

**Special Report**

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**State-Issued Wireless Telephones**

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**Criteria Should be Established for  
the Issuance and Appropriate Use of  
State-Issued Wireless Telephones**



September 2005  
PE 05-10-353

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John Sylvia  
Director

September 11, 2005

The Honorable Edwin J. Bowman  
State Senate  
129 West Circle Drive  
Weirton, West Virginia 26062

The Honorable J.D. Beane  
House of Delegates  
Building 1, Room E-213  
1900 Kanawha Boulevard, East  
Charleston, West Virginia 25305-0470

Dear Chairs:

We are transmitting a Special Report on *State-Issued Wireless Telephones*, which will be presented to the Joint Committee on Government Operations on Sunday, September 11, 2005. The issue covered herein is "Criteria Should be Established for the Issuance and Appropriate Use of State-Issued Wireless Telephones."

We transmitted a draft copy of the report to the Department of Administration on August 24, 2005. The Department opted not to have an exit conference. We received an agency response from the Department of Administration on August 31, 2005. We also received a response from the West Virginia State Police and a response from the Department of Environmental Protection.

Let me know if you have any questions.

Sincerely,

A handwritten signature in cursive script that reads "John Sylvia".

John Sylvia

JS/wsc

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*Joint Committee on Government and Finance*

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# Executive Summary

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## **Issue 1: Criteria Should be Established for the Issuance and Appropriate Use of State-Issued Wireless Telephones.**

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*The Legislative Auditor estimates that the State is spending \$360,379 annually on wireless telephones phones that are not being used, and additional \$140,147 is being spent annually on wireless telephones that are being used between 1 and 10 minutes per month.*

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The Legislative Auditor initiated a study of a sample of all calendar year 2004 state transactions for state-issued wireless telephones. The intention of the study was to estimate various total expenditures by the State on wireless telephone services to identify wasteful expenditures. As a result of the sample, the Legislative Auditor estimates that the annual cost of state-issued wireless telephones is in excess of \$2,000,000. Of that amount, the State is paying an estimated \$520,547 in overage charges beyond base plan minutes, roaming, long distance, and text messaging. Further, the Legislative Auditor estimates that the State is spending \$360,379 annually on wireless telephones phones that are not being used. The Legislative Auditor also estimates that an additional \$140,147 is being spent annually on wireless telephones that are being used between 1 and 10 minutes per month. Thus, the Legislative Auditor estimates that the state of West Virginia is wasting over \$500,000 annually on unnecessary wireless telephones. Furthermore, the State can also reduce its overage charges by purchasing cost-effective base plans.

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*Of that amount, the State is paying an estimated \$520,547 in overage charges that can be reduced by purchasing cost effective base plans.*

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The Legislative Auditor recommends the establishment of a centralized authority charged with the administration of state-issued wireless telephones. Additionally, the Legislative Auditor recommends utilizing prepaid, pay per minute plans, or package plan subscriptions, which may remedy the condition of wasteful expenditures on minimally used wireless telephone service.

## **Recommendations**

- 1. The Legislative Auditor recommends that state agencies eliminate wireless telephones that are not being used.*
- 2. The Legislature should consider requiring the Department of Administration's Information Services and Communications Division to develop, implement, and enforce a statewide wireless telephone usage policy.*
- 3. The Legislature should consider requiring a centralized administration of wireless telephone plans by either the Department of Administration's Information Services and Communications Division or the Division of Purchasing.*

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*4. The Legislative Auditor recommends that the centralized authority for wireless telephones consider utilizing prepaid, pay per minute plans, or package plan subscriptions. Further, the centralized authority should consider requiring some employees to use personal wireless telephones for state-related business when it is required only on a minimal basis and when reimbursement can be ensured.*



# Review Objective, Scope and Methodology

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This Special Report on State-Issued Wireless Telephones is authorized by the West Virginia Code §4-2-5 as amended. The report was initiated by the Legislative Auditor as a result of concerns brought about by two special reports on the Prosecuting Attorneys Institute that were presented during the May and June 2005 interim meetings of the Joint Committee on Government Operations.

## Objective

The objective of this audit was to study various total expenditures by the State on wireless telephone services, with the purpose of identifying wasteful expenditures.

## Scope

The scope of this report included the examination of wireless telephone related transactions that were made during calendar year 2004. No review was conducted of an individual's personal use of the wireless telephone.

## Methodology

The Legislative Auditor derived a list of telephone service providers that provided service to the State. That list included AT&T Wireless, Cingular, Alltel, Verizon, Sprint and Cellular One. The Legislative Auditor downloaded applicable transaction data between the State and these vendors from the State Auditor's VISTA database. The database returned payment data on 18,977 calendar year 2004 transactions to these vendors. The Legislative Auditor then randomly selected 200 records for review. Of the 200 transaction documents requested, 139 Verizon invoices were removed from the sample because they represented payments issued for the State's land-line telephone usage. Additionally, 10 transaction documents were not found by the State Auditor's Office. This left a total of 51 individual documents, each of which combined represented 459 individual wireless telephone accounts' invoices for one month. In addition to organizing data that were interpreted *directly* from the sample, the Legislative Auditor extrapolated from that data estimations as to the use of wireless telephones among agencies statewide. Specific extrapolation methods can be found in Appendix E of this report. Every aspect of this special report followed the Generally Accepted Governmental Auditing

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Standards (GAGAS) as prescribed by the Comptroller General of the United States.

# Issue 1

## Criteria Should be Established for the Issuance and Appropriate Use of State-Issued Wireless Telephones.

*As a result of previous reports, the Legislative Auditor had the concern that wasteful expenditures of wireless telephones may be occurring throughout state government.*

*This study is limited to estimating various total expenditures by the State on wireless telephone services, with the purpose of identifying wasteful expenditures.*

### Issue Summary

Earlier this year, the Legislative Auditor's Office issued two reports that revealed excessive personal use of state-issued wireless telephones by employees of the Prosecuting Attorneys Institute. As a result of these previous reports, the Legislative Auditor had the concern that wasteful expenditures of wireless telephones may be occurring throughout state government. This present study examines a sample of all calendar year 2004 state transactions for wireless telephones. The intention is not to attempt to identify the extent of personal use of wireless telephones by other state agencies. Instead, this study is limited to estimating various total expenditures by the State on wireless telephone services, with the purpose of identifying wasteful expenditures. An estimate from the sample indicates that in calendar year 2004 the State had over 3,600 wireless telephones in use at a total cost for services of over \$2 million. Of that amount, an estimated \$520,547 was spent on overage charges. Furthermore, over \$500,000 was spent on wireless telephones that were used minimally, with most of that amount (over \$360,000) being spent for devices that were not used for the month billed. Table 1 summarizes estimated state-issued wireless telephone usage.

Number of State-Issued Wireless Telephones	3,627	
Total Charges	\$2,002,104	100%
Base Plan Charges	\$1,481,557	74%
Overage Charges*	\$520,547	26%
Minimal Usage	\$500,526	25%
0 Minutes of Use	\$360,379	18%
1-5 Minutes of Use	\$100,105	5%
6-10 Minutes of Use	\$40,042	2%
<p><i>Source: Legislative Auditor's analysis from a sample of all calendar year 2004 state wireless telephone transactions derived from the State Auditor's VISTA database.</i></p> <p><i>* Overage charges consist of roaming fees, long distance, text messages, and charges for exceeding base plan minutes.</i></p>		

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*The Legislative Auditor finds that there are potential savings to the State through minimizing overage charges and minimal use of wireless telephones.*

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From the results of the study, the Legislative Auditor finds that there are potential savings to the State through minimizing overage charges and minimal use of wireless telephones. In addition, although this study was unable to identify the extent of personal use of cellular devices, some overage charges may be the result of excessive personal use. The Legislative Auditor recommends that action be taken to establish a state-wide acceptable usage policy for the usage and issuance of state-issued wireless telephones. Furthermore, the Legislative Auditor recommends that a supervisory agency be assigned to provide oversight to the administration of the policy and issuance of the devices.

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## **Previous Reports of the Legislative Auditor Have Signaled Abuse of State-Issued Wireless Telephones**

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*The Legislative Auditor recommends that action be taken to establish a state-wide acceptable usage policy for the usage and issuance of state-issued wireless telephones.*

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During the May and June 2005 interim meetings of the Joint Committee on Government Operations, the Legislative Auditor's Office issued two reports, respectively, that revealed significant personal use of state-issued wireless telephones within the Prosecuting Attorneys Institute. Included in the June report were two recommendations:

- 1. The Legislature should consider requiring the Department of Administration's Information Services and Communications Division to develop, implement, and enforce a statewide wireless telephone usage policy.*
- 2. The Legislature should consider requiring a centralized administration of wireless telephone plans by either the Department of Administration's Information Services and Communications Division or the Division of Purchasing.*

---

*The Legislative Auditor recommends that a supervisory agency be assigned to provide oversight to the administration of the policy and issuance of the devices.*

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The Legislative Auditor has since deemed necessary the review of state-issued wireless telephones by conducting a sample to determine the various types of total expenditures of wireless telephones, with the purpose of identifying potentially wasteful expenditures.

## **Methodology of Sample Selection and Review**

The Legislative Auditor derived a list of telephone service providers that provided service to the State. That list included AT&T Wireless, Cingular, Alltel, Verizon, Sprint and Cellular One. Then, the Legislative Auditor

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downloaded applicable transaction data between the State and these vendors from the State Auditor's VISTA database. The database returned payment data on 18,977 calendar year 2004 transactions to these vendors. The Legislative Auditor then randomly selected 200 records, for review. These records were then submitted to the State Auditor's Office in a request for the entire wireless telephone bills associated with the transaction number.

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*The random sample included transactions of wireless telephone service for employees of 21 state spending units including Higher Education, the Supreme Court, and the Legislature.*

---

Once received, each of the 200 transaction documents were reviewed to determine sample eligibility. Of the 200 transaction documents requested, 139 Verizon invoices were removed from the sample because they represented payments issued for the State's land-line telephone usage. Additionally, 10 transaction documents were not found by the State Auditor's Office. This left a total of 51 individual documents, each of which combined represented 459 individual wireless telephone accounts' invoices for one month. Selected data from the sample can be found in Appendix B of this report.

