Lexington-Fayette Urban County Government

Bid Information

Bid Owner	Ms. Sondra Stone Buyer Senior
Email	sstone@lexingtonky.gov
Phone	(859) 258-3324
Fax	(859) 258-3322
Bid Number	RFP-25-2017 Addendum 4
Title	Inmate Telephone Services for Community Corrections
Bid Type	RFP
Issue Date	08/02/2017
Close Date	9/6/2017 02:00:00 PM (ET)

Contact Information

Address

Contact
Department
Building
Floor/Room
Telephone
Fax
Email

Ship to Information

Address

Contact
Department
Building
Floor/Room
Telephone
Fax
Email

Supplier Information

Company Name	Securus Technologies, Inc.
Contact Name	Robert E. Pickens
Address	4000 International Parkway
	Carrollton, Texas 75007
Telephone	972-277-0300
Fax	972-277-0514
Email	bpickens@securustechnologies.com

Supplier Notes

Online responses are NOT being accepted for this procurement – All submittals must be delivered to the Division of Central Purchasing as indicated in the bid documents. No digital signature is required on this page.

Signature _____   Date 08 / 31 / 2017

Bid Notes

Bid Activities

Bid Messages

Bid Attachments

The following attachments are associated with this opportunity and will need to be retrieved separately

#	Filename	Description
Header	RFP Pkg 25-2017.pdf	RFP Pkg 25-2017
Header	Addendum #1 RFP 25-2017.pdf	Addendum #1 RFP 25-2017
Header	Addendum #2 RFP 25-2017.pdf	Addendum #2 RFP 25-2017
Header	Addendum #3 RFP 25-2017.pdf	Addendum #3 RFP 25-2017
Header	Addendum #4 RFP 25-2017.pdf	Addendum 4 RFP 25-2017

Bid Attachments Requested

The following attachments are requested with this opportunity

Bid Attributes

Please review the following and respond where necessary

Line Items

AFFIDAVIT

Comes the Affiant, <u>Robert E. Pickens</u>, and after being first duly sworn, states under penalty of perjury as follows:

1. His/her name is <u>Robert E. Pickens</u> and he/she is the individual submitting the proposal or is the authorized representative of <u>Securus Technologies, Inc.</u>, the entity submitting the proposal (hereinafter referred to as "Proposer").

2. Proposer will pay all taxes and fees, which are owed to the Lexington-Fayette Urban County Government at the time the proposal is submitted, prior to award of the contract and will maintain a "current" status in regard to those taxes and fees during the life of the contract.

3. Proposer will obtain a Lexington-Fayette Urban County Government business license, if applicable, prior to award of the contract.

4. Proposer has authorized the Division of Central Purchasing to verify the above-mentioned information with the Division of Revenue and to disclose to the Urban County Council that taxes and/or fees are delinquent or that a business license has not been obtained.

5. Proposer has not knowingly violated any provision of the campaign finance laws of the Commonwealth of Kentucky within the past five (5) years and the award of a contract to the Proposer will not violate any provision of the campaign finance laws of the Commonwealth.

6. Proposer has not knowingly violated any provision of Chapter 25 of the Lexington-Fayette Urban County Government Code of Ordinances, known as "Ethics Act."

Continued on next page

7. Proposer acknowledges that "knowingly" for purposes of this Affidavit means, with respect to conduct or to circumstances described by a statute or ordinance defining an offense, that a person is aware or should have been aware that his conduct is of that nature or that the circumstance exists.

Further, Affiant sayeth naught.

_____

STATE OF _Texas_

COUNTY OF _Denton_

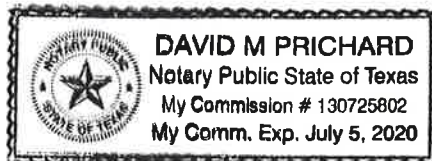The foregoing instrument was subscribed, sworn to and acknowledged before me by _Robert E. Pickens_ on this the _28_ day of _August_, 20_20_

My Commission expires: _July 5, 2020_

_____
NOTARY PUBLIC, STATE AT LARGE

DAVID M PRICHARD
Notary Public State of Texas
My Commission # 130725802
My Comm. Exp. July 5, 2020

EQUAL OPPORTUNITY AGREEMENT

<u>The Law</u>

• Title VII of the Civil Rights Act of 1964 (amended 1972) states that it is unlawful for an employer to discriminate in employment because of race, color, religion, sex, age (40-70 years) or national origin.

• Executive Order No. 11246 on Nondiscrimination under Federal contract prohibits employment discrimination by contractor and sub-contractor doing business with the Federal Government or recipients of Federal funds. This order was later amended by Executive Order No. 11375 to prohibit discrimination on the basis of sex.

• Section 503 of the Rehabilitation Act of 1973 states:

> *The Contractor will not discriminate against any employee or applicant for employment because of physical or mental handicap.*

• Section 2012 of the Vietnam Era Veterans Readjustment Act of 1973 requires Affirmative Action on behalf of disabled veterans and veterans of the Vietnam Era by contractors having Federal contracts.

• Section 206(A) of Executive Order 12086, Consolidation of Contract Compliance Functions for Equal Employment Opportunity, states:

> *The Secretary of Labor may investigate the employment practices of any Government contractor or sub-contractor to determine whether or not the contractual provisions specified in Section 202 of this order have been violated.*

****

The Lexington-Fayette Urban County Government practices Equal Opportunity in recruiting, hiring and promoting. It is the Government's intent to affirmatively provide employment opportunities for those individuals who have previously not been allowed to enter into the mainstream of society. Because of its importance to the local Government, this policy carries the full endorsement of the Mayor, Commissioners, Directors and all supervisory personnel. In following this commitment to Equal Employment Opportunity and because the Government is the benefactor of the Federal funds, it is both against the Urban County Government policy and illegal for the Government to let contracts to companies which knowingly or unknowingly practice discrimination in their employment practices. Violation of the above mentioned ordinances may cause a contract to be canceled and the contractors may be declared ineligible for future consideration.

Please sign this statement in the appropriate space acknowledging that you have read and understand the provisions contained herein. Return this document as part of your application packet.

<u>Bidders</u>

I/We agree to comply with the Civil Rights Laws listed above that govern employment rights of minorities, women, Vietnam veterans, handicapped and aged persons.

_____   <u>Securus Technologies, Inc.</u>
Signature   *Name of Business*

WORKFORCE ANALYSIS FORM

Name of Organization: Securus Technologies, Inc.

Categories	Total	White (Not Hispanic or Latino)		Hispanic or Latino		Black or African-American (Not Hispanic or Latino		Native Hawaiian and Other Pacific Islander (Not Hispanic or Latino		Asian (Not Hispanic or Latino		American Indian or Alaskan Native (not Hispanic or Latino		Two or more races (Not Hispanic or Latino		Total	
		M	F	M	F	M	F	M	F	M	F	M	F	M	F	M	F
Administrators	192	105	35	6	2	8	18	0	0	9	2	1	1	5	0	134	58
Professionals	376	134	69	15	13	24	36	0	0	40	35	1	0	6	3	220	156
Superintendents	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Supervisors	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Foremen	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Technicians	51	21	2	4	0	9	5	0	0	5	1	1	0	0	3	40	11
Protective Service	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Para-Professionals	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Office/Clerical	274	36	69	6	20	36	88	0	0	5	3	0	1	3	7	86	188
Skilled Craft	114	77	3	11	2	10	3	0	0	1	1	1	0	5	0	105	9
Service/Maintenance	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total:	1007	373	178	42	37	87	150	0	0	60	42	4	2	19	13	585	427

Prepared by: Kate Lengyel, VP, Human Resources _Date:_____08/24/2017_____

(Name and Title)   *Revised 2015-Dec-15*

Firm Submitting Proposal: Securus Technologies, Inc.

Complete Address: 4000 International Parkway, Carrollton, Texas 75007

                                            Street   City   Zip

Contact Name: Robert E. Pickens   Title: President

Telephone Number: 972-277-0300   Fax Number: 972-277-0514

Email address: bpickens@securustechnologies.com

LFUCG MWDBE PARTICIPATION FORM
Bid/RFP/Quote Reference # RFP #25-2017

The MWDBE and/or veteran subcontractors listed have agreed to participate on this Bid/RFP/Quote. If any substitution is made or the total value of the work is changed prior to or after the job is in progress, it is understood that those substitutions must be submitted to Central Purchasing for approval immediately. **Failure to submit a completed form may cause rejection of the bid.**

MWDBE Company, Name, Address, Phone, Email	MBE WBE or DBE	Work to be Performed	Total Dollar Value of the Work	% Value of Total Contract
1. G5 Tek Solutions, LLC Terri Whitfield, President 4485 Tench Road, Ste 2421 Suwanee, GA 30024 404-374-6358/Terri@G5Tek.com	WBE	Onsite Technical Support as a backup for existing employees as well as spare parts for telephone maintenance.	$68,400 annually	20.52%
2. Unique Staffing, LLC John R. Fleming, Jr., President 802 Stone Creek Pkwy, Ste 1 A Louisville, KY 40223 502-425-3715/jfleming@uniquestaffingllc.com	Veteran	Assist creation, printing, and delivery of marketing materials for services to be implemented.	$10,000 annually	3%
3.				
4.				

The undersigned company representative submits the above list of MWDBE firms to be used in accomplishing the work contained in this Bid/RFP/Quote. Any misrepresentation may result in the termination of the contract and/or be subject to applicable Federal and State laws concerning false statements and false claims.

Securus Technologies, Inc.
Company

August 28, 2017
Date

Robert E. Pickens
Company Representative

President
Title

MWDBE QUOTE SUMMARY FORM
Bid/RFP/Quote Reference # RFP #25-2017

The undersigned acknowledges that the minority and/or veteran subcontractors listed on this form did submit a quote to participate on this project. Failure to submit this form may cause rejection of the bid.

Company Name	Contact Person
Securus Technologies, Inc.	Robert E. Pickens, President
Address/Phone/Email 4000 International Pkwy, Carrollton, TX 75007 972-277-0300 bpickens@securustechnologies.com	**Bid Package / Bid Date** RFP #25-2017 Inmate Telephone Services for Community Corrections August 30, 2017 @ 2:00 PM

MWDBE Company Addre:	Contact Person	Contact Information (work phone, Email, cell)	Date Contacted	Services to be performed	Method of Communicati (email, phone meeting, ad, event etc)	Total dollars $$ Do Not Leave Blank (Attach Documentation)	MBE * AA HA AS NA Female	Veteran
G5 Tek Solutions, LLC	Terri Whitfield	404-374-6358 Terri@G5Tek.com	8/17/2017	Onsite Tech Support backup	Phone and Email	$68,400 annually	Female	
Unique Staffing, LLC	John R. Fleming, Jr.	502-425-3715 jfleming@uniquestaffingllc.com	8/23/2017	Create, print, deliver marketing materials	Phone and Email	$10,00 annually		Veteran

(MBE designation / AA=African American / HA= Hispanic American/AS = Asian American/Pacific Islander/ NA= Native American)

The undersigned acknowledges that all information is accurate. Any misrepresentation may result in termination of the contract and/or be subject to applicable Federal and State laws concerning false statements and claims.

