the state of Washington?**

2 A. In Washington and other states inmates have used RCF service to set up "burn lines".
3 Prisoners, with assistance from someone outside of prison, would use a stolen social security
4 number and a false billing address to set up a "burn line". A prisoner would set up an RCF
5 service line and forward the number just about anywhere in the United States; many of
6 which were determined to be cell phones. The prisoner would call the RCF number collect,
7 which would generate charges to the RCF number and then the call would be forwarded to a
8 long-distance number, which would again generate charges. Prisoners could run up several
9 thousand dollars in charges before we could turn off the line. CenturyTel estimates that it
10 has lost \$600,000.00 in to this "burn line" scam. The best example of how inmates utilize
11 RCF to accomplish this is captured in an excerpt from a prisoner chat website,
12 <http://www.prisontalk.com>.

13 *"What i did was called Verizons business number and set up a remote call*
14 *fowarding line. I told them i was a sole proprieter bc then they check your identity*
15 *and not the company as the do for Corporations. I set up the call fowarding line in*
16 *the town of the jail (there doesnt have to be an address its just a number thats out*
17 *there) It cost me \$14 a month for it. The initial set up fee is \$20. Collect calls to the*
18 *RCF line are only \$1.80 for 15 mintues bc it is local. Now the RCF is fowarded to*
19 *my cell. If i kept my cell number local to me it would charge me long distance on*
20 *everyc all so waht i did was change my cell number to a local number of the jail and*
21 *now the RCF charges about 5 cents for every 6 minutes. My cell phoen has free*

1 *incomming so Im not burning minutes. My entire call costs me no more than \$2.00*
2 *now, which is less than half of the normal call."*²

3 **Q. Why is this situation a concern with correction officials?**

4 A. As I understand it, the issue with the cell phones and their use in conjunction with RCF has
5 to do with the correctional facilities' ability to trace the phone numbers prisoners are calling.
6 As in the example earlier, there are several notes on prisontalk.com where the "chatters"
7 mentioned their "loved ones" would get into trouble if they were found to be using RCF to
8 call cell phones. Attached as Schedule APM #2 is another example of such a chat.

9 **Q. Why are deposits insufficient to deal with situations like this involving RCF service?**

10 A. The issue with deposits is that the nominal amount of the deposit does not protect
11 CenturyTel from the potential exposure to fraud and lost toll revenue. In Missouri deposits
12 are limited to estimated charges for one to two months of service. This is hardly adequate
13 for deliberate fraud on the part of a customer or customers.³ Even in the event of
14 increasing the deposit required, there is the probability of CenturyTel receiving deposit
15 payments (check and/or credit card) returned to us on the basis of insufficient funds.

16 **Q. Earlier you mentioned another form of abuse involving ISPs; will you please**
17 **elaborate?**

18 A. Certainly. ISPs have become increasingly sophisticated over time and have established
19 Competitive Local Exchange Carrier ("CLEC") affiliates for the purposes of inappropriately
20 taking advantage of wholesale arrangements with Incumbent Local Exchange Carriers like
21 CenturyTel. In most cases, the CLEC affiliate of an ISP has no intentions of providing basic

² The typos in the text of this quote are original to the text.

³ [Deposits] shall not exceed estimated charges for two (2) months service based on the average bill during the preceding twelve (12) months, or, in the case of new applicants for service, the average monthly bill for new subscribers within a customer class..., 4 CSR 240 33-050(4)(A).

1 two-way local exchange service in competition with the ILEC for the benefit of local
2 consumers. Instead, they are motivated by the significant discounts, some as high as 25%,
3 intended for legitimate CLECs to promote competitive local exchange service for the benefit
4 of local consumers. Unfortunately, this abuse is the rule and not the exception. My
5 testimony will show how Socket's CLEC has inappropriately taken advantage of this
6 situation primarily to benefit its own ISP affiliate.

7 **Q. Is RCF a service that Socket Internet purchases from CenturyTel in order to afford**
8 **Internet customers the opportunity to place local calls for Internet dial-up access?**

9 A. No, not initially. Socket Internet has in the past requested RCF service in several exchanges
10 and has requested that the RCF number be initially forwarded to a toll-free number, 888-
11 720-4045, that directs callers to a voice prompt, which then places callers into a queue for
12 such things as customer service or technical support.