## **Overview of the Sample Statistics**

The random sample included transactions of wireless telephone service for employees of 21 state spending units including Higher Education, the Supreme Court, and the Legislature. As shown in Table 2, there were 459 individual wireless telephone accounts contained in the 51 wireless telephone vendor payment transactions. Each of the 51 vendor payments averaged 9 individual accounts. For the sample, the state spent \$21,319 for service on these accounts for all charges. Of that amount, \$15,879 could be attributed to the charges for the accounts' base plans, \$1,685 for roaming, \$198 for long distance, \$3,544 for plan overages, and \$11.79 for text messaging. The sample may be found in its entirety in Appendix B of this report.

<b>Table 2 Sample Summary</b>	
Number of Auditor's Office Transactions*	51
Average Number of Lines Per Transaction**	9
Number of Spending Units Randomly Selected	21
Number of Mobile Phone Units***	459
Average Total Charges	\$46.00
Average Base Plan Charges	\$34.59
Average Overage Charge	\$11.41
<p><i>Source: Legislative Auditor's analysis of statewide wireless telephone sample.</i></p> <p>*Refers to the total number vendor payments issued by the State Auditor for the records that were reviewed.</p> <p>**Many transactions remitted payment for multiple individual accounts.</p> <p>***Refers to the total number of monthly individual mobile phone records that were reviewed.</p>	

*Monitoring of wireless telephone base plans by a supervisory body would benefit the State by reducing unnecessary expenditures.*

Previous reports of the Legislative Auditor have resulted in the reimbursement to the state of \$1,861 that was attributed to personal use of state-issued wireless telephones by five employees of the Prosecuting Attorneys Institute. The Legislative Auditor was unable to replicate the methodology of the previous reports because of the vast number of entities' wireless telephones reviewed in this sample. The difference is that in the Prosecuting Attorneys Institute audits, the Legislative Auditor was in communication with most of the employees.

The Legislative Auditor identified cases where charges beyond the base plan price increased the cost of the state-issued wireless telephones. The sample determined that 75 state-issued wireless telephones exceeded the base plan minutes by over 10,000 minutes at a total cost of \$3,544 in overage charges, an average of \$47.25 per account in excess. It is possible that these charges were incurred due to inadequate plan subscription or excessive personal use. Additionally, it is possible that state agencies are locked into annual contracts that do not allow service plan changes during the year. It is important to carefully determine the specific needs of each employee prior to entering into wireless service contracts in order to determine what type of plan subscription is cost effective. Furthermore, monitoring individual usage should take place to determine if an alternative base plan is more cost effective for a particular user when a plan subscription is up for renewal. Therefore, it is the opinion of the Legislative Auditor that monitoring of wireless telephone base plans by a supervisory body would benefit the State by reducing unnecessary expenditures. The top five highest charges for accounts with plan minute overages

can be found below in Table 3. The complete list of all 75 accounts can be found in Appendix C.

<b>Table 3 Top 5 Highest Charges for Plan Minute Overage</b>		
<b>Agency</b>	<b>Overage Minutes</b>	<b>Overage Charge</b>
Division of Highways	969	\$332.40
Division of Highways	474	\$189.60
Division of Highways	405	\$162.00
Department of Environmental Protection	498	\$149.40
State Police	494	\$148.20

*Source: Legislative Auditor's analysis of statewide wireless telephone sample.*

## Sample Results

*The State has expended a significant amount for wireless telephone service for employees who used their devices on a minimal basis.*

The Legislative Auditor determined that the State has expended a significant amount for wireless telephone service for employees who used their devices on a minimal basis. As shown in Table 4, the Legislative Auditor found that 25% of the sample or 115 individual wireless telephone accounts were used for 10 base plan minutes or less. Most of these accounts (85) were for wireless telephones that were not used (zero minutes) during the month billed.

<b>Table 4 Overview of Minimal Usage</b>		
<b>Base Minutes Used</b>	<b>Number of Accounts</b>	<b>Percentage of Sample</b>
0	85	18%
1-5	23	5%
6-10	7	2% <sup>1</sup>
<b>Total</b>	<b>115</b>	<b>25%</b>

*Source: Legislative Auditor's analysis of statewide wireless telephone sample.*

*One device incurred \$99.99 in base plan charges for that month for only two base plan minutes used. The Legislative Auditor observed another example where a wireless telephone was charged \$59.99 for basic service and utilized only one minute of the basic plan.*

Specific examples of underutilization of state-issued wireless telephones can be found in Table 5. For example, one device, which was assigned to the Public Service Commission, incurred \$99.99 in base plan charges for that month for only two base plan minutes used. Similarly, the Legislative Auditor observed another example where a Department of Health and Human Resources' wireless telephone was charged \$59.99 for basic service and utilized only one minute of the basic plan. **Cases such as these are numerous and appropriate action needs to be taken so as to curtail this wasteful spending.** A complete list of the 115 cases of minimal use can be found in Appendix D.

Agency	Base Plan Charge	Base Plan Minutes Used
Public Service Commission	\$99.99	2
State Auditor	\$91.99	0
State Auditor	\$91.95	0
State Auditor	\$91.99	0
Department of Health and Human Resources	\$59.99	1

*Source: Legislative Auditor's analysis of statewide wireless telephone sample.*

*... action should be taken by the introduction of a statewide acceptable usage policy.*

*This sample is further evidence that an agency ... should administer the issuance of state-issued wireless telephones...*

The act of expending state resources on services that are not necessary is wasteful. Therefore, in order to maximize the service required by certain state employees to have state-issued wireless telephones and thus minimize the wasteful spending on unnecessarily contracted accounts, action should be taken by the introduction of a statewide acceptable usage policy. The policy should not only set forth rules for appropriate usage and wireless telephone plan selection, but also criteria for agency and employee possession of the units. For example, if it is determined that an employee is using a state-issued wireless telephone only on occasion or not at all, that employee should not be issued a state-issued wireless telephone.

This sample is further evidence that an agency such as the Department of Administration's Information Services and Communications Division or the Division of Purchasing should administer the issuance of state-issued wireless



telephones to ensure that the devices are issued appropriately so as to avoid the burden of wasteful expenditures. Until such official action is taken, agencies of the State should review their wireless telephone usage and eliminate all state-issued wireless telephones that are used minimally.

**The Legislative Auditor Estimates that the Annual Cost for Minimally Used Wireless Telephone Service Exceeds \$500,000**

*The average monthly cost of a state issued wireless telephone is \$46 per month for a total monthly cost of \$166,842.*

In order to estimate the number of wireless telephones assigned to state employees, the Legislative Auditor extrapolated the number of relevant transactions, which was 51 from the sample of 200 transactions with the whole population of 18,977 transactions. This extrapolation also allows the Legislative Auditor to make estimates on the total wireless telephone costs to the State. The extrapolation methodology can be found in Appendix E. First, the extrapolation estimates that there are approximately 3,627 state-issued wireless telephones. Based on the average costs taken from the sample, the average monthly cost of a state-issued wireless telephone is \$46 per month for a total monthly cost of \$166,842. The Legislative Auditor estimates that the annual cost of state-issued wireless telephones is in excess of \$2,000,000. Of that amount, the state is paying an estimated \$520,547 in overage charges beyond the base plan for plan minute overages, roaming, long distance, and text messaging.

Number of State-Issued Wireless Telephones	3,627	100%
Total Charges	\$2,002,104	100%
Base Plan Charges	\$1,481,554	74%
Overage Charges	\$520,547	26%
Minimal Usage	\$500,526	25%
0 Minutes of Use	\$360,379	18%
1-5 Minutes of Use	\$100,105	5%
6-10 Minutes of Use	\$40,042	2%

*Source: Legislative Auditor's analysis of statewide wireless telephone sample.*

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*The Legislative Auditor estimates that the State is spending \$360,379 annually on wireless phones that are not being used.*

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In addition, as stated earlier the Legislative Auditor has concluded that 25% of the wireless telephone usage - or lack of usage - is wasteful. This conclusion was determined because some wireless telephones were not used at all according to the sample data, or were used for 10 minutes or less. By extrapolating the sample data and comparing it to the whole population, **the Legislative Auditor estimates that the State is spending \$360,379 annually on wireless phones that are not being used.** The Legislative Auditor also estimates that an additional \$140,147 is being spent annually on wireless telephones that are being used between 1 and 10 minutes per month. **Thus, the Legislative Auditor estimates that the State is wasting over \$500,000 annually on unnecessary wireless telephones.**

### **Legislative Auditor Suggests Solutions to Remedy Minimally Used Wireless Telephones**

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*The Legislative Auditor estimates that the State is wasting over \$500,000 annually on unnecessary wireless telephones.*

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Representatives from state agencies have indicated that some wireless telephones are issued to state employees for safety purposes. Thus, eliminating wireless telephones for these individuals would not be a preferred option. The Legislative Auditor suggests four possible solutions for agencies and/or a centralized administrator to reduce the cost of minimally used wireless telephones, which are as follows:

1. State agencies can purchase prepaid plans that are offered by wireless telephone providers. If it is deemed necessary by a state agency to issue a wireless telephone to a state employee, **prepaid plans such as this would provide budgeted wireless service** as needed. Further, excessive use would signal internal review since an original purchase order would likely be required for each purchase of additional minutes.
2. Cingular Wireless offers a *Pay as You Go* plan, that allows customers to use their wireless telephone at a rate of \$0.25 per minute with no additional charges. This service includes **no long distance or roaming charges while on the company's national network.** This plan would not be appropriate for employees who travel within areas not covered by the Cingular Wireless network. In addition, other wireless providers may offer a similar type pay plan.