Securus Technologies, Inc.	Robert E. Pickens
Company	**Company Representative**
August 28, 2017	President
Date	**Title**

LFUCG STATEMENT OF GOOD FAITH EFFORTS
Bid/RFP/Quote #_25-2017_____

By the signature below of an authorized company representative, we certify that we have utilized the following Good Faith Efforts to obtain the maximum participation by MWDBE and Veteran-Owned business enterprises on the project and can supply the appropriate documentation.

_____ Advertised opportunities to participate in the contract in at least two (2) publications of general circulation media; trade and professional association publications; small and minority business or trade publications; and publications or trades targeting minority, women and disadvantaged businesses not less than fifteen (15) days prior to the deadline for submission of bids to allow MWDBE firms and Veteran-Owned businesses to participate.

_____ Included documentation of advertising in the above publications with the bidders good faith efforts package

_____ Attended LFUCG Central Purchasing Economic Inclusion Outreach event

_____ Attended pre-bid meetings that were scheduled by LFUCG to inform MWDBEs and/or Veteran-Owned Businesses of subcontracting opportunities

_____ Sponsored Economic Inclusion event to provide networking opportunities for prime contractors and MWDBE firms and Veteran-Owned businesses

__X__ Requested a list of MWDBE and/or Veteran subcontractors or suppliers from LFUCG and showed evidence of contacting the companies on the list(s).

_____ Contacted organizations that work with MWDBE companies for assistance in finding certified MWBDE firms and Veteran-Owned businesses to work on this project. Those contacted and their responses should be a part of the bidder's good faith efforts documentation.

__X__ Sent written notices, by certified mail, email or facsimile, to qualified, certified MWDBEs soliciting their participation in the contract not less than seven (7) days prior to the deadline for submission of bids to allow them to participate effectively.

__X__ Followed up initial solicitations by contacting MWDBEs and Veteran-Owned businesses to determine their level of interest.

__X__ Provided the interested MWBDE firm and/or Veteran-Owned business with adequate and timely information about the plans, specifications, and requirements of the contract.

__X__ Selected portions of the work to be performed by MWDBE firms and/or Veteran-Owned businesses in order to increase the likelihood of meeting the

contract goals. This includes, where appropriate, breaking out contract work items into economically feasible units to facilitate MWDBE and Veteran participation, even when the prime contractor may otherwise perform these work items with its own workforce

___X___ Negotiated in good faith with interested MWDBE firms and Veteran-Owned businesses not rejecting them as unqualified without sound reasons based on a thorough investigation of their capabilities. Any rejection should be so noted in writing with a description as to why an agreement could not be reached.

_____ Included documentation of quotations received from interested MWDBE firms and Veteran-Owned businesses which were not used due to uncompetitive pricing or were rejected as unacceptable and/or copies of responses from firms indicating that they would not be submitting a bid.

_____ Bidder has to submit sound reasons why the quotations were considered unacceptable. The fact that the bidder has the ability and/or desire to perform the contract work with its own forces will not be considered a sound reason for rejecting a MWDBE and/or Veteran-Owned business's quote. Nothing in this provision shall be construed to require the bidder to accept unreasonable quotes in order to satisfy MWDBE and Veteran goals.

_____ Made an effort to offer assistance to or refer interested MWDBE firms and Veteran-Owned businesses to obtain the necessary equipment, supplies, materials, insurance and/or bonding to satisfy the work requirements of the bid proposal

_____ Made efforts to expand the search for MWBE firms and Veteran-Owned businesses beyond the usual geographic boundaries.

_____ Other--any other evidence that the bidder submits which may show that the bidder has made reasonable good faith efforts to include MWDBE **and Veteran participation.**

NOTE: **Failure to submit any of the documentation requested in this section may be cause for rejection of bid. Bidders may include any other documentation deemed relevant to this requirement which is subject to approval by the MBE Liaison. Documentation of Good Faith Efforts must be submitted with the Bid, if the participation Goal is not met.**

The undersigned acknowledges that all information is accurate. Any misrepresentations may result in termination of the contract and/or be subject to applicable Federal and State laws concerning false statements and claims.

Securus Technologies, Inc.	Robert E. Pickens
Company	**Company Representative**
August 28, 2017	President
Date	**Title**

Documentation of Efforts to meet MWDBE and VOSB requirements:

Date	Company Contacted	How Contacted
8/16/17	G5 Tek Solutions, LLC	Left voicemail with Terri Whitfield
8/16/17	G5 Tek Solutions, LLC	Followed up with email to Terri Whitfield
8/17/17	G5 Tek Solutions, LLC	Phone call with Terri to discuss services needed with regard to RFP 25-2017
8/17/17	G5 Tek Solutions, LLC	Received email with Quote for services needed with regard to RFP 25-2017
8/23/17	G5 Tek Solutions, LLC	Angela Smith of G5 requested listing of minority companies via phone call to Ms. Sherita Miller to locate a VOSB to provide services in reference to RFP 25-2017.
8/23/17	Unique Staffing, LLC	Left VM for John Fleming
8/23/17	Unique Staffing, LLC	Followed up with email to Mr. Fleming to schedule best time to call to discuss opportunity to provide services.
8/24/17	Unique Staffing, LLC	Phone call with Mr.Fleming to discuss potential services required relative to RFP 25-2017.
8/25/17	Unique Staffing, LLC	Received LOA from Unique Staffing, LLC to provide services relative to RFP 25-2017.

Note: Securus has provided the G5 Tek Solutions quote and the LOA received from Unique Staffing, LLC as additional documentation.

G5 TEK SOLUTIONS

Prime Contractor	Securus
Department of Corrections	Lexington - Fayette
Contract Term	3 years 2 renew
Install Date	TBD
Primary Contact	Tricia Auger
Total Facilities/Phones	
G5 Account Manager	Teri Whitfield

8/17/17	12/15/17
Quote Date	Expiration Date

I - Project-Specific Technical Support Quote

Quantity	Service Description
	SA - Site Adminstrator - Per Month Per SA $5,700.00
	40 hour maximum - If over 40 hours per week, a time and a half rate will apply
	Securus approved overtime only
	Billed on the first of the month in advance, payment terms net 30 days
	Hourly Rates are Fully Burdened and Include:
	Labor Cost, Taxes, Cell Phone, Reporting, Supervision, Project Start Up Costs.
	Securus to supply Computers and or Laptops

II - Mileage and Cost of Living

	Description
	Mileage to and from the facilities will be charged at the IRS standard rate of .53 Cents per mile. Mileage will be subject to approved IRS rates subject to change as the IRS scheduled rate changes The monthly rate for the full time employess will remain consistent for the first year of the contract. Starting on year 2, G5 will include a 3% cost of living raise.

Total Mileage Rate - Price Per Mile	.53 Cents

III - Per Diem

NA Per Diem:	Securus Authorized overnight travel, hotel, meals $210.00 per day

Per Diem: Securus Authorized overnight travel, hotel, meals $210.00 per day

August 18, 2017

Ms. Trish Auger
Advisory Account Manager
Securus Technologies. Inc

Subject: LFUCG RFP#25-2017 RFP Inmate Telephone Services for Community Corrections

Trish,

Unique Staffing will assist Securus Technologies in the creation, printing and delivery of marketing materials for the services to be implemented at the Division of Community Corrections. The anticipate cost of services of Unique Staffing is $10,000.

Please let us know if you need additional information.

Respectfully,

John R. Fleming, Jr.
President

RFP #25-2017
INMATE TELEPHONE SERVICES
FOR COMMUNITY CORRECTIONS

We exist to **SERVE** and **CONNECT** to make our world safe.

An RFP Solution Prepared for:
Lexington-Fayette Urban
County Government
RFP #25-2017
Inmate Telephone Services for
Community Corrections
September 6, 2017

Presented to:
Todd Slatin – Purchasing Director
Lexington-Fayette Urban
County Government
Room 338, Government Center
200 East Main Street
Lexington, KY 40507

Presented by:
Robert E. Pickens
President
Securus Technologies, Inc.
4000 International Parkway
Carrollton, Texas
75007

TABLE OF CONTENTS

TAB A – TRANSMITTAL LETTER

August 28, 2017

SECURUS
Technologies

Todd Slatin – Purchasing Director
Lexington-Fayette Urban County Government
Room 338, Government Center
200 East Main Street
Lexington, Kentucky 40507

RE: RFP for Inmate Telephone Services for Community Corrections (#25-2017)

Dear Mr. Slatin:

Securus appreciates the opportunity to submit our proposed solution for the provision of Inmate Telephone Services for Community Correction by the Division of Central Purchasing (Division) on behalf of the Lexington-Fayette Urban County Government (LFUCG). Securus has had the good fortune to partner with the LFUCG on its inmate telephone services for **18 years**, and we look forward to expanding our relationship by adding our video visitation technology and inmate tablet services to create a comprehensive inmate communications solution. We have reviewed your Request for Proposal (RFP), and feel we are best qualified to deliver the products and services required by the LFUCG.

Securus recommends that you continue to use the **Secure Call Platform (SCP)** for your inmate phone system. The SCP has been installed in over 2,700 federal, state, county, and municipal prisons, thus making it the industry's **most deployed inmate telephone system.** It has over **550 integrated features**, with more than 50 being added each year.

We also propose that the Division of Community Corrections adopt the **Securus Video Visitation (SVV)** technology for its video visitation solution. SVV is a video visitation system that is **easy to manage** and **readily accessible** to both the incarcerated and their loved ones. In addition, we will include our **ConnectUs** software, which transforms the SVV terminal into a self-directed inmate kiosk solution. ConnectUs **automates** critical operations for correctional facilities, while delivering unlimited features and functions to inmates.

The third pillar of our proposed solution is our inmate tablet program, which is anchored by our **SecureView Tablet**. The SecureView Tablet benefits both inmates and facilities. Key benefits of the SecureView Tablet include **increased inmate productivity**, **improved safety** for inmates and officers, **better opportunities** to increase post-release employment, and **more opportunities** to decrease recidivism. Securus has deployed its tablet programs in over 200 facilities, and over 125,000 Securus tablets are in the hands of inmates.

3

Over the last 30 years, we have fine-tuned our equipment, technology, support, and service for correctional facilities and law enforcement agencies of all sizes. Our partners' needs have always guided our direction, leading us to provide more impactful technology than any other inmate communications provider.