13 **Q. Is it appropriate for Socket Internet to use RCF to allow customers to place calls for**
14 **internet dial-up access?**

15 A. No, under no circumstances is it appropriate for Socket Internet to use RCF for dial-up
16 Internet access. RCF service is not intended for this type of data traffic because it causes
17 network congestion on the toll network and negatively impacts consumers trying to make
18 the toll calls for which this network was designed. This has been more fully explained by
19 Mr. Teasley. Consistent with CenturyTel's tariff, RCF service may not be used for multiple
20 simultaneous calls as in the case of a modem pool to facilitate dial-up access to the Internet.
21 An ISP's router may contain multiple modems capable of handling several simultaneous
22 online sessions. ISPs, especially those in rural areas, are capable of serving hundreds of
23 customers using one local or toll-free number as customers' modems dialing that number

1 are routed to a modem bank. Only if all the available modems in the ISPs modem bank are
2 being used will a dial-up customer receive a busy signal. Moreover, dial-up Internet users'
3 hold-time, the duration of the seizure of the phone company's access line, often exceeds that
4 of a normal phone conversation. As mentioned earlier, the purpose of CenturyTel's RCF
5 service was intended to be a way to provide customers with a means to allow others to make
6 voice calls from foreign exchanges.

7 **Q. How would Socket Internet's inappropriate use of RCF service allow Socket to bypass**
8 **toll charges?**

9 A. As clearly shown prior to porting the RCF number, the customer, Socket Internet, was using
10 RCF to reach a toll point through an 888 number used for its own ISP and Customer
11 Service. CenturyTel collected switching, transport and other access charges for the use of
12 our switch(es) and facilities. After the RCF number was ported, calls continue to use the
13 exact same CenturyTel switch(es) and facilities; calls continue to terminate to the same
14 customer located outside the local calling area; however, CenturyTel no longer receives
15 compensation for the use of its toll network. In fact, CenturyTel now becomes responsible
16 for significant increases in facilities associated with multiple simultaneous dial-up ISP calls
17 with significantly longer holding times, with absolutely no opportunity for cost recovery;
18 while Socket Internet has eliminated its local service expenses and bypassed toll costs or
19 network investment costs. It is this kind of abuse of the tariff that will continue to impose
20 added costs on CenturyTel; therefore, we have no other alternative but to seek withdrawal of
21 the service.

22 **Q. Under what circumstances would it be appropriate for customers such as Socket**
23 **Internet to use RCF service?**

1 A. As long as the RCF service is used in a manner consistent with CenturyTel's tariff it would
2 not cause network congestion; and it would not be used as a subterfuge to avoid legitimate
3 toll charges. For example, as mentioned earlier, when Socket Internet requests that the RCF
4 number be forwarded to a toll-free number for the purpose of providing its customers with a
5 toll-free way to make voice calls to Socket Internet's Customer Service center any calls
6 outside the local calling area will be properly compensated to both CenturyTel and the toll-
7 free number provider such as AT&T or MCI; and each call would have a separate call path.
8 The toll-free number provider will assess Socket Internet for the use of its toll-free calling
9 service while the toll-free provider will compensate CenturyTel for the use of its network.
10 Alternatively, Socket Internet could request that an RCF number be forwarded to telephone
11 number in another local exchange for purposes of facilitating voice traffic so long as Socket
12 Internet compensated its interexchange provider for the toll calls.

13 **Q. On or about February 8, 2007, did Socket order 61 additional RCF numbers?**

14 A. Yes. Subsequent to the filing of the tariffs to grandfather RCF service, on February 8, 2007
15 Socket submitted a request for RCF service in 61 exchanges. CenturyTel denied Socket's
16 request for 61 additional RCF service lines pursuant to Section 6.B.10 of CenturyTel's local
17 exchange tariff. In CenturyTel's judgment, providing Socket's request for additional RCF
18 service would interfere with and impede CenturyTel's ability to provide service to other
19 customers.

20 CenturyTel also noted that the tariff (Section 6.B.11) requires that the RCF service
21 be taken for a minimum three month period. Socket has consistently terminated its prior
22 Remote Call Forwarding service before the minimum three-month period. In any event, the
23 required three-month minimum period would have extended beyond the proposed effective

1 date of CenturyTel's tariff filing to grandfather Remote Call Forwarding Service, thereby
2 further making it inappropriate to provision these service requests.