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*The Legislative Auditor suggests four possible solutions for agencies and/or a centralized administrator to reduce the cost of minimally used wireless telephones,*

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3. Packaged plans sometimes called family plans should be given consideration for agencies that need to distribute wireless phones to several employees that will be used minimally. These plans provide a predetermined number of minutes for the whole group of telephones. Minutes are shared by all distributed telephones within the packaged plan.
  4. Employees of the state agency could use their personal wireless telephones for state-related business purposes. If an employee exceeds his or her plan minutes due to business calls, the employee can request reimbursement similar to travel expense reimbursement. In addition, if the use of the employees' personal wireless device for business purposes results in long-distance or roaming charges, the employee should request reimbursement from the State.

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*Each course of action fulfills unique circumstances. Further, it should be the duty of the centralized authority to decide in what cases each should be applied.*

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Each course of action listed above fulfills unique circumstances. Further, it should be the duty of the centralized authority to decide in what cases each should be applied. Aside from the applicability of each, the Legislative Auditor recognizes the fact that the illustrated wireless telephone provider may have limited coverage statewide. For that reason, it would be necessary for the centralized authority to research the availability and service of wireless telephone providers throughout the state.

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*The Superintendent of the State Police indicated in the response that since taking office in January 2005, he has reduced the number of wireless telephones issued to the State Police from approximately 170 to 100 wireless telephones.*

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### **The West Virginia State Police Reduced the Number of Its Wireless Telephones in 2005**

The Legislative Auditor submitted courtesy copies of this report in draft form to the agencies that were represented significantly in the sample. Draft copies were sent to the Supreme Court, State Auditor's Office, the Department of Corrections, the Department of Environmental Protection, the Department of Health and Human Resources, the State Police, and the Department of Transportation. The agencies that were submitted a courtesy draft were all given the opportunity to respond to the report's findings.

The State Police provided a written response to the Legislative Auditor dated August 25, 2005 (see Appendix G). The Superintendent of the State Police indicated in the response that since taking office in January 2005, he has reduced the number of wireless telephones issued to the State Police from approximately 170 to 100 wireless telephones. The reasoning, according to the Superintendent, was that:

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*...in many cases the telephones were underutilized and their assignment was not justified or they were over utilized, based on their payment plan.*

The Legislative Auditor confirmed a reduction consistent with that stated by the Superintendent using the assistance of State Auditor's Office transaction data. This analysis indicated that by the month of August 2005, the number of wireless telephone transactions had decreased from the amount recorded in January 2005, in a manner consistent with the Superintendent of the State Police's approximation.

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*The Legislative Auditor commends the State Police's proactive reduction in the number of wireless telephones that were either underused or overused.*

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**The Legislative Auditor commends the State Police's proactive reduction in the number of wireless telephones that were either underused or overused.** It is the opinion of the Legislative Auditor that other agencies should conduct their own internal review of the necessity and subscription appropriateness of and for certain wireless telephones that are issued to their employees.

## Conclusion

Previous reports on the use of wireless telephone use resulted in concerns that wasteful expenditures of wireless telephone service is occurring throughout state government. This report reveals that unnecessary state expenditures for wireless telephones is occurring and should be addressed. There are individuals assigned wireless telephones who use them minimally at a significant cost to the State. Also, base plan subscriptions may not be appropriate for some users. As a result, significant overage charges are incurred by the State, that may be avoided by careful consideration of an individual's specific use. Furthermore, monitoring of the use of wireless telephones is necessary to determine the appropriate base plan and to avoid wasted expenditures for unneeded telephones. It is for this reason that the Legislative Auditor makes the following recommendations.

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*...monitoring of the use of wireless telephones is necessary to determine the appropriate base plan and to avoid wasted expenditures for unneeded telephones.*

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## Recommendations

1. *The Legislative Auditor recommends that state agencies eliminate wireless telephones that are not being used.*
2. *The Legislature should consider requiring the Department of Administration's Information Services and Communications Division to develop, implement, and enforce a statewide wireless telephone usage policy.*

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3. *The Legislature should consider requiring a centralized administration of wireless telephone plans by either the Department of Administration's Information Services and Communications Division or the Division of Purchasing.*

4. *The Legislative Auditor recommends that the centralized authority for wireless telephones consider utilizing prepaid, pay per minute plans, or package plan subscriptions. Further, the centralized authority should consider allowing some employees to use personal wireless telephones for state-related business when it is required only on a minimal basis and when reimbursement can be ensured.*



## Appendix A: Transmittal Letter

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### WEST VIRGINIA LEGISLATURE *Performance Evaluation and Research Division*

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John Sylvia  
Director

August 24, 2005

Robert Ferguson, Cabinet Secretary  
Department of Administration  
Building 1, E-119  
1900 Kanawha Blvd. E.  
Charleston, WV 25305-0129

Dear Secretary Ferguson:

This is to transmit a draft copy of a Special Report on State Issued Wireless Telephones. This report is scheduled to be presented during the September 11, 2005 interim meeting of the Joint Committee on Government Operations. We will inform you of the exact time and location once the information becomes available. It is expected that a representative be present at the meeting to orally respond to the report and answer any questions the committee may have.

If you would like to schedule an exit conference to discuss any concerns you may have with the report, please notify us by August 31, 2005. We need your written response by noon on August 31, 2005, in order for it to be included in the final report. If your agency intends to distribute additional material to committee members at the meeting, please contact the House Government Organization staff at 340-3192 by Thursday, September 8, 2005 to make arrangements.

We request that your personnel not disclose the report to anyone not affiliated with your agency. Thank you for your cooperation

Sincerely,

Handwritten signature of John Sylvia in cursive script.  
John Sylvia

Enclosure

c. Helen Wilson

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*Joint Committee on Government and Finance*





## Appendix B: Sample Results

Appendix B Sample Results										
Control Number	Base Charges	Base Minutes	Roaming Minutes	Roam Charges	Long D. Minutes	Long D. Charges	Overage Minutes	Overage Charges	Text Charges	
1	\$29.99	2	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00	
1	\$79.99	155	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00	
1	\$69.98	329	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00	
2	\$34.99	374	0	\$0.00	0	\$0.00	0	\$0.00	\$0.30	
3	\$57.59	803	0	\$0.00	0	\$0.00	0	\$0.00	\$0.10	
4	\$39.99	109	9	\$6.21	9	\$1.20	0	\$0.00	\$0.00	
4	\$39.99	3	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00	
4	\$39.99	153	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00	
4	\$39.99	0	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00	
4	\$39.99	49	10	\$6.90	0	\$0.00	0	\$0.00	\$0.00	
4	\$39.99	56	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00	
5	\$29.99	77	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00	
5	\$79.97	439	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00	
5	\$39.99	45	8	\$5.52	8	\$1.60	0	\$0.00	\$0.00	
6	\$13.95	0	21	\$20.79	21	\$1.60	28	\$5.60	\$0.00	
6	\$13.95	0	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00	
6	\$13.95	0	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00	
6	\$13.95	0	0	\$0.00	0	\$0.00	19	\$3.80	\$0.00	
7	\$29.99	227	0	\$0.00	88	\$35.20	0	\$0.00	\$0.00	
7	\$29.99	90	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00	
7	\$29.99	33	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00	
7	\$29.99	44	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00	
7	\$29.99	132	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00	
7	\$29.99	146	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00	
8	\$69.99	845	0	\$0.00	0	\$0.00	78	\$19.50	\$0.00	
8	\$99.99	1046	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00	
8	\$47.00	679	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00	
8	\$49.99	52	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00	

Control Number	Base Charges	Base Minutes	Roaming Minutes	Roam Charges	Long D. Minutes	Long D. Charges	Overage Minutes	Overage Charges	Text Charges
8	\$29.99	0	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
8	\$29.99	46	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
8	\$29.99	1	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
8	\$29.99	24	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
8	\$29.99	63	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
8	\$29.99	209	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
8	\$99.99	474	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
8	\$49.99	219	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
8	\$49.99	51	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
8	\$29.99	0	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
8	\$49.99	100	29	\$17.40	0	\$0.00	0	\$0.00	\$0.00
8	\$99.99	419	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
8	\$99.99	988	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
8	\$49.99	438	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
8	\$49.99	423	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
8	\$69.99	369	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
8	\$49.99	330	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
8	\$69.99	414	0	\$0.00	0	\$0.00	0	\$0.00	\$0.30
8	\$29.99	140	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
8	\$49.99	68	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
9	\$35.00	0	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
10	\$39.95	41	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
10	\$15.00	14	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
10	\$15.00	0	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
11	\$29.99	10	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
11	\$29.99	26	2	\$1.20	0	\$0.00	0	\$0.00	\$0.00
11	\$29.99	7	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
12	\$39.99	233	0	\$0.00	0	\$0.00	173	\$69.20	\$0.00
12	\$29.99	138	0	\$0.00	0	\$0.00	296	\$118.40	\$0.00
12	\$29.99	138	0	\$0.00	0	\$0.00	969	\$332.40	\$0.00

Control Number	Base Charges	Base Minutes	Roaming Minutes	Roam Charges	Long D. Minutes	Long D. Charges	Overage Minutes	Overage Charges	Text Charges
12	\$29.99	138	0	\$0.00	0	\$0.00	11	\$4.40	\$0.00
12	\$29.99	93	0	\$0.00	0	\$0.00	0	\$0.00	\$0.30
12	\$29.99	138	0	\$0.00	0	\$0.00	33	\$13.20	\$0.00
12	\$29.99	10	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
12	\$29.99	81	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
12	\$29.99	0	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
12	\$29.99	138	0	\$0.00	0	\$0.00	405	\$162.00	\$0.00
12	\$29.99	84	28	\$16.80	0	\$0.00	0	\$0.00	\$0.00
12	\$29.99	111	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
12	\$29.99	138	0	\$0.00	0	\$0.00	221	\$88.40	\$0.00
12	\$39.99	126	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
12	\$39.99	95	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
12	\$39.99	401	0	\$0.00	0	\$0.00	271	\$108.40	\$0.00
12	\$39.99	401	0	\$0.00	0	\$0.00	243	\$97.20	\$0.00
12	\$39.99	401	0	\$0.00	0	\$0.00	474	\$189.60	\$0.30
12	\$39.99	271	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
12	\$39.99	401	0	\$0.00	0	\$0.00	36	\$14.40	\$0.00
12	\$39.99	401	0	\$0.00	0	\$0.00	29	\$11.60	\$0.00
12	\$39.99	103	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
12	\$39.99	498	0	\$0.00	0	\$0.00	154	\$61.60	\$0.00
12	\$39.99	496	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
12	\$39.99	41	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
13	\$29.99	29	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
13	\$29.99	344	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
13	\$16.99	63	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
13	\$14.99	31	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
13	\$16.99	0	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
13	\$29.99	213	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
14	\$29.99	0	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
15	\$20.00	0	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00