As President of Securus Technologies, I am authorized to contractually commit Securus to the terms of this proposal and any resulting contract. Please do not hesitate to contact me with any additional questions, or to request supporting information. You may contact me by telephone at (972) 277-0300, or by email at bpickens@securustechnologies.com.

Thank you again for the opportunity to provide this proposal. We look forward to sharing our inmate communications solution with the Lexington-Fayette Urban County Government and Division of Community Corrections as we grow our mutually beneficial partnership.

What you do is important to us, and we are grateful for the opportunity to serve when called.

Sincerely,

Robert E. Pickens
President
4000 International Parkway
Carrollton, Texas 75007
BPickens@securustechnologies.com

TAB B - EXECUTIVE SUMMARY

Connecting What
MATTERS™

Executive Summary

Securus Technologies, Inc. (Securus) is committed to connecting both civil and criminal justice organizations in ways that make our world a safer place to live. Securus delivers the products, services, and support needed to provide comprehensive public safety solutions, investigative solutions, communications solutions, and monitoring solutions. Securus Technologies focuses on connecting what matters®.

Securus appreciates the opportunity to submit our proposed solution for the provision of Inmate Telephone Services for Community Corrections by the Division of Central Purchasing (Division) on behalf of the Lexington-Fayette Urban County Government (LFUCG). Securus had the good fortune to partner with the LFUCG on its inmate telephone services for **15+ years**, and we look forward to expanding our relationship by delivering a comprehensive inmate communications solution through the addition of our video visitation technology and inmate tablet services. Securus' technologies and systems **automate traditionally manual procedures**, **lessen the burden on correctional officers**, and **lower the number of man-hours** required to effectively and safely manage your facility.

After reviewing your Request for Proposal (RFP #25-2107), Securus is confident that we can continue to meet the specifications set forth by the LFUCG. We will provide all equipment, software, labor, and maintenance support for the installation, implementation, operation, and management of a hosted IP-based telephone service for the inmates at the Lexington-Fayette Urban Detention Center. Securus delivers the best technology in the inmate communications industry, and we tailor it to meet each partner's specific needs.

Securus understands what is important to county jails, and we will meet or exceed your expectations in relation to your selection criteria:

- **Responsiveness to the Specifications (25 points) –** Our fully turnkey solution will meet all the technical requirements stated in the RFP. Our phone system platform, known as the Secure Call Platform (SCP), has over 550 integrated features. It has been installed at more than 2,700 facilities, and is the industry's **most deployed inmate phone system.**

    Integrated with our SCP is our industry leading Securus Video Visitation (SVV) technology. We have coupled SVV with our proprietary ConnectUs software to provide an inmate directed kiosk solution that delivers video visitation and a wide range of inmate care applications. SVV has been installed in more than 200 facilities, with over 8,000 video visitation terminals deployed.

    In addition, our solution will include all installation, implementation, and ongoing service and support for our powerful, wireless SecureView Tablet program. The SecureView system combines our handheld tablet device with a robust set of applications that provide strong inmate entertainment, education, and rehabilitation services. More than 125,000 Securus tablets are currently in the hands of inmates.

    We have also added several of our industry-leading investigative technologies to the solution to help LFUCG investigators **solve** current investigations and **prevent** future crime. We conclude our proposal by detailing several optional value-added products that complement the proposed solution.

- The solution will continue to provide a Securus-funded **full time onsite technician** (see below) to handle the overall management and monitoring of the system. Drew Young will continue to provide superior service and support for the department. All installation, implementation, and maintenance of the inmate communications system will be provided at **no cost**. We will also offer full training at **no cost** for the duration of the contract.

- **Capabilities and Qualifications (15 points) –** Founded in 1986, Securus and its predecessor organizations have been providing inmate communications systems and related products for more than 30 years. Securus' wide range of products and technologies are installed at more than 3,450 safety, law enforcement, and corrections agencies that house more than 1,200,000 inmates across North America. We are especially proud of our presence in Kentucky.

    Securus currently partners with the Kentucky Department of Corrections (DOC) and 26 facilities in Kentucky. We have partnered with the Division of Community Corrections for the last **18 years**. We also serve several of LFUCG's close neighbors, including Scott County and Woodford County.

- **Attributes (5 points) –** Over the last 30 years, we have fine-tuned our equipment, technology, support, and service for correctional facilities and law enforcement agencies of all sizes. Our partners' needs have always guided our direction, leading us to provide more impactful technology than any other inmate communications provider.

  All Securus employees must agree to abide by the <u>Securus Integrity Pledge prior to employment. It serves as our pledge to i</u>nmates, family members, friends, and the Corrections community:

  1) We will be open and honest in our dealings

  2) We will provide the best level of customer service possible with a domestic call center located in Carrollton, Texas – with associates that we hire and train

  3) The Field Technicians that visit your facilities are Securus associates, hired by us/trained by us where contracts allow – in almost all cases, we use Securus associates for this important work

  4) We will always be truthful in what we can do and what we cannot do in responses to your questions and requests

  5) We will be responsive to your needs

  6) We will provide the most technologically advanced audio and video communications platform to allow calls with a high level of security

  7) We will only charge cost based rates and will run Securus in an efficient way in order to provide the lowest cost structure in the industry

  8) We will not pay or offer to pay unauthorized or illegal payments in order to win your business

  9) We understand that confidentiality of calls is critical, and we will follow all Federal, state, and local laws in the conduct of our business

  10) We will provide and invest in security features that will make all parties and the public safe while maintaining the critical family connection to inmates

  11) We will show you respect, dignity, and integrity in all of our dealings.

- **Clarity/Completeness (10 points) –** Securus' response to the Inmate Telephone Services for Community Corrections RFP is clear and complete. Our full proposal details our comprehensive inmate phone, investigative suite, video visitation, and tablet technology portfolio, and discusses how these technologies will specifically address the Division's requirements. We have also included all the forms required by the RFP.

- **Ease of Implementation, Maintenance & Operation (10 points) –** Securus Installation Technicians will travel to the Lexington-Fayette Urban Detention Center and complete all installation and implementation activities. Drew Young's experience and familiarity with the facility and scope of project will ensure that this process will go quickly and smoothly. No service interruptions are expected since the LFUCG already has Securus technology installed.

  With a full-time support technician onsite (see below), significant maintenance issues will be kept at an absolute minimum. Drew will be able to assist with numerous maintenance issues, including the installation of the software updates that Securus pushes out to its partners (3) to four (4) times per year. Securus will keep the Division on the cutting edge of inmate communications technology with system upgrades at **no cost**.

  Our inmate communications solution is cloud-based and Web-enabled, and it automates the management of the inmate communications system. Authorized users can easily access the system **anytime and anywhere** from a workstation or mobile device that has Internet access. Securus delivers a solution that correctional institutions find **easy to manage**.

- **Service Technicians Availability (15 points) –** We recommend that your current field service technician, Drew Young, continue in the role of **full time onsite technician** for the LFUCG. Securus will continue to provide full compensation for Mr. Young, but all of his duties and assignments will be directed by the Division of Community Corrections. In addition to Mr. Young, Securus will provide service and support through our partner G5 which satisfies the MWEBE requirement of this RFP.

- **Commission Rate and Call Costs (20 points) –** Our calling rates abide by all implemented FCC guidelines, and our commission percentages are some of the most attractive in the industry. We are pleased to offer the three (3) pricing options discussed in the RFP. The options allow the Division and the LFUCG to choose the cost proposal that best meets their technology, call rate, and commission objectives. The financial options are fully discussed in TAB H-General Conditions & Requirements, G. Telephone Rates, Commissions and Commission Accountability.

CORPORATE BACKGROUND AND EXPERTISE

Founded in 1986, Securus and its predecessor organizations have been providing inmate communications systems and related products for more than 30 years. Securus' wide range of products and technologies are installed at more than 3,450 safety, law enforcement, and corrections agencies that house more than 1,200,000 inmates across North America. We serve clients in 48 states nationwide.

In the state DOC space, Securus currently provides service to 14 of the 50 DOCs in the United States, including the Kentucky DOC. We also serve many "mega-county" facilities that on a daily basis house thousands of inmates, including the Louisville Metro Department of Corrections.

Securus currently partners with 26 facilities in Kentucky, including the Division of Community Corrections. We also serve several of LFUCG's close neighbors, including Scott County and Woodford County. Our network of facilities allows us to provide extended information sharing capabilities to help support multi-jurisdictional investigations and drive greater shared services among law enforcement departments.

Securus provides only single-sourced solutions. **We install and maintain all of the hardware and software used in our projects.**

PATENTS AND COPYRIGHTS

Securus is the **leading technology innovator** in the inmate communications industry. Over the past three (3) years, we have invested over **$600 million** in technologies, patents, and acquisitions. This is in comparison to less than $50 million invested by the rest of the industry combined.

We also invest heavily in research and development, and employ over 100 software designers. Securus had developed and currently owns over 270 issued and pending patents, almost twice as many as the rest of the industry combined. Virtually every large inmate communications provider **relies on Securus** for technology development, and uses Securus' patented technologies under license agreements.

INMATE COMMUNICATIONS SERVICES

Inmate Communications Services: General Features and Functions Securus has the **technology, experience,** and **financial resources** needed continue delivering the industry's leading inmate communications solutions. Our solutions allow our partners to effectively and efficiently protect the communities they serve.	▪ Corrections-grade hardware (including ADA compliant telephones and TDD devices) ▪ Interagency investigative information sharing ▪ Secure remote access **anytime and anywhere** ▪ Over 50 standard reports ▪ Facility Portal: access to audit all revenues and payments *Data Centers* ▪ Co-located in Dallas and Atlanta ▪ Redundant architecture ▪ Trunks provisioned as outgoing only **(no incoming calls permitted)** *Payment Options* ▪ Collect ▪ Pre-paid collect ▪ Pre-paid calling cards ▪ Inmate Debit

	Security Features
	▪ Access rights granted based on duties and roles
	▪ Personal IDs and passwords
	▪ Ability to disable telephones 24/7/365 remotely or through manual intervention
	Service and Maintenance
	▪ Provided **free** for life of the contract
	▪ Provided entirely by **U.S.-based Securus employees**
	▪ Drew Young – on site technician
	▪ Additional service and support provided by G5
	▪ **Free** integration with existing systems
	▪ **Free** quarterly upgrades
	▪ **24/7/365** technical support
	▪ **24/7/365** family members and friends support
	▪ **Largest field service team** in industry
	▪ **Same day response** to all service and repair requests
	▪ **Free** product documentation and onsite training
	▪ **Largest field service team** in industry
	▪ **Same day response** to most service and repair requests
	▪ **Free** product documentation and onsite training

FACILITY PORTAL

The Facility Portal is available to authorized LFUCG personnel. The Facility Portal allows our partners to view their **historic commission payments**, **preliminary revenue statements**, **investigative reports**, **trouble tickets alerts**, and a wide variety of other time-saving features and services. The tool provides unmatched visibility into the financial and operational performance of the inmate communications system while at the same time **automating administrative tasks**.

