

STATE OF IOWA
DEPARTMENT OF COMMERCE
UTILITIES BOARD

IN RE: INQUIRY REGARDING SERVICES AND RATES FOR ALTERNATIVE OPERATOR SERVICES	DOCKET NO. NOI-2019-0001
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ORDER REQUIRING TARIFF FILING

On August 20, 2019, the Utilities Board (Board) initiated this inquiry to evaluate the regulatory framework that applies to alternative operator services (AOS) companies in Iowa. This inquiry was opened in conjunction with the Board's termination of a rule making to address inmate calling service in Docket No. RMU-2017-0004 and the requirement that all AOS providers file new full tariffs with the Board. The Board has jurisdiction over the services provided by AOS companies pursuant to Iowa Code § 476.91.

In the August 20, 2019 order, the Board stated that the goals of this inquiry were to review the existing regulatory framework regarding AOS in Iowa. The Board also requested comments regarding various aspects of AOS in Iowa. The Board reviewed the comments filed in this inquiry as part of the Board's consideration of the proposed full tariffs filed by AOS providers offering inmate calling service at Iowa correctional facilities. The Board has completed its review of the proposed tariffs in the separate tariff dockets and has approved tariffs that establish rates, service options for inmate calling service, and the locations of correctional facilities serviced by an AOS provider.

In completing its review of the inmate calling service tariffs, the Board discovered

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there were several counties where an AOS provider without an approved tariff is providing inmate calling service. Pursuant to 199 Iowa Administrative Code (IAC) 22.6(1), AOS providers are required to provide service in accordance with Board-approved tariffs. It is the Board's understanding that each county that operates a correctional facility also offers some type of inmate calling service provided by an AOS company.

The Board investigated which AOS companies are providing service in the counties not listed in an approved inmate calling service tariff. The Board is addressing in separate orders those counties where service is being provided by a company with an approved tariff, but the company has not listed the county in its tariff. The Board has determined that AOS providers Turnkey Corrections, Inc., (Turnkey Corrections) and Stellar Services LLC (Stellar Services) are currently providing inmate calling service within the state of Iowa, are not registered as a telecommunications service provider as required by Iowa Code § 476.95A, and do not have a current tariff approved by the Board.

To provide inmate calling service in Iowa, Turnkey Corrections and Stellar Services will be required to file proposed, complete tariffs with the Board in accordance with Iowa Code chapter 476 and 199 IAC chapter 22, as a new TF docket filing. Examples of approved inmate calling service tariffs can be found in the following dockets: TF-2019-0026, TF-2019-0030, TF-2019-0031, TF-2019-0032, TF-2019-0033, TF-2019-0037, TF-2019-0039, TF-2019-0269, and TF-2019-0270. Turnkey Corrections and Stellar Services also will be required to include within their tariff a current list of correctional facilities within Iowa where service is being provided.

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In addition to filing a proposed tariff, Turnkey Corrections and Stellar Services will be required to submit a company record with the Board in the Board's electronic database, IUB 24/7, at iub247.iowa.gov, pursuant to Iowa Code § 476.95A. AOS providers are required to submit a company record within IUB 24/7 to fulfill the annual registration requirement for telecommunications service providers. If the AOS provider has submitted a company record with the Board under a different name, the AOS provider will be required to provide that information and ensure the company's IUB 24/7 record is up-to-date.

IT IS THEREFORE ORDERED:

1. Turnkey Corrections, Inc., and Stellar Services LLC shall file within 30 days of the date of this order a proposed, complete tariff for Utilities Board review.
2. Responses to the tariffs required in Ordering Clause 1 shall be filed within 15 days of the date the tariffs are filed.
3. Turnkey Corrections, Inc., and Stellar Services LLC shall each submit a company record in IUB 24/7 or verify a previously submitted company record is up-to-date within 30 days of the date of this order.

UTILITIES BOARD

Geri Huser Date: 2021.05.24
16:08:04 -05'00'

Richard Lozier Date: 2021.05.24
10:39:03 -05'00'

ATTEST:

Anna Hyatt Date: 2021.05.25
09:09:41 -05'00'

Josh Byrnes Date: 2021.05.24
10:02:54 -05'00'

Dated at Des Moines, Iowa, this 25th day of May, 2021.