Control Number	Base Charges	Base Minutes	Roaming Minutes	Roaming Charges	Long D. Minutes	Long D. Charges	Overage Minutes	Overage Charges	Text Charges
16	\$49.99	69	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
17	\$0.00	0	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
17	\$0.00	70	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
17	\$0.00	0	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
17	\$0.00	0	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
17	\$0.00	0	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
17	\$5.00	0	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
17	\$5.00	775	3	\$0.75	3	\$1.20	0	\$0.00	\$0.00
17	\$459.00	658	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
17	\$5.00	39	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
17	\$5.00	0	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
17	\$5.00	0	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
17	\$5.00	68	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
17	\$5.00	867	28	\$7.75	28	\$12.25	0	\$0.00	\$0.00
17	\$5.00	0	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
17	\$5.00	0	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
17	\$5.00	11	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
17	\$5.00	186	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
17	\$5.00	242	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
17	\$5.00	53	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
17	\$5.00	0	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
17	\$39.95	0	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
17	\$5.00	13	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
17	\$5.00	61	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
18	\$59.99	132	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
18	\$59.99	1	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
19	\$65.32	51	0	\$0.00	0	\$0.00	0	\$0.00	\$0.10
20	\$99.99	2	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
21	\$29.99	38	14	\$9.66	0	\$0.00	0	\$0.00	\$1.99
22	\$59.99	450	0	\$0.00	0	\$0.00	155	\$54.25	\$0.00

Control Number	Base Charges	Base Minutes	Roaming Minutes	Roam Charges	Long D. Minutes	Long D. Charges	Overage Minutes	Overage Charges	Text Charges
23	\$84.98	599	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
24	\$37.19	0	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
25	\$29.99	114	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
25	\$29.99	56	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
25	\$49.99	426	15	\$10.35	0	\$0.00	0	\$0.00	\$0.00
25	\$29.99	47	6	\$4.14	6	\$1.20	0	\$0.00	\$0.00
26	\$49.99	288	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
26	\$49.99	460	0	\$0.00	0	\$0.00	244	\$73.20	\$0.00
26	\$49.99	111	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
26	\$49.99	255	1	\$0.60	0	\$0.00	0	\$0.00	\$0.00
26	\$49.99	437	5	\$3.00	0	\$0.00	0	\$0.00	\$0.00
26	\$49.99	829	0	\$0.00	0	\$0.00	466	\$139.80	\$0.00
26	\$29.99	330	0	\$0.00	0	\$0.00	116	\$46.40	\$0.00
27	\$59.99	136	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
27	\$59.99	18	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
28	\$29.99	14	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
28	\$29.99	148	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
28	\$29.99	103	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
28	\$69.99	701	0	\$0.00	0	\$0.00	33	\$8.00	\$0.00
28	\$99.99	1055	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
28	\$99.99	447	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
28	\$29.99	139	0	\$0.00	0	\$0.00	12	\$4.80	\$0.00
28	\$29.99	73	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
28	\$29.99	0	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
28	\$29.99	155	0	\$0.00	0	\$0.00	70	\$28.00	\$0.00
28	\$29.99	301	0	\$0.00	0	\$0.00	93	\$37.20	\$0.00
28	\$99.99	295	1	\$0.60	0	\$0.00	0	\$0.00	\$0.00
28	\$29.99	170	0	\$0.00	0	\$0.00	49	\$19.60	\$0.00
28	\$29.99	170	0	\$0.00	0	\$0.00	101	\$40.40	\$0.00
28	\$29.99	236	0	\$0.00	0	\$0.00	389	\$61.20	\$0.00

Control Number	Base Charges	Base Minutes	Roaming Minutes	Roam Charges	Long D. Minutes	Long D. Charges	Overage Minutes	Overage Charges	Text Charges
28	\$29.99	144	0	\$0.00	0	\$0.00	25	\$10.00	\$0.00
28	\$29.99	287	0	\$0.00	0	\$0.00	200	\$80.00	\$0.00
28	\$29.99	273	10	\$6.00	0	\$0.00	193	\$77.20	\$0.00
28	\$29.99	17	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
28	\$29.99	76	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
28	\$29.99	138	0	\$0.00	0	\$0.00	498	\$149.40	\$0.00
28	\$29.99	0	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
28	\$29.99	5	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
28	\$49.99	0	191	\$114.60	0	\$0.00	0	\$0.00	\$0.00
28	\$29.99	47	9	\$5.40	9	\$1.80	0	\$0.00	\$0.00
29	\$99.99	166	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
29	\$29.99	2	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
29	\$59.99	91	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
29	\$29.99	115	0	\$0.00	0	\$0.00	229	\$91.60	\$0.50
30	\$59.99	68	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
31	\$191.92	1445	1	\$0.69	1	\$0.20	0	\$0.00	\$0.00
32	\$34.99	267	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
33	\$49.99	829	39	\$23.40	11	\$1.25	0	\$0.00	\$0.00
33	\$49.99	460	12	\$7.20	0	\$0.00	494	\$148.20	\$0.00
33	\$49.99	14	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
33	\$49.99	266	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
33	\$99.99	931	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
33	\$99.99	394	14	\$8.40	0	\$0.00	0	\$0.00	\$0.00
33	\$99.99	542	20	\$12.00	0	\$0.00	0	\$0.00	\$0.00
34	\$59.99	0	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
35	\$16.66	353	0	\$0.00	4	\$1.25	0	\$0.00	\$0.00
35	\$31.66	60	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
35	\$30.17	82	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
35	\$31.66	152	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
35	\$31.66	151	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00

Control Number	Base Charges	Base Minutes	Roaming Minutes	Room Charges	Long D. Minutes	Long D. Charges	Overage Minutes	Overage Charges	Text Charges
35	\$31.66	38	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
35	\$31.66	29	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
35	\$31.66	26	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
35	\$31.66	50	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
35	\$31.66	271	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
35	\$31.66	59	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
35	\$31.66	13	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
35	\$52.75	29	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
35	\$52.75	0	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
35	\$52.75	0	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
35	\$52.75	1	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
35	\$31.66	99	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
35	\$31.66	136	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
35	\$31.66	174	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
35	\$31.66	27	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
35	\$31.66	1324	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
35	\$30.17	117	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
35	\$31.66	66	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
35	\$31.66	87	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
35	\$31.66	49	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
36	\$1.89	0	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
37	\$69.99	819	87	\$52.20	0	\$0.00	249	\$62.25	\$0.00
37	\$99.99	852	63	\$37.80	0	\$0.00	0	\$0.00	\$0.00
37	\$99.99	1351	0	\$0.00	0	\$0.00	486	\$121.50	\$0.00
37	\$49.99	51	12	\$7.20	0	\$0.00	0	\$0.00	\$0.00
37	\$29.99	0	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
37	\$29.99	0	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
37	\$29.99	0	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
37	\$29.99	6	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
37	\$29.99	53	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00

Control Number	Base Charges	Base Minutes	Roaming Minutes	Roam Charges	Long D. Minutes	Long D. Charges	Overage Minutes	Overage Charges	Text Charges
37	\$29.99	280	0	\$0.00	0	\$0.00	2	\$0.80	\$0.00
37	\$99.99	1011	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
37	\$49.99	390	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
37	\$49.99	57	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
37	\$29.99	0	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
37	\$49.99	162	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
37	\$99.99	556	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
37	\$99.99	815	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
37	\$49.99	625	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
37	\$49.99	262	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
37	\$69.99	335	26	\$15.60	0	\$0.00	0	\$0.00	\$0.00
37	\$49.99	268	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
37	\$69.99	218	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
37	\$29.99	954	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
37	\$49.99	22	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
37	\$29.99	13	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
37	\$29.99	33	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
38	\$14.98	0	0	\$0.00	0	\$0.00	280	\$70.00	\$0.00
38	\$39.99	491	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
38	\$99.99	1334	160	\$110.40	0	\$0.00	211	\$63.30	\$0.00
38	\$9.99	0	51	\$10.00	0	\$0.00	40	\$25.50	\$0.00
38	\$9.99	0	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
38	\$29.99	264	0	\$0.00	0	\$0.00	37	\$14.80	\$0.00
38	\$49.99	237	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
38	\$29.99	104	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
38	\$29.99	17	1	\$0.69	0	\$0.00	0	\$0.00	\$0.00
38	\$29.99	77	77	\$43.80	24	\$0.15	0	\$0.00	\$0.00
38	\$9.99	0	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
38	\$9.99	0	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
38	\$14.99	24	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00



Control Number	Base Charges	Base Minutes	Roaming Minutes	Roam Charges	Long D. Minutes	Long D. Charges	Overage Minutes	Overage Charges	Text Charges
38	\$9.99	0	0	\$0.00	0	\$0.00	12	\$3.00	\$0.00
38	\$9.99	0	2	\$1.00	0	\$0.00	0	\$0.00	\$0.00
38	\$39.99	979	0	\$0.00	0	\$0.00	151	\$60.40	\$0.00
38	\$59.99	450	0	\$0.00	0	\$0.00	117	\$40.95	\$0.00
38	\$9.99	0	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
38	\$29.99	5	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
38	\$14.99	57	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
38	\$29.99	111	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
38	\$29.99	110	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
38	\$59.99	98	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
38	\$9.99	0	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
38	\$39.99	170	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
38	\$29.99	42	0	\$0.00	0	\$0.00	0	\$0.00	\$0.10
38	\$29.99	118	24	\$14.40	0	\$0.00	0	\$0.00	\$0.00
38	\$49.99	283	21	\$12.60	0	\$0.00	0	\$0.00	\$0.00
38	\$69.99	943	0	\$0.00	0	\$0.00	292	\$102.20	\$0.00
38	\$9.99	0	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
38	\$9.99	0	0	\$0.00	0	\$0.00	76	\$19.00	\$0.00
38	\$9.99	0	0	\$0.00	0	\$0.00	5	\$1.25	\$0.00
38	\$29.99	34	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
38	\$9.99	0	0	\$0.00	0	\$0.00	23	\$5.75	\$0.00
38	\$9.99	0	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
38	\$29.99	102	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
38	\$9.99	0	14	\$7.00	0	\$0.00	0	\$0.00	\$0.00
38	\$9.99	0	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
38	\$9.99	0	2	\$1.00	0	\$0.00	0	\$0.00	\$0.00
38	\$29.99	265	191	\$131.89	113	\$22.60	146	\$65.70	\$0.00
38	\$14.99	19	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
38	\$39.99	683	0	\$0.00	0	\$0.00	44	\$17.60	\$0.00
38	\$9.99	0	0	\$0.00	0	\$0.00	63	\$15.75	\$0.00