DATA CENTERS

Securus' centralized off-premise communications equipment is co-located in Dallas and Atlanta in the Securus data centers, which house carrier-class, commercial-grade, high-performance, managed inmate communications systems built to the latest technology standards. This includes all hardware and software required in maintaining data storage, fraud controls, investigative features, user utilities, and communications processing and recording. All systems include redundancy to protect our partners from service outages.

INMATE DEBIT

Securus has developed the next generation, industry-leading debit product, called Inmate Debit. Inmate Debit accounts are inmate-owned phone accounts that allow inmates to pay for phone calls. Inmates generally transfer funds from the commissary system to their Inmate Debit calling account.

Securus will continue to work with Trinity Services Group on the seamless integration of their commissary trust accounting software with our inmate calling platform. This guarantees no interruption of service to the inmates current ability to place debit calls.

SECURITY

The Securus technology platform provides an advanced, multi-level password scheme designed to give facility administrators the ability to dictate which features, functions, and data will be accessible to each user. The platform provides administrators flexible password policy options, enabling them to customize log-in security measures to meet specific facility requirements.

Securus applies a high level of security to protect against cyber-attacks. Applications that transmit data across public networks support SSL, Certs, and encryption. Cisco and Juniper firewalls are used throughout the network to protect our platforms and our partners. All servers, laptops, and workstations require anti-virus and anti-spyware protection software and the latest operating system patches.

DISABLING PHONES

The platform also allows authorized personnel to immediately disable a phone, a group of phones, or an entire facility from any personal computer or mobile device with access to the Internet. The platform is also compatible with manual cut-off switches that are typically located in the main control room, officer substations, or guard towers.

Securus will maintain an uninterruptible power supply (UPS) backup for the equipment installed at the Division of Community Corrections. In the event of an electrical outage, the UPS will maintain all in-progress telephone calls for up to 30 minutes while blocking additional call attempt. After 30 minutes, the system terminates all calls in progress and powers down to a quiescent state that allows it to resume full operation automatically after the restoration of commercial power.

SECURE CALL PLATFORM (SCP)

Securus proposes that the Division continue to use the state-of-the-art Secure Call Platform (SCP) for its inmate phone system. Over 2,700 federal, state, county, and municipal prisons and jails have had the SCP installed, making it the **industry's most deployed inmate telephone system.**

Secure Call Platform (SCP)	*Efficiency Solutions*
Over 550 features have been included with the platform, with approximately 50 more being added each year.	- SCP User Interface - Automated Information Services (AIS) - Jail Voicemail - Outbound Voicemail - Automated Operator Services (AOS) (no live operator) - Call acceptance - Call branding - Call detail records (CDRs) - Call monitoring and recording - Call Tracker (add notes to CDRs and recordings) - Call warnings and termination - Free calls (at intake and eligible numbers specified by LFUCG) - Multilingual capability (English and Spanish standard) - More than 45 other languages available - Personal Identification Number (PIN) administration - Programmable call duration (initially set at 20 minutes) - Programmable calling schedules (on/off) - Prohibited and blocked calls - User and transaction logs - Voice prompts (customizable) *Security Solutions* - Covert Alerts (hot numbers) *Fraud Management* - Accurate answer supervision - Extra digit dialing prevention (patented) - Switch-hook dialing prevention - Three-way conference calling detection (patented) *Investigative Solutions* **ICER:** interagency inmate-to-inmate communication detection **IPro with PIN Check:** voice biometric analysis of entire call **THREADS:** data analytics software - Location Based Services - Guarded Exchange Monitoring Services - Location Based Services

The SCP is capable of handling all types of calls, including local calls, calling within the Local Area Transport Area (intraLATA), calls outside the Local Access Transport Area (interLATA), and interstate calls. The SCP can also process prepaid collect international calls.

Efficiency Solutions

The SCP is cloud-based and Web-enabled, and has virtually unlimited capacity to support facility expansion. It **automates the management** of the inmate telephone system, and delivers an array of **cost reduction functions** and **safety enhancement features**. Authorized users can access the system **anytime and anywhere** from a workstation or mobile device that has Internet access.

SCP User Interface
The SCP User Interface will be the Division's window to all SCP features and functions. The platform delivers one of the only **single-point-access** user interfaces in the industry. We built it to allow our partners to have complete control over their systems in a simple, reliable, and secure environment. Authorized users can easily apply settings and configurations to turn on a phone, restrict a phone, change a blocked number, and turn on or off officer and inmate features and applications — all in real time. As a result, facilities benefit from **increased efficiency, increased flexibility, on-demand access to call recordings, and unequalled investigative access to potential criminal activity.**

Automated Information Services (AIS)
Automated Information Services (AIS) is the industry's first and only hosted, interactive voice response (IVR) system that provides general facility and inmate-specific information to the community and inmates over the phone. In addition to providing information, AIS can also be configured to enable inmate family members and friends to directly open or fund prepaid calling accounts. This additional funding option makes it easier for family members and friends to contribute funds.

All functionality of the AIS is available **24/7/365**, thus providing the community and inmates the ability to access the system as needed. AIS can be configured to provide callers a wide range of information:

- Criminal charges against specific inmates
- Bond amounts and types
- Court dates, times, and locations
- Projected release date
- Commissary balance
- Visitation eligibility
- General facility information

AIS retrieves information from a facility's various management information systems, including jail management and court systems, every 15 minutes. The service offers an English and Spanish interface, text-to-speech playback of inmate names, and a touchtone and speech recognition interface.

Jail Voicemail

Jail Voicemail is a one-way communication product that allows family members and friends to leave a 45-second voicemail for an inmate. The feature provides a quick and easy way for the inmate's loved ones to initiate communication or deliver timely information to an inmate. When an inmate accesses the AIS, he or she will be alerted to any new voicemail messages. As is the case with all inmate telephone calls, Jail Voicemail is recorded and monitored for investigative purposes. The calling party is charged a small fee for this service.

Outbound Voicemail

Securus is the only provider in corrections to offer outbound voicemail. Inmates have no other way of proactively communicating important information when calls go unanswered. **Securus Outbound Voicemail is completely unique and** allows an inmate to leave a voice message for the called party in the event the call goes unanswered. Once an inmate leaves a voice message, the called party is sent a text message containing a link to purchase/retrieve the voicemail. The delivery of the message via text creates the best user experience and the easiest way to receive important/urgent information. The departments investigative division will benefit from intel found on outbound voicemail CDR's available to them in SCP.

Call Acceptance

For obvious security reasons, the SCP system ensures all lines of communication are fully muted until the system detects positive acceptance from the called party. Neither the inmate nor the called party can communicate prior to positive acceptance of the call. Upon initiating the call, the inmate selects the calling language (English or Spanish standard) and dials approved family members or friends. When answering the phone, the called party hears a recorded message stating the inmate's name, the inmate's specific facility, and a reminder that the call will be monitored and recorded. The automated operator then quotes the price-per-minute for the call and directs the called party to accept or reject the call. The called party must generally press "1" on the keypad to accept the call. Billing begins once the call is accepted. There is no charge for unanswered or rejected telephone calls.

In the event that the called party does not yet have an account, a voice prompt will direct the caller to press "7" to be transferred to the Securus Family and Friends Call Center to facilitate account setup. For inmates calling phones that cannot accept collect calls, such as cell phones, the SCP includes a First Call Free feature. If activated by the Division, the feature allows inmates to have one free call to alert their loved ones that they are incarcerated. The inmate can then direct the called party to set up a prepaid calling account through the Family and Friends Call Center.

Call Detail Records

The SCP has a dedicated report writer that provides investigative information based on call detail records (CDRs). This sophisticated reporting tool provides a reporting interface into all calling activities. Details include date, time, duration, telephone number, origination, destination, inmate ID, termination reason, and more. Users can **customize** the standard reports by varying search criteria, such as date range, facility, or call length. The Securus

SCP allows investigators to save a report in Adobe PDF, Microsoft Excel, or Comma Separated (CSV) file formats. The SCP retains CDRs on all call attempts for the life of the contract.

Call Monitoring and Recording
The SCP has an integrated monitoring and recording system that records all inmate calls **24/7/365** (except for those deemed "private" as discussed below). The **automated system** is designed to be a **cost-effective** solution for correctional facilities of any size. Multiple levels of security allow only authorized personnel to access and monitor the inmate recordings. Investigators can listen to live or archived recordings via any workstation or mobile device with Internet access. There is no limit to the number of investigators that can monitor a call at one time.

Investigators are able to immediately terminate monitored calls, or "barge in," and speak to both the inmate and called party. The SCP also allows investigators to listen to pre-recorded calls while active calls continue to be recorded without the loss of information. The SCP's integrated advanced media player has a time shifting capability enabling the investigator to pause, rewind, and replay the call, even as the recording continues. The SCP also gives investigators the ability to monitor and record simultaneous and over-lapping calls.

The SCP automatically eliminates all monitoring and recording of private calls, such as calls between inmates and legal counsel. The inmate must first designate the number as a "private" number. After the number is verified, the SCP prevents all future attempts to monitor and record calls made to that number.

The SCP also allows authorized personnel to forward a call to an investigator. The SCP can also create a CD link that can be emailed to outside investigators. Recipients of the email can directly download the information without needing to have the SCP installed.

Recordings will be stored on-line for immediate access for (1) year, and then archived for one (1) year. Specific recordings can be locked down so they are not archived and remain active after the one (1) year period. In addition, the SCP can burn the information to CD or DVD for court or investigative purposes.

Voice Prompts
As a result of our longstanding relationship, the Division is aware that SCP voice prompts are configurable and provide options to play multiple messages to inmates and called parties during specified segments of a call. This feature can include adding announcements during call setup, call acceptance, or after specific events. They can also be used to trigger an action from the inmate or called party. As requested by the RFP, Securus will customize a prompt that states:

"If you are aware of an inmate threatening self harm, please contact the facility."

The prompt will be included with every call prior to call connection.

Security Solutions

Covert Alerts
The SCP enables investigators to assign a Covert Alert status to inmate PINs, telephones, or dialed numbers. When a call with a Covert Alert status takes place, the SCP immediately connects the call to the investigator's designated phone, thus allowing the call to be monitored in real-time. For extra security, Covert Alerts can be configured to require a PIN to be entered before the investigator can monitor the call.

