



151 Southhall Lane, Ste 450
Maitland, FL 32751
P.O. Drawer 200
Winter Park, FL 32790-0200
www.inteserra.com

June 3, 2021
Via Web Filing

Executive Secretary
Iowa Utilities Board
1375 E. Court Avenue
Room 69
Des Moines, IA 50319-0069

RE: Inquiry Regarding Services and Rates for Alternative Operator Services – Stellar Services, LLC
Docket No. NOI-2019-0001

Dear Executive Secretary:

Please find this letter submitted on behalf of Stellar Services, LLC (“Stellar”) in response to the “Order Requiring Stellar Services, LLC to submit a complete tariff for Utilities Board review within 30 days of the date of this Order” issued May 25, 2021 in the above referenced docket number.

Stellar Services, LLC has been in business for over 17 years providing inmate commissary, banking and communications services to facilities throughout the Midwest region of the United States. They currently operate in 10 states to include MO, AR, KY, WI, MN, IA, IL, IN, MI & OH.

Stellar currently has contracts to provide telecommunications services to certain correctional facilities in the state of Iowa, along with other services they offer (i.e. commissary, video visitation, financial services). Stellar has contracted with Network Communications International Corp. dba NCIC Inmate Communications (“NCIC”) to provide the phone services for their contracted facilities in the state of Iowa. NCIC directly provides many of the complex back-office, security, and other software-based features and services associated with inmate calling services where Stellar is the contracting service provider. The customers, inmates and family members are aware that it is NCIC, not Stellar, providing the phone services. As such, NCIC provides 100% of the regulated retail services for these Iowa facility contracts. All applicable rates, terms and conditions for these contracts can be found in the NCIC tariff on file and approved by the IUB, Docket No. TF-2019-0037.

As evidenced on Stellar’s website, the instructions for setting up an account and making deposits is a direct link to the NCIC website - https://stellar-services.net/family_services/deposit.asp. Further, there is full disclosure on the website that NCIC provides the customer service as well as any enhanced features such as call blocking for these facilities.

In summary, Stellar Services, LLC is not providing any regulated phone services in the state of Iowa, and as such does not believe they should be required to file a tariff.

Any questions you may have regarding this filing should be directed to my attention at 407-740-3005 or via email to swarren@inteserra.com. Thank you for your assistance in this matter.

Sincerely,

/s/Sharon R. Warren

Sharon R. Warren
Consultant

cc: Stephanie Jackson
Office of Consumer Advocate
tms: IAx2101