3 **Q. What were CenturyTel's concerns related to its refusal to fill Socket Internet's**
4 **February 2007 orders?**

5 A. CenturyTel was concerned that Socket Internet, in conjunction with its CLEC affiliate, and
6 consistent with past practices would convert the CenturyTel numbers into multi-channel
7 services in order to provision dial-up Internet service in a manner that will overload
8 CenturyTel's network to the clear detriment of all CenturyTel customers. Nothing that
9 Socket Internet told CenturyTel alleviated that concern. Socket alleged that CenturyTel's
10 concern was "speculation", while refusing to acknowledge CenturyTel's primary
11 responsibility to maintain adequate network services. In CenturyTel's judgment, and based
12 upon Socket Internet's recent track record with regard to use of RCF numbers, CenturyTel's
13 concern is very real.

14 When porting RCF numbers, CenturyTel loses control of the numbers and they can
15 be used in a manner that overloads CenturyTel's network. If Socket Internet is willing to
16 commit that it will not seek to have the RCF numbers ported to another carrier, CenturyTel
17 would be in a position to re-evaluate the service requests. Otherwise CenturyTel must
18 continue to deny the requests pursuant to Section 6.B.10 of the tariff on the grounds that
19 they would impair CenturyTel's ability to provide service to its other customers.

20 **Q Will this tariff filing prevent Socket from offering RCF to local exchange customers?**

21 A. No. It does not prevent Socket Telecom, LLC from obtaining its own numbering resources
22 and establishing its own RCF service for sale to local exchange customers. In fact, Socket
23 Telecom, LLC already has numbering resources in several of CenturyTel's exchanges and

1 the Commission should take notice of the fact that Socket Telecom's tariff contains RCF
2 service on a retail basis.

3 **Q. Will this tariff filing adversely affect Socket's ability to port numbers from CenturyTel**
4 **when Socket Telecom provides this service using its own facilities?**

5 A. No.

6 **Q. Finally, you mentioned earlier that competing carriers should not be allowed to**
7 **interfere with the introduction, grandfathering or withdrawal of telecommunications**
8 **services?**

9 A. Due to rapidly changing technology, RCF is becoming an antiquated service with wireline
10 and wireless providers offering national unlimited calling. Add to this mix the Voice Over
11 Internet Protocol ("VoIP") services offered by companies such as Vonage, and it quickly
12 becomes apparent that the available competitive alternatives far exceed CenturyTel's RCF
13 service both in scope and in price. The availability of these types of "any distance" plans
14 negates the need for antiquated wide area calling plans or foreign exchange service. In fact,
15 customers actually pay more for less when they buy these outdated services. CenturyTel,
16 itself offers nationwide calling plans in several exchanges throughout Missouri ranging from
17 \$40 to \$50 including local service, while RCF alone costs \$20. Furthermore, the number of
18 customers purchasing RCF in Missouri represents one half of one percent. Moreover, the
19 customer impact of CenturyTel's filing to grandfather, not withdraw, its RCF service is zero.

20 It is my opinion that utilities must be allowed to make determinations on how best to
21 manage utility business, so long as those decisions do not interfere with utilities'
22 responsibility to provide safe, adequate and reliable service. Given the abuse of the RCF
23 service that we have presented in our testimony, and the potential for harm to our network

1 and our customers if CenturyTel is required to leave its RCF service in place, CenturyTel
2 has an obligation to discontinue offering this service as it jeopardizes our network, our
3 business, and most importantly our duty to our customers. It is a sound management
4 decision to grandfather the RCF tariff and Socket should not be able to dictate otherwise,
5 simply so it can continue its highly improper use of CenturyTel's network.

6 **Q. Does the existence of competitors including Socket further complicate CenturyTel's**
7 **ability to offer or, conversely, not offer retail services to its customers?**

8 A. Yes. My testimony to this point, as well as that of Mr. Teasley, has carefully laid out for
9 this Commission how Socket Holdings Corporation through its affiliates, Socket Internet,
10 LLC and Socket Telecom, LLC, is actively competing with CenturyTel in several
11 communities across Missouri. In addition to Socket, CenturyTel is also facing competition
12 from cable companies and wireless providers in these and other exchange areas. Socket, to
13 the extent it chooses to do so, may offer to its customers RCF service in competition with
14 CenturyTel. If CenturyTel no longer offers RCF there is nothing prohibiting Socket from
15 offering its own RCF service. In fact, as I mentioned earlier, Socket Telecom has an RCF
16 service as part of its tariff offerings.

17 **Q. If Socket Telecom offers its own RCF service to its customers, including Socket**
18 **Internet, what is the rationale that CenturyTel be required to continue to offer its RCF**
19 **service?**

20 A. There is none. Socket's motivation must be based on some financial benefit or profit
21 through the purchase of CenturyTel's service that it cannot enjoy by buying the same
22 service from itself. That benefit is the avoidance of legitimate interexchange charges either
23 in the form of toll or access charges, and the avoidance of legitimate interexchange network

1 costs that would exist if Socket had to deploy its own network to handle the calls on an end-
2 to-end basis instead of attempting to route the traffic as much as possible via the CenturyTel
3 network.