Fraud Management

Securus delivers the most advanced fraud detection capabilities in the inmate communications industry. The SCP continuously analyzes call data and system parameters to detect any anomalies. The SCP provides, at a minimum, the following fraud prevention aids:

- Accurate answer supervision
- Extra digit dialing prevention (patented)
- Switch-hook dialing prevention
- Three-way conference calling detection (patented)

Accurate Answer Supervision
The SCP uses industry-standard telephony cards that incorporate sophisticated answer supervision techniques. These advanced methods enable the platform to distinguish a legitimate call-answer-and-acceptance event from non-conforming telephone activity, such as:

- Network ring/busy signals
- Answering machines
- Operator intercepts
- Signal Interface Tones (SIT tones)

If an inmate's call does not complete for one of these reasons, a recorded message gives the specific reason for call termination.

DTMF Detection and Prevention
The SCP dual-tone-multi-frequency (DTMF) detection system, by default, does not allow the inmate to chain dial by pressing additional digits. The SCP uses our patented DTMF collection techniques to collect and only act upon digits that the system is expecting. For example, the SCP does not expect digits after call connection and will not accept any extra pressed digits. This makes it impossible for inmates to receive a secondary dial tone or call anyone by dialing additional digits after the initial call is connected. **The patented DTMF feature is only available on the SCP from Securus.**

Three-Way Conference Calling Fraud Detection
The SCP is unique in its ability to detect and foil an accomplice's attempt to connect three-way calls. When a three-way event is recognized by the SCP, the system will automatically take one of three actions, based on LFUCG preference:

- Disconnect the call with termination notification sent to inmate and called party.

- Mark the call in the CDR for later review with no interruption of the call.

- Mark the call in the CDR and disconnect the phone with termination notification sent to inmate and called party.

The three-way calling feature is patented and only available on the SCP from Securus. The SCP also has the unique ability to disable three-way call detection for calls to a specific phone number or groups of numbers, while keeping the feature enabled for all other calls.

Investigative Solutions

ICER
Every day, inmates around the nation illegally exploit conference bridges and other types of modern telecommunications technology in order to speak to inmates at other facilities. The prevalence of these inmate-to-inmate communications (ITIC) endanger the safety of inmates and correctional staff at literally every facility in the nation. The ICER (Inmate Communication Evaluation and Reporting) system **offers an effective solution** to this problem. It **detects and reports ITIC events** that take place, and **helps prevent such communications** from happening in the future.

Investigator Pro (IPro) with PIN Check
IPro with PIN Check improves facility security by limiting PIN theft, reducing inmate conflicts, increasing investigative abilities, and lowering the possibility of inmate phone fraud.

Investigator Pro (IPro) is the most powerful voice biometrics solution in the industry. Using advanced voice biometrics technology developed for the U.S. Department of Defense, IPro goes far beyond the limited capabilities of standard biometric verification systems by **identifying all inmates speaking** on a call. IPro biometrically **analyzes the entire telephone call**, detecting suspicious voice prints and automatically presenting findings. It flags potential criminal calling activity and **immediately alerts investigators** to those calls. With its inherent ability to **prevent PIN theft and inmate fraud**, IPro assists Securus partners in pre-empting and unraveling criminal plans.

The PIN Check feature works with IPro to create a two-factor authentication from the inmate voice and PIN, adding to the security of inmate telephones. The system ensures, with a level of biometric confidence, that the enrolled inmate is the one who entered the PIN before every call.

THREADS

Traditionally, inmate communications data available for analysis by corrections investigators and law enforcement officers has resided on one individual's computer, or in software that only a few agents could access. THREADS bridges the gap between law enforcement agencies and correctional facilities and allows investigators to reach from coast to coast to uncover focused leads in a matter of seconds.

When coupled with the SCP, **THREADS is the largest centralized data repository** and **most powerful analysis software** on the market. The data available for analysis includes that of any corrections facility enrolled in our nationwide community and employing the SCP:

- More than 600,000 people with billing name and address (not incarcerated)
- More than 950,000 inmates
- More than 1,900 correctional facilities
- More than 100,000,000 call records between inmates and called parties

SCP Reporting

The SCP provides reports with parameter fields that allow the user to define the information content of each report based on the following criteria options:

- Per phone, per location, and per offender
- Destination number (partial or full number entry)
- Date and time range
- Call frequency
- Call type (completed, incomplete, blocked)
- Number restriction and/or status assignment
- Personal allowed number cross-referencing
- Graphical display of call fluctuation
- Suspected fraudulent call activity
- Offender name
- Offender PIN (if used) and/or account number
- Prepaid calling card number
- Destination zone (local, interLATA, interstate, intraLATA, international)

Division personnel can customize the standard reports available through the SCP by re-defining the content of the parameter fields.

SECURUS VIDEO VISITATION (SVV)

Securus recommends that the Division adopt the Securus Video Visitation (SVV) technology for the video component of its new inmate communications solution. Securus is an industry leader in the rapidly growing inmate video communications market. We have installed SVV at more than 200 facilities, and over 8,000 video terminals have been deployed nationwide. Securus delivers a video visitation system that is **easy to manage** and **readily accessible** to the incarcerated community and their loved ones.

Securus Video Visitation (SVV) with ConnectUs Applications	SECURUS VIDEO VISITATION (SVV)
SVV improves efficiency of onsite visitation and delivers remote visitation functionality. Provides advanced application access to the inmate population with the installation of **ConnectUs.**	**Equipment** ▪ sPhone ▪ XL Terminals for offsite location **Efficiency** ▪ Video Visitation Dashboard ▪ Onsite video visitation ▪ Remote video visitation (Android and Apple formats) ▪ Live monitoring and recording ▪ Multi-session live monitoring ▪ Onsite and remote appointment scheduling ▪ Photo ID registration ▪ User and transaction logs ▪ Visitation rules and exclusion lists ▪ Visit countdown clock **Security Solutions** ▪ Reduced contraband ▪ Reduced inmate and visitor movement ▪ Reduction of violence within jail **CONNECTUS** ▪ Hosted by Securus **Applications** ▪ Phone Call ▪ Video Visitation ▪ Commissary ▪ Education ▪ Inmate Forms and Grievance ▪ Inmate Handbook and Documents ▪ Inmate Videos (MP4s) ▪ JobView ▪ Law Library ▪ Sick Call

sPhone

The sPhone is our newest video visitation terminal. It is an intelligent facility device (IFD) that provides more than just video visitation. The sPhone is a powerful touch-screen computer that runs the most feature-rich video visitation and inmate telephone services, as well as inmate directed "self-service" tasks. Through our ConnectUs software, these tasks can include uploading inmate handbooks, reporting grievances, viewing schedules, ordering commissary, and viewing educational videos.

Efficiency Solutions

Video Visitation Dashboard

Securus understands that for video visitation to work effectively within the unique demands of the corrections environment, it must be **user-friendly** and **intuitive** for facility personnel. The Video Visitation Dashboard was developed to enable users to quickly and easily manage all of the facility tasks associated with video visitation, including:

- User account approval and management
- Schedule management
- Reporting
- Live monitoring
- Playback of recorded sessions
- Information portal for applications such as Sick Call, Emergency Call, and commissary ordering

Onsite Video Visitation

In a traditional application of SVV, the visitor schedules the video visitation session by going to the Securus SVV website or contacting the correctional facility directly. The visitor arrives at the facility's visitation area at the appointed time and is escorted to a terminal. When prompted, the inmate confirms identity using password authentication and the session is started automatically, requiring no further officer intervention until the end of the session. Securus does not charge a fee for onsite video visitation.

Remote Video Visitation

The remote video visitation option in SVV allows visitors outside the facility to securely communicate with an inmate via an Internet connection. This option is often preferred by attorneys, court systems, and bail bondsmen. Many family members and friends also prefer the ease and potential cost savings of remote visitation over onsite visitation.

The remote visit begins by the visiting party accessing the SVV website. After accessing the website and registering, the remote party selects the facility and inmate for the visitation. Once the inmate's identification is electronically verified, the remote user is able to meet

with the inmate online. Prior to ending the session, visitors can create, edit, and delete future video visitation sessions. **No facility staff time is required for remote video visitation.** Securus charges the visitor a fee for each remote video visitation session.

Live Monitoring and Recording
One of the primary advantages of implementing the SVV is the ability of correctional officers and investigators to monitor and record visits in real time. Full monitoring of video visitation sessions is available to authorized personnel onsite or from remote locations using any device that has Internet access. This capability not only **creates new investigative opportunities**, but can also have a real impact on **reducing violence within jail walls** by pre-empting criminal acts. Video recordings are stored online for 30 days, and then archived for the length of the contract.

SVV does not allow the monitoring or recording of legally protected conversations, such as those between inmates and attorneys. Attorneys have separate log-in credentials, and they are listed simply as "private" calls in the detailed records of the visitation.

Multi-Session Live Monitoring Overview
Securus offers Multi-Session Live Monitoring (MSM) with SVV. MSM allows facility administrators to view a "slideshow" of all active video visitation sessions.

MSM streams multiple, in-progress video visitation sessions to allow authorized personnel to monitor multiple sessions at the same time. Facility personnel can configure their filter parameters to view live visits according to access credentials and preferences.

Scheduling
User Account Set-up and Scheduling Features for Family Members and Friends
All account set-up and scheduling features for family members and friends are Web-based and accessible from any standard Web browser. The software provides a simple user interface that allows account set-up and scheduling to be completed in just minutes. The scheduling feature supports multiple facilities in multiple locations with multiple housing units, making it easy to find the desired inmate.

User Account Control and Scheduling Features for the Facility
SVV allows authorized facility users to have secure, Web-based access to account controls and scheduling features anytime and anywhere. The SVV Dashboard allows corrections officials to simply "point and click" to view user information, and easily approve or reject inmate visitation rights. Authorized users can also view, manage, report, and modify scheduled visits, and review historical staff usage through system transaction logs.

User Exclusion List
The User Exclusion List allows authorized administrative users to restrict family members, friends, and inmate visitation eligibility within the SVV application through a configurable Block List or Allow List.

The Block List feature allows authorized administrative users to add specific users to an inmate's Block List. Friends or family members on an inmate's block list will not be allowed to schedule visits with that particular inmate either online or onsite.

The Allow List requires that all potential visitors request general access to the facility and also request access to a specific inmate. The Inmate Access Requests must be individually approved by the facility prior to the visitor beginning an SVV session with a specific inmate.

Visitation Rules
The Securus Visitation Rules engine is the most robust in the industry. Visitation rules allow for the creation of quotas for the frequency of visitations by user, terminal, location, user group, and site. This feature allows authorized facility personnel to create and enforce rules, such as allowing the Inmate User Group to have a maximum of two (2) onsite visits per one (1) week.