Control Number	Base Charges	Base Minutes	Roaming Minutes	Roam Charges	Long D. Minutes	Long D. Charges	Overage Minutes	Overage Charges	Text Charges
38	\$29.99	24	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
38	\$9.99	0	0	\$0.00	0	\$0.00	3	\$0.75	\$0.00
38	\$9.99	0	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
38	\$9.99	0	161	\$80.50	5	\$4.25	9	\$2.25	\$0.00
38	\$29.99	20	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
38	\$29.99	122	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
38	\$29.99	94	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
38	\$29.99	8	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
38	\$9.99	0	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
38	\$39.99	411	0	\$0.00	0	\$0.00	17	\$6.80	\$0.00
38	\$9.99	0	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
38	\$99.99	759	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
38	\$9.99	0	47	\$23.50	0	\$0.00	27	\$6.75	\$0.00
38	\$9.99	0	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
38	\$9.99	0	0	\$0.00	0	\$0.00	2	\$0.50	\$0.00
38	\$29.99	106	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
38	\$9.99	0	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
38	\$9.99	0	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
38	\$9.99	0	1	\$0.50	0	\$0.00	63	\$15.75	\$0.00
38	\$29.99	34	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
38	\$9.99	0	10	\$5.00	0	\$0.00	9	\$2.25	\$0.00
38	\$9.99	0	5	\$2.50	0	\$0.00	55	\$13.75	\$0.00
38	\$29.99	20	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
38	\$102.78	80	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
38	\$29.99	138	2	\$1.20	0	\$0.00	53	\$15.90	\$0.00
38	\$39.99	13	65	\$44.85	0	\$0.00	0	\$0.00	\$0.00
38	\$59.99	418	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
38	\$9.99	0	0	\$0.00	0	\$0.00	9	\$2.25	\$0.00
38	\$29.99	57	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
38	\$9.99	0	2	\$1.00	0	\$0.00	25	\$6.25	\$0.00

Control Number	Base Charges	Base Minutes	Roaming Minutes	Room Charges	Long D. Minutes	Long D. Charges	Overage Minutes	Overage Charges	Text Charges
38	\$9.99	0	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
38	\$0.00	0	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
38	\$24.95	3	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
38	\$24.95	0	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
38	\$99.99	195	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
38	\$29.99	3	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
38	\$29.99	103	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
38	\$61.13	662	102	\$70.38	40	\$8.00	0	\$0.00	\$0.00
38	\$59.99	414	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
38	\$39.99	268	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
38	\$29.99	20	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
38	\$29.99	129	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
38	\$9.99	0	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
38	\$29.99	59	6	\$4.14	0	\$0.00	0	\$0.00	\$0.00
38	\$29.99	0	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
38	\$29.99	16	52	\$35.88	17	\$3.40	0	\$0.00	\$0.00
38	\$29.99	6	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
38	\$14.99	28	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
38	\$39.99	755	0	\$0.00	34	\$6.80	0	\$0.00	\$3.20
38	\$29.99	212	36	\$21.60	32	\$4.80	0	\$0.00	\$0.00
38	\$59.99	1032	0	\$0.00	0	\$0.00	0	\$0.00	\$1.10
38	\$9.99	0	0	\$0.00	0	\$0.00	16	\$4.00	\$0.00
38	\$29.99	54	96	\$66.24	0	\$0.00	0	\$0.00	\$0.00
38	\$29.99	51	14	\$9.66	0	\$0.00	0	\$0.00	\$0.00
38	\$29.99	16	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
38	\$99.99	1187	176	\$121.44	0	\$0.00	0	\$0.00	\$0.00
38	\$29.99	37	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
38	\$29.99	1	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
39	\$39.99	174	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
39	\$39.99	217	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00

Control Number	Base Charges	Base Minutes	Roaming Minutes	Roam Charges	Long D. Minutes	Long D. Charges	Overage Minutes	Overage Charges	Text Charges
39	\$39.99	80	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
39	\$39.99	355	0	\$0.00	0	\$0.00	33	\$13.20	\$0.00
39	\$39.99	95	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
40	\$49.99	270	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
40	\$69.98	493	0	\$0.00	0	\$0.00	195	\$68.25	\$0.00
40	\$49.99	604	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
40	\$49.99	234	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
40	\$49.99	47	4	\$2.40	0	\$0.00	0	\$0.00	\$0.00
40	\$49.99	836	20	\$12.00	0	\$0.00	0	\$0.00	\$0.00
40	\$49.99	66	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
40	\$49.99	179	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
40	\$69.98	346	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
40	\$69.98	474	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
40	\$69.98	280	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
40	\$69.98	70	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
40	\$49.99	190	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
40	\$49.99	38	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
40	\$49.99	0	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
40	\$49.99	86	25	\$17.25	0	\$0.00	0	\$0.00	\$0.00
41	\$38.00	0	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
41	\$20.00	45	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
41	\$20.00	62	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
41	\$20.00	41	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
41	\$20.00	49	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
41	\$20.00	8	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
41	\$38.00	58	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
41	\$38.00	0	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
41	\$20.00	14	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
41	\$20.00	0	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
41	\$20.00	203	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00

Control Number	Base Charges	Base Minutes	Roaming Minutes	Roam Charges	Long D. Minutes	Long D. Charges	Overage Minutes	Overage Charges	Text Charges
41	\$38.00	36	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
41	\$38.00	132	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
41	\$38.00	20	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
41	\$38.00	0	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
41	\$20.00	2	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
41	\$20.00	123	66	\$45.54	0	\$0.00	0	\$0.00	\$0.00
41	\$20.00	0	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
41	\$20.00	0	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
41	\$20.00	181	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
41	\$20.00	694	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
41	\$20.00	666	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
41	\$20.00	30	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
41	\$20.00	96	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
41	\$20.00	30	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
41	\$20.00	97	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
41	\$20.00	288	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
41	\$20.00	184	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
41	\$20.00	117	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
41	\$38.00	2	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
41	\$20.00	101	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
42	\$59.99	605	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
43	\$39.99	165	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
44	\$49.99	460	0	\$0.00	0	\$0.00	102	\$30.60	\$0.10
44	\$49.99	408	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
44	\$69.99	520	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
45	\$25.00	1	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
45	\$14.95	336	0	\$0.00	0	\$0.00	117	\$17.30	\$0.00
45	\$30.00	0	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
46	\$41.99	13	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00

Control Number	Base Charges	Base Minutes	Roaming Minutes	Roam Charges	Long D. Minutes	Long D. Charges	Overage Minutes	Overage Charges	Text Charges
46	\$11.99	15	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
46	\$11.99	13	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
47	\$59.99	46	145	\$87.00	59	\$8.85	0	\$0.00	\$0.00
47	\$39.99	139	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
47	\$29.99	51	3	\$2.07	0	\$0.00	0	\$0.00	\$0.00
47	\$29.99	30	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
47	\$29.99	46	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
48	\$34.99	0	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
49	\$29.99	115	0	\$0.00	0	\$0.00	87	\$34.80	\$0.00
50	\$29.99	135	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
50	\$29.99	5	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
50	\$29.99	332	101	\$60.60	0	\$0.00	112	\$44.80	\$0.00
50	\$29.99	160	0	\$0.00	0	\$0.00	12	\$4.80	\$0.00
50	\$29.99	237	0	\$0.00	1	\$0.15	132	\$52.80	\$0.00
50	\$29.99	90	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
50	\$29.99	58	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
50	\$29.99	192	151	\$90.60	0	\$0.00	36	\$14.40	\$1.30
50	\$29.99	80	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
50	\$29.99	193	0	\$0.00	0	\$0.00	139	\$55.60	\$0.00
50	\$29.99	138	0	\$0.00	0	\$0.00	8	\$3.20	\$0.00
50	\$49.99	626	0	\$0.00	0	\$0.00	123	\$36.90	\$0.00
51	\$6.00	1	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
51	\$6.00	12	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
51	\$6.00	0	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
51	\$6.00	3	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
51	\$6.00	48	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
51	\$6.00	2	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
51	\$6.00	2	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
51	\$6.00	2	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
51	\$6.00	14	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00

Control Number	Base Charges	Base Minutes	Roaming Minutes	Roaming Charges	Long D. Minutes	Long D. Charges	Overage Minutes	Overage Charges	Text Charges
51	\$6.00	1	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
51	\$89.99	53	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
51	\$0.00	0	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
51	\$0.00	357	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
51	\$0.00	0	15	\$8.85	15	\$5.25	0	\$0.00	\$0.00
51	\$0.00	0	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
51	\$0.00	50	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
51	\$0.00	44	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
51	\$0.00	0	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
51	\$0.00	0	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
51	\$0.00	0	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
51	\$0.00	0	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
51	\$0.00	0	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
51	\$0.00	0	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
51	\$0.00	163	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
51	\$0.00	188	10	\$5.90	10	\$3.30	0	\$0.00	\$0.00
51	\$0.00	18	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
51	\$0.00	73	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
51	\$0.00	165	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
51	\$0.00	130	73	\$43.07	73	\$22.10	0	\$0.00	\$0.00
51	\$0.00	342	147	\$86.73	147	\$49.95	0	\$0.00	\$0.00
51	\$0.00	0	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
51	\$0.00	0	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
51	\$0.00	0	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
51	\$0.00	297	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
51	\$0.00	0	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
51	\$0.00	58	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
51	\$0.00	0	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
51	\$0.00	65	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00

Control Number	Base Charges	Base Minutes	Roaming Minutes	Roam Charges	Long D. Minutes	Long D. Charges	Overage Minutes	Overage Charges	Text Charges
51	\$0.00	0	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
51	\$0.00	0	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
51	\$0.00	0	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
51	\$0.00	41	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
51	\$0.00	0	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
51	\$91.95	0	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
51	\$22.99	0	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
51	\$91.99	0	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
51	\$51.99	1	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
51	\$22.99	0	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00
51	\$84.39	729	0	\$0.00	0	\$0.00	70	\$31.50	\$0.00
<b>Total</b>	<b>\$15,879.38</b>	<b>78,572</b>	<b>2,742</b>	<b>\$1,685.34</b>	<b>758</b>	<b>\$198.35</b>	<b>10,495</b>	<b>\$3,544.05</b>	<b>\$11.79</b>

Source: Legislative Auditor's analysis of statewide wireless telephone sample.