4 **Q. Does this conclude your direct testimony?**

5 **A. Yes it does.**

GENERAL AND LOCAL EXCHANGE TARIFF

CALLING SERVICES

REMOTE CALL FORWARDING SERVICE

A. General

1. Remote Call Forwarding (RCF) Service allows all calls dialed to a telephone number equipped for RCF Service to be automatically forwarded to another dialable telephone number. The RCF customer is the called party who receives the automatically forwarded call.
2. The telephone number equipped for RCF Service is hereinafter referred to as an RCF number.

B. Conditions

1. RCF Service is offered subject to the availability of suitable facilities and is limited to central offices specifically equipped to provide RCF Service.
2. RCF Service can not be used for toll by-pass. The RCF customer and the RCF number must be located within the same local exchange, or the RCF customer must be located beyond the local calling area of the RCF number. Therefore, RCF Service may not be used in conjunction with local calling plans (except Metropolitan Calling Area Service (MCA)) and the RCF call may not terminate in an exchange which is an EAS point of the originating exchange.
3. Normal grade end-to-end transmission is not guaranteed because transmission characteristics may vary depending on distance and routing to complete the forwarded portion of the call.
4. RCF Service is not suitable for satisfactory transmission of data.
5. RCF Service is not offered when the answering location for a forwarded call is a coin/coinless station.
6. RCF Service or Call Forwarding Services will not be offered as a service at the RCF answering location.
7. The Company will not provide identification of the calling party number to the RCF customer.

Issued: July 18, 2002

Effective: September 1, 2002

Jeffrey Glover
Vice President External Relations
Monroe, Louisiana

GENERAL AND LOCAL EXCHANGE TARIFFCENTURYTEL CALLING SERVICESREMOTE CALL FORWARDING SERVICE

B. Conditions (Cont'd)

8. The Company will provide one alphabetical directory listing, without charge, for each RCF Service. Additional directory listings may be provided at the rates specified elsewhere in this Tariff.
9. Each RCF Service allows for forwarding one call at a given time. An additional service is necessary for each additional call to be forwarded simultaneously.
10. RCF Service will only be provided when, in the judgment of the Company, the customer subscribes to sufficient RCF Service at the answering location to adequately handle calls without interfering with or impairing any services offered by the Company.
11. ~~The minimum contract period for RCF Service is three months.~~
12. RCF Service is not allowed if service is to be used in conjunction with international calling.

C. Rates and Charges

1. The following rates apply for the RCF service only and are in addition to Service Charges, toll and local charges specified in applicable tariffs:

	<u>Monthly Rate</u>	
	<u>Business</u>	<u>Residence</u>
a. Remote Call Forwarding Service, when both the RCF number and the RCF customer are located either within or outside the same exchange: (SCRCFB, SCRCFR)	\$18.90 (I)	\$18.90 (I)

Issued: August 16, 2006

Effective: October 1, 2006

Chantel Mosby
Manager, Tariffs and Compliance
Monroe, Louisiana

Filed

GENERAL AND LOCAL EXCHANGE TARIFF

CENTURYTEL CALLING SERVICES

REMOTE CALL FORWARDING SERVICE


C. Rates and Charges (Cont'd)


2. For that portion of the call between the calling party and the RCF number:
 - a. The calling party is responsible for payment of the applicable charges to call the RCF number.
 - b. On collect calls, the RCF customer is responsible for payment of the applicable charges if the answering location accepts the forwarded call.
3. For the portion of the call between the RCF number and the answering location:
 - a. The RCF customer is responsible for payment of applicable intrastate or interstate customer dialed station-to-station toll message charges for each call. The toll message charge applies to all forwarded calls, including person-to-person and collect calls, even though they may not be accepted at the answering location.

Issued: July 18, 2002

Effective: September 1, 2002

Jeffrey Glover
Vice President External Relations
Monroe, Louisiana

 Prison Talk > RESOURCE CENTER > Prison Phones

 **READ THIS before asking about RECEIVING CALLS ON ANY CELL PHONE!!**

User Name

Remember Me?

☐

Password

Log in

Register

FAQ


Members List

Calendar


Arcade

Chat Room

Prison Phones Discuss problems, solutions and other issues relating to institutional phone systems here


**WESTERN UNION**

Trust Western Union to get it there
fast and easy.