Security Solutions

SVV enables correctional facilities to conduct onsite and remote video visitations safely, securely, and with **fewer burdens on staff**. Inherent benefits include:

- **Enhanced facility security** by reducing the possibility of inmate confrontation
- **Reduction in inmate and visitor movement** through a facility
- **Improved inmate ability to communicate** with legal representation, bail-bond representatives, family members, and other persons authorized by the facility
- **Reduction in contraband** infiltration
- **Increased inmate and visitor morale** with increased opportunities to visit
- **Reduced man hours** needed to escort inmates and visitors to visiting areas

SVV Reporting

SVV allows authorized facility administrators to generate two (2) primary reports:

- **Recorded Session Details Report -** Provides information on previously recorded visitation sessions
- **Appointment Details Report -** Provides information on past, present, and future scheduled visitation sessions

The reporting function allows for maximum configuration and customization by facility staff. Search parameters include start and end date, user ID, appointment ID, visit status, inmate location, inmate terminal, visitation type, visitor location, visitor terminal, and user group name.

CONNECTUS

Securus' cutting-edge ConnectUs software transforms the SVV terminal into an inmate self-directed kiosk. ConnectUs **automates critical operations** for correctional facilities while delivering unlimited applications to inmates. It essentially changes the way inmates access communications services within a correctional environment. Built on proprietary technology and delivering the most advanced, **easy-to-use** design, ConnectUs allows Securus to host phone calls, video visitation sessions, grievances, commissary ordering, and a number of other services. Based on the Division's directives, the ConnectUs operating system will completely manage the inmate community's experience, including what applications are available, when they are available, and to whom they are available. ConnectUs **automates traditionally manual operating processes** of facilities. Specific ConnectUs applications include:

- **Phone Call App** – allows inmates to speak to loved ones using the completely secure SCP. All calls are monitored and recorded.

- **Video Visitation App** – allows inmates to participate in completely secure video visits from their pod, eliminating the need for movement inside the facility. All video sessions are monitored and recorded.

- **Commissary App** – allows terminals to be used to place commissary orders. Securus will provide all integration with Trinity Services Group.

- **Digital Bulletin Board** – allows facilities to easily publish notifications that are always displayed on the ConnectUs site. In addition to providing pertinent facility-related information, these messages can be used to promote new products, services, and promotions.

- **Education App –** connects inmates to an unlimited amount of educational documents and educational videos. The app also allows inmates to connect to secure educational websites. The app provides secure and electronic access to all educational data and content that the facility approves.

- **eMessaging App** – allows electronic mail to be exchanged between an inmate and his or her loved ones. Inmates can view approved eMessages and reply to a message. Small fees are associated with each reply and are paid by the family member or friend that sends the original message.

- **Inmate Forms and Grievance App** – allows inmates to electronically create and submit grievances, thus allowing facility staff to easily review, process, and respond to requests. The administration of other common inmate forms can also be handled.

- **Inmate Handbook and Documents App** – allows inmates to view the Lexington-Fayette Urban Detention Center inmate handbook and other .pdf documents uploaded by the LFUCG. Inmates can access information without the facility having to print or distribute documents.

- **Inmate Videos (MP4s) App** – allows facilities to upload any MP4 video, such as a video version of the inmate handbook, a jail orientation video, or a tutorial on how to use other apps.

- **JobView App** – provides inmates the ability to perform job searches and view current local and nationwide jobs in numerous professions. The app delivers electronic access to millions of available job opportunities, in hundreds of fields, so inmates can be better prepared once they are released from the facility. The app includes nightly automated updates at **no cost.**

- **Law Library App** – allows facilities to adhere to legal obligations and reduce costs as inmates perform their legal research online. The app provides full access to complete legal resources without the need for transporting inmates to a facility library or special computer. The app includes nightly automated updates at **no cost**.

- **Sick Call App –** allows an inmate to report an ailment to facility staff by selecting from a predetermined list. The Sick Call application allows authorized infirmary personnel to access calls anytime and anywhere, and provides a higher quality of care to inmates, thus reducing grievances.

SECUREVIEW TABLET PROGRAM

Securus has been providing quality technology solutions to federal, state, county, and city prisons and jails for more than 30 years. Each of our solutions has been developed based upon client feedback with system security, public safety, and facility efficiency in mind. The SecureView Tablet is no different. Our tablet is patent pending, and we are confident that it is the most secure tablet on the market, allowing facilities to expand services without additional manpower.

Our tablet deployment plan was developed through consultation with multiple state and county entities to incorporate the best features desired by all agencies. The plan is designed to adapt to your environment and deliver the benefits of a tablet platform without creating operational challenges. Our solution requires minimal facility administration and will allow for the expansion and customization of content and capabilities without risking security. Division of Community Corrections officers will be in full control of tablet access through the use of supplied SecureView Command & Control Officer tablets.

Correctional facilities desire to allow inmates access to learning, training, music, video visitations, scheduling, and banking. Each of these services can be provided through our SecureView Tablet solution, and many of these applications are already available. Securus and its subsidiaries have deployed tablet programs in over 200 facilities, and over 125,000 Securus tablets are in the hands of inmates.

SecureView Tablet Applications	*Applications*
The SecureView Tablet benefits both inmates and facilities. Key benefits include **increased inmate productivity**, **improved safety** for inmates and officers, **better**	- Outbound Phone System - eBooks - Education - eMessaging - Games - Inmate Forms and Grievances - JobView - Law Library

opportunities to increase post-release employment, and **more opportunities** to decrease recidivism.	▪ Music ▪ Podcasts ▪ Religion ▪ Secure Services

Specific applications of the SecureView Tablet include:

- **Outbound Phone System –** The Outbound Phone System app allows inmates to speak to loved ones using the completely secure SCP. All calls are monitored and recorded.

- **eBooks –** The eBooks app provides access to books based on book type (such as fiction, non-fiction, fantasy, and adventure). The app allows an inmate to choose the book and upload it to the tablet device, based on facility policies.

- **Education –** The Education app connects inmates to an unlimited amount of educational documents and educational videos. The app also allows inmates to connect to secure educational websites. The app provides secure and electronic access to all educational data and content that the facility approves.

- **eMessaging –** The eMessaging app allows electronic mail to be exchanged between an inmate and his or her loved ones. Inmates can view approved eMessages and reply to a message. Small fees are associated with each reply and are paid by the family member or friend that sends the original message.

- **Games –** The Games app allows inmates to play over 25 different card games, as well as Sudoku and the 2048 puzzle game.

- **Inmate Forms and Grievances –** The Inmate Forms and Grievances app allows inmates to electronically create and submit grievances, thus allowing facility staff to easily review, process, and respond to requests. The administration of other common inmate forms can also be handled.

- **JobView –** The JobView app provides inmates the ability to perform job searches and view current local and nationwide jobs in numerous professions. The app delivers electronic access to millions of available job opportunities, in hundreds of fields, so inmates can be better prepared once they are released from the facility. The app includes nightly automated updates at **no cost.**

- **Law Library –** The Law Library app allows facilities to adhere to legal obligations and reduce costs as inmates perform their legal research online. The app provides full access to complete legal resources without the need for transporting inmates to a facility library or special computer. The app includes nightly automated updates at **no cost**.

- **Music –** The Music app provides categorical music to inmates which, depending on facility approval, may be streamed or stored on the tablet device.

- **Podcasts –** The Podcasts app provides both verbal and visual information to inmates. Categories include self-help, religion, vocation, education, and sports information.

- **Religion –** The Religion app offers publications from a variety of religions for spiritual guidance and growth
- **Secure Services –** The SecureView Secure Services app gives inmates access to real-time notices from LFUCG personnel. Authorized facility staff can enter an unlimited number of messages, notices, or bulletins to inmates. Secure Services also provides a Frequently Asked Questions (FAQ) section for inmates and officers.

ADDITIONAL SERVICES

Although not specifically requested by the RFP, Securus recommends that the LFUCG include the following technologies with the inmate communications solution described above. The technologies can be added for a minimal cost.

Advanced Investigative Technologies

Guarded Exchange LLC (GEX)
Guarded Exchange (GEX) provides full monitoring of inmate calls. GEX operates an **investigative call center** and utilizes call analysis software capabilities to guarantee a minimum of (*percentage defined by LFUCG officials during contract negotiations*) of all calls are listened to and analyzed for suspicious activity. We staff our **secure investigative center** with Licensed Private Investigators so our partners can be assured that trained, professional personnel have all the assets needed to **assist in investigations**.

Guarded Exchange's services also include **forensic examination** of recovered cell phones, computers, and other digital devices. Trained Certified Forensic Examiners (CFEs) unlock, download, and analyze devices, and provide information on pictures, email messages, video, text messages, called parties, and calling parties. Guarded Exchange is a wholly-owned subsidiary of Securus.

Video Relay Services

Securus Video Relay Services (VRS)
The Securus VRS solution provides corrections-grade, FCC compliant VRS communications services to inmates while preserving the controls, recording, and call schedules of the inmate telephone system. Securus VRS is an integrated solution between Securus' SCP inmate telephone system and Purple for purposes of providing the core, FCC registered VRS service. Inmate access to VRS calling privileges are provided to authorized inmates via the ConnectUs platform.

PHD Medical

Securus partners with PHD Medical to offer the Televisit™ telemedicine solution. Agencies can reduce the number of external inmate transports, reduce staffing costs, and increase public safety through telemedicine. Any medical practioner at any location with a computer and Internet connection can conduct

routine evaluations, specialty consultations, and emergency medical examinations without the need to transport inmates. Televisit is an **FDA-approved** telemedicine suite specifically built to integrate with a host of medical devices required for medical examinations. The remote practitioner controls the high-resolution camera and diagnostic devices requiring little training for facility staff.

Facilities can use Televisit for:

- Scheduled health clinics for hypertension and diabetes management
- Perform psychological evaluations and clinical sessions for other mental health issues
- Exams with specialists such as Dermatology, Neurology, Cardiology
- Emergency examinations to determine need to transport a patient to an outside facility

IMPLEMENTATION, SERVICE, AND MAINTENANCE

Full Time Onsite Technician

Securus will continue to fund a full time onsite technician for the Division of Community of Corrections to provide overall management and monitoring of the inmate communications system, and act as a liaison between the Division and Securus. Drew Young is well versed in all aspects of the Securus solution and will: (1) ensure that all inmate technology systems are operating at optimum levels; and (2) assist Division personnel in system operation and functionality. Drew has a thorough knowledge of the processes in place at the Division of Community Corrections and has forged a close relationship with staff during the three (3) years he has been the onsite technician. The compensation of the technician will be handled by Securus, but all onsite duties and assignments will be determined by the Division.

Implementation Plan

Securus has developed a preliminary implementation plan that includes all of the required components of the proposed solution. The implementation plan includes a complete, turnkey installation of equipment, facilities, and connectivity for inmate communications services. Securus has developed installation and cut-over procedures that minimize disruptions and maximize customer satisfaction.