## Appendix C: 75 Accounts with Plan Minute Overage Charges

Appendix C 75 Accounts with Plan Minute Overage Charges		
Agency	Overage Minutes	Overage Charge
Board of Pharmacy	155	\$54.25
Division of Corrections	117	\$17.30
Department of Environmental Protection	78	\$19.50
Department of Environmental Protection	102	\$30.60
Department of Environmental Protection	2	\$0.80
Department of Environmental Protection	486	\$121.50
Department of Environmental Protection	249	\$62.25
Department of Environmental Protection	25	\$10.00
Department of Environmental Protection	498	\$149.40
Department of Environmental Protection	193	\$77.20
Department of Environmental Protection	200	\$80.00
Department of Environmental Protection	70	\$28.00
Department of Environmental Protection	389	\$61.20
Department of Environmental Protection	101	\$40.40
Department of Environmental Protection	49	\$19.60
Department of Environmental Protection	93	\$37.20
Department of Environmental Protection	12	\$4.80
Department of Health and Human Resources	33	\$8.00
Department of Health and Human Resources	28	\$5.60
Department of Health and Human Resources	19	\$3.80
Division of Natural Resources	195	\$68.25
Emergency Services	87	\$34.80
Division of Highways	36	\$14.40
Division of Highways	29	\$11.60

Division of Highways	33	\$13.20
Division of Highways	154	\$61.60
Division of Highways	969	\$332.40
Division of Highways	173	\$69.20
Division of Highways	296	\$118.40
Division of Highways	474	\$189.60
Division of Highways	221	\$88.40
Division of Highways	271	\$108.40
Division of Highways	243	\$97.20
Division of Highways	405	\$162.00
Division of Highways	11	\$4.40
Parole Board	33	\$13.20
Public Service Commission	229	\$91.60
State Auditor	70	\$31.50
State Police	123	\$36.90
State Police	8	\$3.20
State Police	139	\$55.60
State Police	36	\$14.40
State Police	132	\$52.80
State Police	12	\$4.80
State Police	112	\$44.80
State Police	244	\$73.20
State Police	466	\$139.80
State Police	116	\$46.40
State Police	494	\$148.20
Supreme Court*	5	\$1.25
Supreme Court*	76	\$19.00
Supreme Court*	292	\$102.20

Supreme Court*	151	\$60.40
Supreme Court*	12	\$3.00
Supreme Court*	37	\$14.80
Supreme Court*	40	\$25.50
Supreme Court*	211	\$63.30
Supreme Court*	23	\$5.75
Supreme Court*	146	\$65.70
Supreme Court*	44	\$17.60
Supreme Court*	63	\$15.75
Supreme Court*	3	\$0.75
Supreme Court*	9	\$2.25
Supreme Court*	17	\$6.80
Supreme Court*	27	\$6.75
Supreme Court*	2	\$0.50
Supreme Court*	16	\$4.00
Supreme Court*	25	\$6.25
Supreme Court*	9	\$2.25
Supreme Court*	53	\$15.90
Supreme Court*	55	\$13.75
Supreme Court*	9	\$2.25
Supreme Court*	63	\$15.75
Supreme Court*	117	\$40.95
Supreme Court*	280	\$70.00
<b>Total</b>	<b>10,495</b>	<b>\$3,544.05</b>
<i>Source: Legislative Auditor's analysis of statewide wireless telephone sample.</i> *The Supreme Court provides wireless telephone service for court agencies throughout the state.		



## Appendix D: 115 Cases of Minimal Use

Appendix D 115 Cases of Minimal Use			
Agency	Base Plan Charge	Base Plan Minutes Used	Approximate Per Minute Charge
Alcohol Beverage Control	\$37.19	0	\$37.19
Division of Corrections	\$25.00	1	\$25.00
Division of Corrections	\$30.00	0	\$30.00
Division of Corrections	\$52.75	1	\$52.75
Division of Corrections	\$52.75	0	\$52.75
Division of Corrections	\$52.75	0	\$52.75
Division of Corrections	\$16.99	0	\$16.99
Department of Environmental Protection	\$29.99	0	\$29.99
Department of Environmental Protection	\$29.99	1	\$29.99
Department of Environmental Protection	\$29.99	0	\$29.99
Department of Environmental Protection	\$29.99	0	\$29.99
Department of Environmental Protection	\$29.99	6	\$5.00
Department of Environmental Protection	\$29.99	0	\$29.99
Department of Environmental Protection	\$29.99	0	\$29.99
Department of Environmental Protection	\$29.99	0	\$29.99
Department of Environmental Protection	\$49.99	0	\$49.99
Department of Environmental Protection	\$29.99	5	\$6.00
Department of Environmental Protection	\$29.99	0	\$29.99
Department of Environmental Protection	\$29.99	0	\$29.99
Department of Health and Human Resources	\$59.99	1	\$59.99
Department of Health and Human Resources	\$39.99	0	\$39.99
Department of Health and Human Resources	\$39.99	3	\$13.33
Department of Health and Human Resources	\$20.00	0	\$20.00
Department of Health and Human Resources	\$20.00	0	\$20.00

Department of Health and Human Resources	\$38.00	0	\$38.00
Department of Health and Human Resources	\$20.00	0	\$20.00
Department of Health and Human Resources	\$38.00	2	\$19.00
Department of Health and Human Resources	\$38.00	0	\$38.00
Department of Health and Human Resources	\$20.00	2	\$10.00
Department of Health and Human Resources	\$20.00	0	\$20.00
Department of Health and Human Resources	\$20.00	8	\$2.50
Department of Health and Human Resources	\$38.00	0	\$38.00
Department of Health and Human Resources	\$29.99	10	\$2.99
Department of Health and Human Resources	\$29.99	7	\$4.28
Department of Health and Human Resources	\$15.00	0	\$15.00
Department of Health and Human Resources	\$13.95	0	\$13.95
Department of Health and Human Resources	\$13.95	0	\$13.95
Department of Health and Human Resources	\$13.95	0	\$13.95
Department of Health and Human Resources	\$13.95	0	\$13.95
Division of Natural Resources	\$49.99	0	\$49.99
Division of Highways	\$29.99	10	\$2.99
Division of Highways	\$29.99	0	\$29.99
Division of Highways	\$5.00	0	\$5.00
Division of Highways	\$5.00	0	\$5.00
Division of Highways	\$5.00	0	\$5.00
Division of Highways	\$39.95	0	\$39.95
Division of Highways	\$5.00	0	\$5.00
Division of Highways	\$5.00	0	\$5.00
Division of Highways	\$5.00	0	\$5.00
Lottery Commission	\$29.99	2	\$15.00
Marshall University	\$34.99	0	\$34.99
Marshall University	\$35.00	0	\$35.00

Marshall University	\$1.89	0	\$1.89
Marshall University	\$29.99	0	\$29.99
Public Service Commission	\$99.99	2	\$50.00
Public Service Commission	\$29.99	2	\$15.00
State Senate	\$59.99	0	\$59.99
State Auditor	\$91.95	0	\$91.95
State Auditor	\$91.99	0	\$91.95
State Auditor	\$22.99	0	\$22.99
State Auditor	\$51.99	1	\$51.99
State Auditor	\$22.99	0	\$22.99
State Auditor	\$6.00	1	\$6.00
State Auditor	\$6.00	2	\$3.00
State Auditor	\$6.00	2	\$3.00
State Auditor	\$6.00	2	\$3.00
State Auditor	\$6.00	3	\$2.00
State Auditor	\$6.00	0	\$6.00
State Auditor	\$6.00	1	\$6.00
State Police	\$29.99	5	\$6.00
Supreme Court*	\$9.99	0	\$9.99
Supreme Court*	\$9.99	0	\$9.99
Supreme Court*	\$9.99	0	\$9.99
Supreme Court*	\$9.99	0	\$9.99
Supreme Court*	\$29.99	5	\$6.00
Supreme Court*	\$9.99	0	\$9.99
Supreme Court*	\$9.99	0	\$9.99
Supreme Court*	\$9.99	0	\$9.99
Supreme Court*	\$9.99	0	\$9.99
Supreme Court*	\$9.99	0	\$9.99