 **SEND MONEY**

**RETURN FEDERAL PAROLE**

The November Coalition
Working to end drug war injustice


 **Post Reply**


☒ **View First Unread**

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Thread Tools


Display Modes

 12-02-2006, 10:20 AM

**MrsBenji**
I visited!!!! Mod

#1

Join Date: Dec 2003
Location: Me-KY: Hubby-MI
Posts: 10,715

 **READ THIS before asking about RECEIVING CALLS ON ANY CELL PHONE!!**

Receiving calls on a cell phone is a COMMON question. Here are some common answers.
It does NOT matter what company your cell phone is with. NONE of them allow calls to go through DIRECTLY

like they would on a home phone line. This applies for **ALL** cell phones.

First of all, most STATE DOC's do not *approve* of calls going to cell phones. That does not mean it isn't possible, but in some cases, it does mean you and/or your loved one will get a run around and your loved one could face loss of privileges if it is later discovered it is a cell phone.

So, get your loved one to add the cell phone number to their approved phone list if this is necessary. Your loved one should know if this is required or you can check in [THIS THREAD](#) to find out if your state requires pre-approval for phone numbers.

That being said, the next step is determining WHO services the facility. Usually, it is CBS/Evercom or MCI.

If it is CBS (Correctional Billing Services), simply call 800-844-6591 and request to set up a prepaid account on your phone number. It's usually a good idea to avoid mentioning that it is a cell phone. If asked who your phone provider/service is, you can simply answer you don't remember and they don't seem to press the matter.

If it is MCI, it is much more difficult. MCI requires you fax a copy of the first page of your phone bill to them to set up an account, and since that page usually shows it as a cell phone, they simply will refuse to set it up. You can make the attempts, but be warned it will be difficult and may not succeed.

Regardless of who the provider is, if your loved one has the option to purchase phone time (usually through commissary), they can purchase time to call your cell phone. This is a good option, especially if the facility is serviced by MCI.

Another option that is often suggested is to forward your home phone (if you have one) to your cell. This is not recommendable because ALL DOC facilities consider it a security risk period, REGARDLESS of where you forward the call. You loved one can face serious disciplinary actions if discovered.

OTHER IMPORTANT BITS TO REMEMBER!!!

Because most DOC's frown on calls going to cell phones, it's suggestable to avoid noises or comments that indicate you are anywhere other than at home. (Overhead pagers in Walmart, turn signals while driving, your own horn, and straightforward statements that you are picking up a few things at the grocery store are a few examples.)

Despite the calls being paid for with the facility, it STILL counts as cell phone minutes, so if you are using a prepaid cell, you are getting charges on BOTH sides.



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If this basic info doesn't answer you question, feel free to ask!!!

Jenn

"Patience is bitter, but its fruit is sweet." --Aristotle
It's been days since we got parole--
And he's still not home yet!! Only a few more weeks!!!



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12-15-2006, 11:49 AM

shanac
Registered User



#2

Join Date: Dec 2006
Location: I'm in Florida, he's now in NY
Posts: 1

I'm hoping some one can help me find out how I can recieve calls from Rikers Island to my cell phone. I do not have a land line.



12-27-2006, 11:28 AM

cbandbunny
Registered User



#3

Join Date: Dec 2006
Location: md
Posts: 3

my home phone will not receive collect calls, which is strange because it always did before we changed the

number. i know i shouldn't have to set up a prepay with correctional billing, and verizon says i don't have any sort of collect call block.

what the hell is going on here???

my boyfriend's in there and i will be soon too and i want to be able to call my mother! someone please help.



12-30-2006, 11:15 AM



MrsBenji

I visited!!!! Mod

#4

Join Date: Dec 2003
Location: Me-KY: Hubby-MI
Posts: 10,715

Quote:

Originally Posted by **cbandbunny**

my home phone will not receive collect calls, which is strange because it always did before we changed the number. i know i shouldn't have to set up a prepay with correctional billing, and verizon says i don't have any sort of collect call block.

what the hell is going on here???

my boyfriend's in there and i will be soon too and i want to be able to call my mother! someone please help.

Have you contacted CBS at all?

Jenn

"Patience is bitter, but its fruit is sweet." --Aristotle

It's been days since we got parole--
And he's still not home yet!! Only a few more weeks!!!