Installation

Securus Installation Technicians will travel to the Division of Community Corrections and complete any pre-installation activities in preparation for cut-over. The pre-installation activities can include pre-wiring, hardware staging, or telecom test & turn-up activities that can be done in advance to reduce the time and complexity of the actual cut-over.

The Securus team will coordinate all cut-over activities with the Division IT team to ensure a seamless transition of service. If a service interruption is required, the activity will be

coordinated with the Division IT team at least five (5) business days in advance. No service interruptions are expected since the Division already employs Securus technology.

During the cut-over, the Securus team will perform a thorough inspection of the installation and resolve any issues before finalizing the implementation. The Securus team will perform a walk-through with the Division IT team following the implementation of the new communications solution.

Customer Service

Network Operations Center (NOC)
The Securus Network Operations Center (NOC) provides **24/7/365** remote monitoring of all data centers, infrastructure components, platform systems, kiosks, and inmate communications systems using a suite of network performance monitors. The performance monitors are highly flexible to provide real-time monitoring, event notification, alert history, and statistical information. All alarm conditions create immediate visual alerts and email notifications.

Technical Support Center (TSC)
Securus provides superior customer service from a state-of-the-art operations center located in Carrollton, Texas. More than 50 technicians staff the Securus Technical Support Center (TSC) to ensure prompt problem resolution. The average tenure of our support management team is five (5) years and our technicians average four (4) years.

Family and Friends Call Center
The 150 Securus associates at the Carrollton-based Family and Friends Call Center assist inmates' family members and friends that are using our multiple communication channels. We provide dedicated customer service **24/7/365**. Our associates assist family members and friends with account creation and funding, billing and payments, information on new products and services, managing account notifications, and complaint resolution.

Maintenance

Field Services
Securus employs the largest Field Services team in the inmate technology industry. Our field service technicians (FST) are strategically positioned across the country to support our partners, and the FSTs can generally arrive at their assigned facility in less than two (2) hours.

The TSC team has primary responsibility for resolution when a maintenance issue occurs. If the issue requires onsite service, our dispatch team contacts the assigned Field Service Technician (FST). Upon arrival at the facility, the FST will meet with the primary site contact to review the maintenance issue and perform the necessary repairs. After resolving the primary issue, the FST will perform a complementary system check to detect any unreported issues. Regular preventative maintenance will also be performed while the FST is onsite.

Quarterly Upgrades

With software updates provided three (3) to four (4) times per year, Securus will keep the Division on the cutting edge of technology with system upgrades at **no cost**. Additionally, the inmate communications system can be updated quickly and cost effectively as new software and hardware is added. Hardware is replaced on a regular basis.

Training

Securus will provide product training on all features of your new inmate communications solution. Experienced Securus employees will conduct all training either through online instructor-led classes, or one-on-one and classroom training sessions onsite. We deliver standard training, using both instructor demonstrations and hands-on instruction, to ensure that each trainee is comfortable with all system concepts. Training will be provided at **no cost** throughout the life of the contract.

CONCLUSION

Securus is proud of our longtime relationship and looks forward to continuing to grow our partnership with LFUCG and the Division of Community Corrections. We believe our longtime partnership has proven we bring technology capabilities that set Securus Technologies apart from any other vendor. We have worked closely with the Division of Community Corrections to deploy new and existing technologies to meet the needs of the county and its constituents. We know this RFP is about the future and choosing a supplier that will meet your needs over the next three to six years. We believe our track record and our response to this RFP demonstrates that we will continue to bring value to the partnership going forward. We are confident that the robust SCP, SVV, SecureView solutions and additional investigative products proposed by Securus will meet or exceed all of your needs.

By partnering with Securus, LFUCG and the Division of Community Corrections will continue to have a vendor that has the **technology, financial resources, experience, and equipment** needed to deliver the industry's leading inmate communications solutions. Securus couples its industry-leading technologies with exceptional service and attractive financial incentives to deliver inmate communications solutions that are second to none.

The Securus Advantage

With hundreds of patents and scores of engineers, technologists and designers innovating solutions, our technology is second to none. We are committed to providing the highest quality solutions and the broadest set of products and services while maintaining the best customer service in our industry.

As you review our full response, you will see three recurring themes that separate Securus from our competitors:

Technology

We are a technology company. We invest heavily in technology and lead the market in innovation. We do this because we believe technology has — and will continue to — revolutionize the corrections experience creating safer facilities, reducing recidivism, and increasing operational efficiencies.

Supporting Partners

Securus' Technical Support Center and Field Services teams are made up more than 170 Securus employees with an average tenure of over 7 years:

1. Available 24x7x365
2. Each technician is trained and certified annually on all Securus products
3. Our technicians are strategically positioned across the country to support installations, maintenance, and repairs and respond on average in less than 2 hours
4. Field Service is supported by a centralized Dispatch team with GPS tracking for all technicians to dispatch the closest technician to your location
5. Each Technician maintains a large truck stock inventory to decrease multi-trip repairs
6. We receive and average score of 4.7 out of 5 on customer satisfaction surveys

Serving Customers

We have an extremely strong track record of retaining our customers, even though there any many choices of available providers. We believe this is because we listen closely to our customers' needs and we continuously adapt to their needs.

Your inmates' families and loved ones are also our customers. They often play a critical role in the rehabilitation of offenders by staying in contact during incarceration. This is why we are so focused on providing multiple ways to communicate, providing multiple ways to fund communication, and being extremely responsive when they need our help.

Corporate Strength

The financial strength of your provider is important because it is an indication of its ability to serve your needs today and invest to meet your needs tomorrow. New solutions delivered to our customers reflect our growth, expansion and reinvestment in our systems.

Securus is the only inmate communications provider with a stable outlook, positive revenue growth and good liquidity according to S&P and Moody's. Securus is also the only inmate communications provider that has consistent organic growth.

Standard & Poors	Securus Technologies	GTL / Telmate	CenturyLink, Inc.	ITS Advantage
Rating	B	B	BB	**Securus**
Outlook	Stable	Stable	Stable	**Securus**
Revenue Growth	6.0 to 8.0%	0%	-1.0 to -4.0%	**Securus**
Liquidity	Adequate	Adequate	Adequate	**Securus**

Moody's

	Securus Technologies	GTL / Telmate	CenturyLink, Inc.	ITS Advantage
Rating	B3	B3	Ba1	**Securus**
Outlook	Stable	Stable	Negative	**Securus**
Revenue Growth	5.0 to 9.0%	0%	-1.0%	**Securus**
Liquidity	Good	Good	Good	**Securus**

ITS Network

	Securus Technologies	GTL / Telmate	CenturyLink, Inc.	ITS Advantage
Plant Equipment	Owned	Owned	No ITS	**Securus**

Technology and Innovation Leader

Securus is by far the **leading technology innovator** in the inmate communications industry. Over the past three years, we have directly invested over **$600 million** in direct investments in technologies, patents, and acquisitions. This is in comparison to less than $50 million invested by the rest of the industry combined. We invest heavily in research and design, and employ over 100 developers. Securus has developed and currently owns nearly 250 issued and pending patents, almost twice as many as the rest of industry combined. Virtually every large inmate communications provider **relies on Securus** for technology development, and uses Securus' patented technologies under license agreements.

We have made significant investments in acquiring and developing technologies to broaden our product offerings to include solutions for the entire civil and criminal justice industries.

1986
T-Netix, Inc. began under the name Tele-Matic Corporation, acquiring nearly a dozen companies over the next decade

2004
H.I.G. Capital acquires the stock of T-Netix, Inc. and Evercom. The merger of two correctional giants forms the company, Securus Technologies, Inc.

2008
A completely new management team is brought in to lead Securus

2013
Securus expands portfolio to include public safety and monitoring with the acquisitions of STOP, Archonix and LBS

2015
Securus rebrands and opens Technology Center

Securus acquires CellBlox, JPay, Guarded Exchange, and Cara Clinicals

1996
Evercom Systems, Inc. acquires several other inmate telephone service providers seeking to become the leading correctional industry telecom provider to facilities nationwide

2007
Securus Call Platform debuts for correctional facilities

2012
Securus launches video visitation and investigative analysis with acquisition of Primonix and Direct Hit Systems

2014
Securus further expands with jail management, data analytics, monitoring and commissary account management with the acquisitions of Telerus, JLG, Vanu and JobView

2016
Securus partners with Harris Corp and Corrisoft

Securus serves all customers from a single, Securus-owned technology platform built from the ground up. The features and functionality were developed from requests of correctional and law enforcement professionals. We heard our customers and we created a user experience based on their feedback. We manage, service, and enhance our platform using only Securus associates. Most other providers do not own and service their entire platform. Dilution of accountability and service is inevitable when a company outsources their technology. We believe it is important to own and maintain our communications platform so that we can quickly respond to customer requests without depending on a third party. We lead the industry in available features today, and we are continuously developing more.

Inmate Communication Provider Technology Comparison

	ICS Solutions	GTL/Telmate	Securus	Securus Customer Advantage
Technology Platform	Owns core, partners for technology	Multiple platforms from acquired companies	**Owned and maintained by Securus**	**Securus completely controls technology**
Technology Deployment	Limited, partners with others	Diluted across multiple platforms	**100+ designers, investment of $100mil/year**	**Securus outpaces the rest of the industry**
Data Center	Tier 1	Unknown	**Tier 4 redundant data center**	**Securus operates carrier class data centers 24x7x365**
Video Visitation	Partners with VizVox	Acquired Renovo	**Owned and maintained by Securus**	**Securus leads industry experience in remote visitation**
Inmate and Community Automated Information System	None	None	**Owned and maintained by Securus — integrated JMS**	**Saves staff time & improves communications.**
Cell Phone Managed Access Solution	None	Partnership	**Owned and maintained by Securus**	**Allows facilities to stop illegal use of cell phones**
Voice Biometric Identification	None	Limited to verification & spot checks	**Owns Investigator Pro**	**Investigator Pro is industry standard and owned by Securus**
Automated Web Site	Limited, not mobile enabled	Limited	**Comprehensive and fully mobile enabled**	**Google Analytics shows Securus has the most widely used site in the industry**

Securus Technologies—Best In Class

The Best Inmate Calling Platform

2,700 Facilities Installed – By far the Most Installations of a Single Platform

1.2 Million Inmates Served – By Far the Most On A Single Platform

The Most Agencies Served On A Single Platform

The Best Video Visitation System

Over 200 Facilities Installed

The Most Remote Video Visitations

The Most No Cost Installations

The Most Mobile App Downloads

The Best Inmate Operating Platform

The Best Multi-Purpose Platform

Unlimited Applications

Best For Inmate Self Service

The Most AIS Installations - 188

The Best Investigative Services

The Most IPro Installations - 227

The Most ICER Installations - 649

The Only Provider Of LBS – 364 Installations

The Only Provider Of Threads

The Only Provider Of Monitoring Services

The Best Customer Service

Fastest Speed To Answer

Highest First Time Resolution

Only Insourced 24x7x365 Service

The Only Wireless Containment Service

Only solution with a State DOC acceptance

The Most Successful Installs

The Only Facility Management System

The Best Inmate Tablets

Two Tablet Versions Available

Over 200 Facilities Deployed

Over 125,000 Tablets Deployed

Over 4.3 Million Emails Monthly

Over 1.3 Million Media Downloads Monthly

The Best Public Safety

Only Inmate Communications Provider With Organic Public Safety Products:

Jail Management Service

Electronic Medical Records

Computer Aided Dispatch

Superior Customer Service

Just as a call from our partners is too important to us to send it to another country or even another company, the same is true for calls from friends and family members of inmates. In 2009, we relocated our offshore call centers back to the United States - significantly improving customer satisfaction. Securus' has invested in the industry's largest **U.S.-based customer service center**. The multi-million dollar, state-of-the-art center in Dallas houses more than 150 Securus customer care representatives dedicated to responding quickly to queries from the calling community. They are 100% Securus employees -- we are the only major inmate communications provider that does not use contractors or otherwise outsources customer service. And our customer service center is open **24x7x365**. Many of our competitors such as GTL, CenturyLink, and Combined Communications close their call centers at night, and close them altogether (or operate them during limited hours) on the weekends. We resolve customer care issues 99.6% of the time during the first call, and receive an average rating of 4.3 out of 5 on customer satisfaction surveys.