Supreme Court*	\$9.99	0	\$9.99
Supreme Court*	\$29.99	1	\$29.99
Supreme Court*	\$9.99	0	\$9.99
Supreme Court*	\$9.99	0	\$9.99
Supreme Court*	\$9.99	0	\$9.99
Supreme Court*	\$9.99	0	\$9.99
Supreme Court*	\$9.99	0	\$9.99
Supreme Court*	\$9.99	0	\$9.99
Supreme Court*	\$9.99	0	\$9.99
Supreme Court*	\$9.99	0	\$9.99
Supreme Court*	\$9.99	0	\$9.99
Supreme Court*	\$9.99	0	\$9.99
Supreme Court*	\$29.99	8	\$3.75
Supreme Court*	\$9.99	0	\$9.99
Supreme Court*	\$9.99	0	\$9.99
Supreme Court*	\$9.99	0	\$9.99
Supreme Court*	\$9.99	0	\$9.99
Supreme Court*	\$9.99	0	\$9.99
Supreme Court*	\$9.99	0	\$9.99
Supreme Court*	\$29.99	6	\$5.00
Supreme Court*	\$29.99	0	\$29.99
Supreme Court*	\$9.99	0	\$9.99
Supreme Court*	\$29.99	3	\$10.00
Supreme Court*	\$24.95	0	\$24.95
Supreme Court*	\$24.95	3	\$8.32
Supreme Court*	\$9.99	0	\$9.99
Supreme Court*	\$9.99	0	\$9.99
Supreme Court*	\$9.99	0	\$9.99
Supreme Court*	\$9.99	0	\$9.99
Supreme Court*	\$9.99	0	\$9.99



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Supreme Court*	\$9.99	0	\$9.99
Supreme Court*	\$9.99	0	\$9.99
Supreme Court*	\$9.99	0	\$9.99
Supreme Court*	\$9.99	0	\$9.99
Supreme Court*	\$14.98	0	\$14.98
Supreme Court*	\$9.99	0	\$9.99
Supreme Court*	\$20.00	0	\$20.00
<b>Total</b>	<b>\$2,660.18</b>	<b>106</b>	

*Source: Legislative Auditor's analysis of statewide wireless telephone sample.*

\*The Supreme Court provides wireless telephone service for court agencies throughout the state.



## Appendix E: Detailed Methodology for Data Extrapolation

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### Detailed Methodology for Data Extrapolation

#### How many state-issued wireless telephones are in use?

In order to estimate the number of state-issued wireless telephones, the Legislative Auditor considered the relationship between the percentage of sample invoices for wireless telephones and what that same relationship might be in the entire universe (the 18,977 calendar year 2004 invoices) from which the sample was drawn.

To estimate the percentage of 2004 invoices that were for non-wireless service, the Legislative Auditor performed the following calculation from the sample of invoices:

1. 
$$\frac{\text{Number of Non-Wireless Telephone Invoices}}{\text{Number of Invoices in Sample}}$$
2. 
$$\frac{149}{200}$$
3. 75% of the invoices in the sample were for non-wireless telephones.

To estimate the percentage of 2004 invoices that were for wireless telephones, the Legislative Auditor performed the following calculation from the sample of invoices:

1. 
$$\frac{\text{Number of Wireless Telephone Invoices}}{\text{Number of Invoices in Sample}}$$
2. 
$$\frac{51}{200}$$
3. 25% of the invoices in the sample were for non-wireless telephones.

This information is organized on the following page in Methodology Table 1.

<b>Methodology Table 1 Composition of Sample</b>		
<b>Category</b>	<b>Number of Invoices</b>	<b>Percentage of Total</b>
Non-Wireless Telephone Invoices*	149	75%
Wireless Telephone Invoices	51	25%
	200	100%
<i>*This amount includes 10 invoices that the State Auditor could not locate.</i>		

The composition of wireless and non-wireless invoices in the sample was extrapolated for the entire universe, using the following calculations:

1. (Sample % Non-Wireless Telephone Invoices) x (Number of Invoices in Universe)
2. .75 x 18,977
3. 14,233 of universe invoices are for non-wireless telephones.

#### **Wireless Invoice Estimate**

1. (Sample % of Wireless Telephone Invoices) x (Number of Invoices in Universe)
2. .25 x 18,977
3. 4,744 of universe invoices are for wireless telephones.

The above calculations are organized on the following page in Methodology Table 2.

<b>Methodology Table 2</b>		
<b>Relationship if Percentages Remained the Same</b>		
<b>Category</b>	<b>Number of Invoices</b>	<b>Percentage of Total</b>
Non-Wireless Invoices	14,233	75%
Wireless Invoices	4,744	25%
	18,977	100%

As shown by Methodology Table 2, the Legislative Auditor determined that if the sample composition of the number of wireless telephone invoices represents the universe, then there are 4,744 wireless telephone invoices in the universe.

Since the 4,744 wireless invoices represented the total invoices for calendar year 2004, the Legislative Auditor divided that figure by 12 to consider the number of months in one year.

1. Annual Total of Wireless Invoices  
Months in Year
2. 4,744  
12
3. 403 separate entities within state government that paid for wireless telephones in 2004.

Each of these 403 master accounts may contain multiple individual wireless telephone accounts, distinguished by unique telephone numbers. The sample shows that, on average, each master account averaged 9 individual wireless telephone accounts. By multiplying the total number of master accounts (403) by the average number of individual wireless telephone accounts (9), the Legislative Auditor was able to extrapolate the possible number of individual wireless telephone accounts.

1. (Master Accounts) x (Average Number of Lines Per Account)
2. 403 x 9
3. 3,627 individual state-issued wireless telephones

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**What is the estimated cost per year for all state-issued wireless telephones?**

The first step in determining the average cost per month for the 3,627 individual state-issued wireless telephones is to calculate the average cost per month for the 459 individual state-issued wireless telephones in the sample. This is accomplished by performing the following calculation:

1. 
$$\frac{(\text{Total Base Charges} + \text{Total Overcharges})}{\text{Total Phones in Sample}}$$
2. 
$$\frac{(\$15,879) + (\$5,425)}{459}$$
3. 
$$\frac{\$21,304}{459}$$
4. \$46 average charge per month for the wireless telephones

The following computation determines the average annual cost of a wireless telephone:

1.  $(\$46) \times (12 \text{ months})$
2. \$552 average annual cost of a wireless telephone for calendar year 2004

Next, the Legislative Auditor used this figure to derive a total estimated cost for all state-issued wireless telephones. This was calculated by:

1.  $(\text{Average Cost Per Unit Per Year}) \times (\text{Estimated Number of Wireless Telephones})$
2.  $(\$552) \times (3,627) =$
3. \$2,002,104 annual cost for all state-issued wireless telephones for calendar year 2004

**What are the estimated annual overcharges?**

To derive the estimated annual overcharges, the Legislative Auditor considered the total of the overcharges for the sample and how those charges related to

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the total dollar amount spent. The sample showed that the sample telephones incurred \$15,879 in charges for base plans and \$5,425 in charges for overcharges such as plan minute overages, text messaging, roaming and long distance. The two numbers added together provide for the total amount spent.

1. Total Base Charges + Total Overcharges = Total Charges
2. \$15,879 + \$5,425 = \$21,304

As can be seen, the total amount spent for the sampled accounts was \$21,304. The next step then is to determine what percentage of the total amount spent was overcharges. That is determined by the following calculation:

1.  $\frac{\text{Overcharge}}{\text{Total Charge}}$
2.  $\frac{\$5,439}{\$21,319}$
3. .256
4. 26%

The calculation above reveals that nearly 26% of the total charges can be attributed to the overcharges that were described above. In order to extrapolate what the overcharges may have been for all state-issued wireless telephones, the following calculation was performed:

1. (% Overcharge) x (Total Amount Spent on all 3,627 Phones)
2. (.26) x (\$2,002,104)
3. \$520,547 estimated amount spent on overcharges

### **What are the expenses for minimally used wireless telephones?**

The following calculations determine the estimated cost to the State for the state-issued wireless telephone accounts that are used on a minimal basis or not at all. As shown earlier in the report, the composition of the minimally use wireless telephones can be seen on the following page in Methodology Table 3.

<b>Methodology Table 3 Sample Observations of Minimal Use</b>		
<b>Usage by Minutes</b>	<b>Number of Individual Wireless Telephones</b>	<b>Composition Percentage of Sample (N=459)</b>
0	85	18%
1-5	22	5%
6-10	8	2%
<b>Total (0-10)</b>	<b>115</b>	<b>25%</b>

Assuming the same percentage composition of the sample for the entire population of state-issued wireless telephones, the following calculations estimate the cost of minimally use wireless telephones:

1. (Sample % of zero minute usage) x (Number of Universe Phones)
2.  $.18 \times 3,627 = 652.86$

**To estimate 1-5 minute usage of wireless telephones in universe**

1. (Sample % of 1-5 minute usage) x (Number of Universe Phones)
2.  $.05 \times 3,627 = 181.35$

**To estimate 6-10 minute usage of wireless telephones in universe**

1. (Sample % of 6-10 minute usage) x (Number of Universe Phones)
2.  $.02 \times 3,627 = 72.54$

**To estimate all minimal usage (0-10 minutes) of wireless telephones in universe**

1. (Number of 0 Minute) + (Number of 1-5 Minute) + (Number of 6-10 Minute)
2.  $652.86 + 181.35 + 72.54$
3. 906.75 estimated minimal usage for universe



<b>Methodology Table 4</b>		
<b>Estimates of Minimal Use of All State-Issued Wireless Telephones</b>		
<b>Usage by Minutes</b>	<b>Number of Individual Wireless Telephones</b>	<b>Composition</b>
0	652.86	18%
1-5	181.35	5%
6-10	72.54	2%
Total (0-10)	906.75	25%

In order to determine the cost of each of these categories of minimal usage, the Legislative Auditor performed the following calculations:

**For the Zero Minute Category**

1. (All Phones) x (Use % in Universe) x (Average Monthly Cost) x (Months Per Year)
2. 652.86 x \$46 average monthly charge x (12 months) = \$360,378.72

As shown by the product of the computation above, the Legislative Auditor estimated the annual cost for all state-issued wireless telephones that used zero base plan minutes. The same calculation was used to derive the other categories of minimal usage as shown below.