01-10-2007, 02:51 PM



LenaAndLeon
Leon's Wife



thank you

#5

Join Date: Jan 2007
Location: California USA
Posts: 165

~~I Love Him~~



~*10-19-2007*~

Missing A Piece Of My Heart!



01-12-2007, 10:54 AM



jessica2006
Registered User

#6

Join Date: Dec 2006
Location: Roseville ca
Posts: 57

I just forward my home phone to my cell phone when I leave.

♥ Jess



01-13-2007, 11:06 AM

#7



MrsBenji
I visited!!!! Mod

Join Date: Dec 2003
Location: Me-KY: Hubby-MI
Posts: 10,715

Quote:

Originally Posted by **jessica2006**
I just forward my home phone to my cell phone when I leave.

FORWARDING calls is considered a third party call and you and/or your loved one are subject to consequences if discovered. There are several folks that I know of who HAVE been caught and have lost phone privileges.

Jenn

"patience is bitter, but its fruit is sweet." --Aristotle

It's been days since we got parole--
And he's still not home yet!! Only a few more weeks!!!



01-19-2007, 03:12 PM

#8

Joey's Girl 76
Our 2 Hearts Beat As 1

Join Date: Sep 2006
Location: Brooklyn, NY
Posts: 47



I get collect calls on my cell from my fiance in Nassau County with no issues



01-19-2007, 04:32 PM



MrsBenji
I visited!!!! Mod



#9

Join Date: Dec 2003
Location: Me-KY: Hubby-MI
Posts: 10,715

Quote:

Originally Posted by **Joey's Girl 76**
I get collect calls on my cell from my fiance in Nassau County with no issues

JUST because you didn't have issues doesn't mean it's approved by the facility. Also, counties are VERY different than state and federal facilities. Usually, IMMENSELY more lax.

Jenn

"patience is bitter, but its fruit is sweet." --Aristotle

It's been days since we got parole--
And he's still not home yet!! Only a few more weeks!!!



01-24-2007, 04:40 PM



liza92685
Love conquers all

#10

Join Date: Mar 2006
Location: Illinois, USA
Posts: 286



I get calls from my boyfriend and they know it's a cell phone. NOT ALL prisons make it go through a home phone.

"Distance between two hearts is not an obstacle; rather a great reminder of just how strong true love can be."



LOST THE THOUGHT
OF BEING WITH YOU
TOMORROW DOES
ME THE STRENGTH
TO GO ON TODAY...

Mrs Benji



I visited!!!! Mod

三才圖會

Join Date: Dec 2003
Location: Me-KY: Hubby-MI
Posts: 10,715

Quote:

Originally Posted by liza92685

I get calls from my boyfriend and they know it's a cell phone. NOT ALL prisons make it go through a home phone.

No, not ALL, but MANY, the majority even. Also, while many local and county facilities don't care, many of the states make sure to only care when it's convenient for them.

It's ALWAYS wise to find out the rules specific to your state/region so you know what you are doing.

Jenn

"Patience is bitter, but its fruit is sweet." --Aristotle

**It's been days since we got parole--
And he's still not home yet!! Only a few more weeks!!!**



01-24-2007, 07:17 PM

OSOLADY

Registered User

#12

Join Date: Jan 2007
Location: ca,usa
Posts: 19

How Long Have You Been Doing This?



01-25-2007, 03:34 PM



honeyg

Outlaw's honey girl

#13

Join Date: Oct 2005
Location: Eugene, OR
Posts: 3,088

In Oregon they can call cell phones but the number has to be on the phone list just like your home number. And just like your home phone, call forwarding or 3-way calls are not okay and your call may be disconnected or you can lose phone privileges if caught.

TickerFactory.com



8 months 1 week 3 days until Outlaw will be home



01-25-2007, 03:47 PM

Mommaskat

Registered User

#14

Join Date: Jan 2007
Location: Deschutes Co. Oregon
Posts: 124

my son is also in Oregon & we have had him call on the cell, but only if he has \$ in his VAC account. Not collect. If we run short in his account, we have him call our work line, cause it's my only landline.

PROUD MOM ~ UNCONDITIONALLY 100+ DAYS to go! and the countdown continues!!!



i get up...i walk...i fall down...
meanwhile i just keep dancing



01-25-2007, 05:35 PM

Joey's Girl 76
Our 2 Hearts Beat As 1

#15

Join Date: Sep 2006
Location: Brooklyn, NY
Posts: 47

When my fiance was at Rikers he called my cell, the only place he couldnt call my cell was from Willard, Nassau County knows that he calls my cell and they dont have an issue.



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Prison Phones



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