**For the 1-5 Minute Category**

1. (181.35) x \$46 average monthly charge) x (12 months) = \$100,105.20

**For the 6-10 Minute Category**

1. 3,627 x 2% x \$46 x 12
2. (72.54) x \$46 average monthly charge) x (12 months) = \$40,042.08
3. \$3,336.84 x 12
4. \$40,042.08

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**For all Minimal Usage Combined**

1. (0 Minute Usage) + (1-5 Minute Usage) + (6-10 Minute Usage)
2. \$360,378.72 + \$100,105.20 + \$40,042.08
3. \$500,526.00 cost for all minimal usage

## Appendix F: Composition of the Sample by Agency

Appendix F Composition of the Sample by Agency		
Agency	Individual Wireless Numbers	Percent of Sample Reviewed
Alcohol Beverage Control	1	0.20%
Attorney General	1	0.20%
Board of Pharmacy	1	0.20%
Division of Corrections	33	7.20%
Department of Criminal Justice Services	5	1.10%
Department of Environmental Protection	84	18.30%
Department of Health and Human Resources	54	11.80%
Department of Natural Resources	17	3.70%
Department of Emergency Services	1	0.20%
Division of Highways	47	10.20%
Juvenile Services	4	0.90%
Lottery Commission	3	0.70%
Marshall University	9	2.00%
Parole Board	5	1.10%
Public Service Commission	5	1.10%
State Senate	1	0.20%
State Auditor	61	13.30%
State Police	25	5.40%
Supreme Court	100	21.80%
Tax Division	1	0.20%
WV Institute of Technology	1	0.20%
<b>Total</b>	<b>459</b>	<b>100.00%</b>
<i>Source: Legislative Auditor's analysis of statewide wireless telephone sample.</i>		



## Appendix G: Agency Responses

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JOE MANCHIN III  
GOVERNOR

STATE OF WEST VIRGINIA  
DEPARTMENT OF ADMINISTRATION  
OFFICE OF THE CABINET SECRETARY

ROBERT W. FERGUSON, JR.  
CABINET SECRETARY

August 29, 2005

Mr. John Sylvia, Director  
West Virginia Legislature  
Performance Evaluation and Research Division  
1900 Kanawha Boulevard, East  
Building 1, Room W-314  
Charleston, WV 25305

RECEIVED  
AUG 31 2005  
PERFORMANCE EVALUATION AND  
RESEARCH DIVISION

**Re: Response to Special Report  
State Issued Wireless Telephones**

Dear Mr. Sylvia,

Thank you for providing me with a copy of the Special Report prepared in regard to State Issued Wireless Telephones. The Department of Administration appreciates your efforts in this area and embraces your recommendations. I would like to offer the following responses to your recommendations:

**Recommendation 1:** The Legislative Auditor recommends that state agencies eliminate wireless telephones that are not being used.

**Response:** We agree with this finding as this could help reduce costs. The most common reason given for retaining zero use phones is that the phones are issued in case of an emergency. For true emergency use, however, pagers would be more appropriate as the coverage area is much greater than that of a cell phone. Furthermore, the monthly service costs are significantly lower than that of a cell phone.

**Recommendation 2:** The Legislature should consider requiring the Department of Administration's Information Services and Communication Division to develop, implement and enforce a statewide wireless usage policy.

**Response:** The Department of Administration agrees with this recommendation and the Office of Technology has already drafted a policy concerning cell phone usage. This policy should be finalized by the end of September. Although the policy will set guidelines around acceptable usage

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of this state provided service, the actual enforcement of the policy will be the responsibility of each individual agency. The Office of Technology could provide monthly, summary level reports showing utilization that would assist each agency in the enforcement of the actual policy.

**Recommendation 3:** The Legislature should consider requiring a centralized administration of wireless telephone plans either by the Department of Administration's Information Services and Communication Division or the Division of Purchasing.

**Response:** The Department of Administration also agrees with this recommendation as it permits the State to leverage its buying power when negotiating cellular discount plans. The Office of Technology, in conjunction with the Division of Purchasing, is currently drafting an RFP to select statewide cellular service providers. Specialized phones such as a Razor, Picture Phone, Trio or Blackberry, should require a higher level of authorization by The Office of Technology.

In addition to the responses above, I would like to also offer the following suggestions for consideration:

★ Frequent out of state travelers should consider utilizing a calling card. Calls made from anywhere within the United States costs eight cents per minute using a state issued calling card. Long distance or roaming charges associated with a cell phone can be more than 5 times that amount.

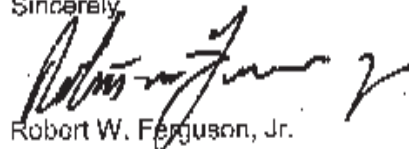
★ In order to ensure cellular services are terminated in a timely fashion, the Division of Personnel could provide the Office of Technology a list of all employees leaving state government on a monthly basis.

★ The cell phone policy and the cellular RFP should take into consideration both traditional voice and cellular data transmission. Due to the convergence of technologies, cellular devices are becoming more and more of a means to transport data, in addition to voice. For example, most phones today allow for text messaging, internet browsing and e-mail. Many of these services come at incremental costs.

★ Currently, the State of West Virginia is unable to piggyback off of other states who have negotiated a price to reduce cell phone costs. The Department of Administration is anticipating that legislation will be introduced during the regular session for purchasing reform. As a part of that purchasing reform we intend to change the statute in order to eliminate this prohibition.

Thank you again for providing me with your report and for your efforts in this area. If you have any questions, or need any additional information, please do not hesitate to contact me.

Sincerely,



Robert W. Ferguson, Jr.

RWF:dj



**West Virginia State Police**  
725 Jefferson Road  
South Charleston, West Virginia 25309-1598  
Executive Office

August 25, 2005

**Joe Manchin III**  
Governor

**Colonel D. L. Lemmon**  
Superintendent

Aaron Allred, Legislative Auditor  
Building 1, Room E-132  
1900 Kanawha Boulevard, East  
Charleston, WV 25305-0610

Dear Sir:

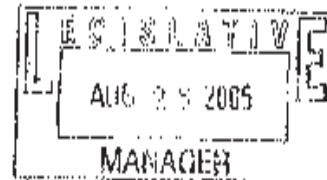
I am in receipt of your letter, dated August 24, 2005, and the draft copy of your report dealing with *State-Issued Wireless Telephones*. I have reviewed your draft report and I concur with your conclusions.

During the initial months following my appointment it became evident to me that the issuance and use of cellular telephones had not been closely monitored and scrutinized during the previous administration. After reaching this conclusion, I ordered a comprehensive review of these areas. I learned that there were approximately one hundred and seventy (170) cellular telephones issued to select employees and in many cases the telephones were underutilized and their assignment was not justified or they were over utilized, based on their payment plan. When this review was complete, we deactivated approximately one third of the telephones issued, reducing the number in circulation to approximately one hundred (100). We also revisited the rate plan for each remaining telephone and adjusted the rate plan to coincide with the duties and responsibilities of the user. These changes were finalized and implemented during the month of July.

Sincerely,

Colonel D.L. Lemmon  
Superintendent

DLL/sct



**Equal Opportunity Employer**







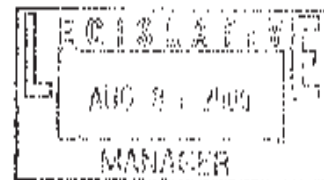
west virginia department of environmental protection

Executive Office  
601 37<sup>th</sup> Street SE  
Charleston, WV 25304

Joe Manchin III, Governor  
Stephanie R. Timmermeyer, Cabinet Secretary  
www.wvdep.org

August 31, 2005

Aaron Allred, Legislative Auditor  
Joint Committee on Government and Finance  
Building 1, Room E-132  
1900 Kanawha Boulevard, East  
Charleston, West Virginia 25305-0610



Dear Mr. Allred:

This letter is to offer a response to the draft audit of state agency wireless (cellular) telephone usage recently conducted by the Performance Evaluation and Research Division. In the draft report of findings, the WV Department of Environmental Protection (DEP) was cited several times for two main issues: 1) cellular phones which were active and assigned, but which were either not used or used minimally; and 2) cellular users who regularly exceeded their calling plans, resulting in overage charges. The following addresses each issue.

1. The DEP has many employees who are required to be accessible 24 hours a day in the event there is an environmental emergency such as a hazardous waste spill or an abandoned mine collapse. We currently have a toll-free number available for citizens to report such emergencies. The DEP employees who answer this line and the after-hours answering service have a monthly list of employees assigned to be available to respond to these calls. The cellular phones assigned to these employees are dedicated solely for this purpose and therefore are not used on a regular basis. The phones are essential, however, to ensure quick response time to environmental emergencies. We are pleased that some phones indicate minimum usage, because this also indicates a fewer amount of emergencies have occurred during the audited period. However, the agency is working with the Information Services & Communications Division (IS&C) of the Department of Administration to incorporate changes into the new statewide cell phone contract which will waive the monthly fee for emergency phones, wherein charges will only be incurred for the minutes used.
2. The DEP currently has a contract with two cellular service vendors that offer different calling plans from which our Divisions may choose. In January 2005, the DEP's Administrative Services section reviewed the agency's cellular phone records. We requested a report from the vendors showing the cell phone usage for three (3) months in order to determine if changes were necessary. In February 2005, we provided this information to the management of each of our Divisions and made recommendations to switch each cited user to a calling

Promoting a healthy environment.

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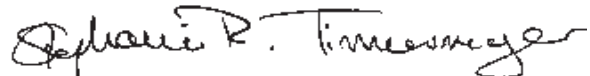
Aaron Allred  
Page 2  
August 31, 2005

plan more cost effective for his/her usage patterns. The overwhelming majority of recommendations were implemented. We also informed management that employees' plans could be temporarily upgraded during environmental emergencies, which normally require heavier cellular usage. These efforts have resulted in a substantial cost savings of \$10,320 to the Department.

In 2004, the DEP's Logan regional office flooded and the employees were unable to use office phones for weeks. This resulted in substantial increases in cellular phone usage and is one of the reasons for the overage minutes.

Thank you for the opportunity to respond to these audit findings. I hope this response clarifies the findings in your draft report and demonstrates our efforts to reduce unnecessary costs associated with cellular usage. If you have questions or would like to discuss this matter, please feel free to contact our Administrative Services Manager, June Casto, at 926-0499, ext. 1701.

Sincerely,



Stephanie R. Timmermeyer  
Cabinet Secretary

SRT/bk