99.6%
First Call Resolution

<10 Seconds
Average time to respond

2.5 minutes
Average transaction time

When a friend or family member calls Securus, they will talk to Securus. Securus significantly transforms the way family and friends interact with us by providing a mobile-enabled Web experience. Securus Online℠ unifies ALL Securus communication services under one account. Users can sign up for Securus Online℠ and add various communication services – including prepaid calling services, video visitation or electronic mail – and manage all account settings from their smartphone, tablet or personal computer. Family and friends can connect with their accounts through the dedicated URL www.securustech.net.

Better Business Bureau (BB) Accredited and A+ Rated

Securus is an "accredited" BBB company with an A+ rating. "Accredited" means the BBB has determined that Securus meets the BBB's strict accreditation standards, which include a commitment to make a good faith effort to resolve any consumer complaints. BBB accreditation also means the BBB monitors Securus for continued compliance and for support of BBB services to the public. Securus' "A+" BBB rating is based on information BBB has obtained about Securus, including complaints received from the public. It is the highest out of 13 possible BBB ratings and represents the BBB's opinion of how Securus interacts with our customers.

Call Completion

It is in everyone's interest to complete more calls. Facilities, inmates, family and friends, and others benefit when more calls complete

As the leader in the inmate communications industry, Securus regularly has to refute misleading claims from certain competitors on the issue of call completion. In particular, ICS has recently been claiming that switching to it will result in more call completions thus increasing commission revenue. Rather than pointing to technology, ICS bases its claim on a single example where, ICS claims, call completion rates increased after the customer switched to ICS from Securus. We cannot comment on a specific example, but many factors impact call completion. Securus focuses on the four factors that affect call completion and how we address them to drive higher revenues, leading to higher commissions:

- ✓ **Rates**: *Lower rates generate more calls*. We work with facilities to set rates that strike the desired balance between revenue and call volume.
- ✓ **Technology**: *The calling platform must be stable and reliable*. That is why we have invested more in our platform than anyone else in the industry.
- ✓ **Security**: *We work with our facility customers to determine what screening parameters to apply to each call, understanding that higher levels of security result in fewer completed calls.* Other vendors will ignore this variable implying their lower level of security is a benefit because it creates higher call volume.
- ✓ **Funding Options**: *Calls cannot happen without funds*. That is why we offer the broadest set of funding options available to the industry.

Securus Funding Option	Why it Drives Call Completion
Always offers a free funding fee option	Less spend on fees means more money for calls
Funding at Western Union and MoneyGram — only provider to offer funding at Walmart and CVS locations	Funding option for consumers who do not have access to credit or may be far from a payment Kiosk
Optional promotional calling programs that allow "on the go" call completion for single-occasion calling	Allows calls to go through without the need to set up an account and allows inmates to bond out faster
Comprehensive and fully mobile-enabled web-site for customer service and funding activities	Convenient, wait-free and always available — the most widely utilized web platform in the industry according to Google Analytics
Automated fund replenishment programs through our Text2Fund™ and AutoPay™ programs	If an account balance gets get low, funds can be automatically transferred from a bank account or added via a simple text message
Full integration with commissary and Jail Management software providers — more than any other inmate telephone provider	Allows us to provide both pre-paid calling cards and debit accounts to fund calls
Securus provides 24x7x365 days access to our call center with full disaster recovery capabilities	We are always available when customers need us

Securus Call Completion			
COMPETITOR'S PERFORMANCE		**SECURUS PERFORMANCE**	
2012 Curry County, NM		2013 Curry County, NM	
Calls	7,347	Calls	8,670
Minutes	79,476	Minutes	103,992
2013 Lake County, IL		2014 Lake County, IL	
Calls	14,241	Calls	17,503
Minutes	122,171	Minutes	311,221
2013 Ramsey County, MN		2014 Ramsey County, MN	
Calls	11,787	Calls	12,703
Minutes	122,171	Minutes	140,543

"…dramatic increase…"

"We saw a dramatic increase in calls after installing Securus' premier platform even after providing additional services."

-Curry County, New Mexico

"…lowered the cost of a call…"

"We lowered the cost of a call by 27% to the end-user while increasing county revenue by 14%!"

-Lake County, Illinois

Who We Are

Connecting What Matters

Securus provides leading edge civil and criminal justice technology solutions that improve public safety and modernize the incarceration experience. Thousands of public safety, criminal justice and corrections agencies rely on Securus for secure, simple and powerful technology solutions, which are always accessible and easy to use.

Mission and Vision

The credo "To Protect and to Serve" holds firm as a nationwide call to action for most civil and criminal agencies. It's at the center of what makes our world safe.

At Securus, we exist "To Serve and Connect" to make our world safe. Our vision is to equip every public safety, law enforcement and corrections agency throughout the world with Securus Technologies CIVIL and CRIMINAL JUSTICE technology solutions. Securus' powerful connected technology protects the world and drives continuous innovation with exceptional focus on solutions that best serve our customers.

SECURUS AT A GLANCE

Nearly **3,500** agencies and correctional facilities

1.2 MILLION inmate calls connected every day

99.9% network uptime

Over **270** patents issued and pending

98%+ customer retention rate

$200,000,000 average investment in new technology each year

What We Do

From public safety incident response to post-incarceration community supervision – and all points in between - Securus is uniquely equipped to provide a full spectrum of civil and criminal justice technology solutions.

PUBLIC SAFETY SOLUTIONS

Rapid response is imperative. Systems that collect, consolidate, analyze, visualize and distribute critical information among multiple agencies, first responders, mobile public servants and/or the public.

INVESTIGATIVE SOLUTIONS

Digital evidence is everywhere. Systems that merge big data, voice biometrics and pattern identification, providing early detection and alerts for investigators, attorneys, courts and criminal justice systems.

CORRECTIONS SOLUTIONS

Technology eases operational burdens. Systems that modernize the incarceration experience through jail management, communications, and inmate self-service to help inmates communicate with their family and friends, and corrections agencies run smoothly and reduce recidivism.

MONITORING SOLUTIONS

Community supervision reduces cost. Systems that combine intuitive software, dependable hardware and comprehensive support services to more effectively monitor and track offenders, increase compliance, reduce recidivism, and maintain public safety.

Why We Serve

The work Securus does is rooted in deep beliefs:

- ✓ The work of public safety and law enforcement officials matters
- ✓ Technology must never get old
- ✓ Better communication results in better operations and higher revenues
- ✓ There is no shortage of data, only difficulty in knowing what pieces of data to pay attention to
- ✓ Accountability matters, so service and innovation should never be outsourced

We understand that customers have a choice of providers. We hope to be a partner that provides high quality products and services at a fair price. We focus on delivering excellence with the ultimate desire to gain total customer satisfaction, confidence, and loyalty.

We value teamwork, partnering and building effective and healthy long-term relationships with fellow associates, customers, suppliers, and other organizations with whom we interface.

We seek to be recognized as a technological leader in our industry and thus are committed to developing products, systems, and equipment that meet customer needs now and in the future.

Our Values

The culture of Securus focuses on people being innovative, exceptional, focused and trustworthy. In fact, the company specifically recruits for these key attributes. We believe that these characteristics actively contribute to the company's long-term success and explain the passion Securus has for technological advancements and outstanding service. Our core four core values include:

TRUSTWORTHY

Securus strives to operate with transparency and embodies the highest levels of integrity, honesty and truthfulness.

FOCUSED

Securus is singularly fixed on ensuring our world is secure by only delivering products and services that align with the company's overarching vision.

EXCEPTIONAL

Securus is committed to delivering the best solutions comprised of the industry's best technology, products and services.

INNOVATIVE

Securus leads the industry investing dollars to support ongoing technological advancements -- resulting in numerous patents. The company works to combine

information, product features and services in a customized way to meet the unique needs of every customer.

Giving Back

Securus is committed to the communities it serves. Team members across the country participate in a number of philanthropic organizations and give countless volunteer hours each year making the places they live better. As a company, Securus demonstrates its commitment to community through two significant initiatives.

Securus founded and fully funds a nationwide correctional officer memorial fund. This fund provides financial assistance to the families of corrections officers who have fallen while on duty at any Securus customer facility.

The company provides one year's salary as a token of gratitude, honoring the sacrifice corrections officers make protecting the communities they serve.

United Way Support

More than 60 percent of Securus associates give a portion of their earnings to charity each year, an average of more than $500 per participant. This money is generously given for use in local communities to improve education, promote healthy living, and help lower-income families achieve financial stability. The Securus team is dedicated to advancing the common good in the local communities we serve.

Testimonials

Nearly 3,500 agencies and facilities can vouch for the products and services that Securus provides. Securus takes great pride in the fact that customers genuinely like their client experience and the people they work with. Most have worked with Securus for many years and highly recommend the products they use and the service they receive.

Satisfaction

"The service provided by Securus Technologies has been impeccable. Their attention to new technology provided to our agency has been great. Any time a problem existed the service repair team was quick."
– *Fannin County Sheriff's Office, Bonham, Texas*

"We are very satisfied and pleased with what Securus has provided to our facility in the way of service, technology, and calling rates which does not burden the friends and family members."
– *Montgomery County, Troy, North Carolina*

Reliability

"The technical support we receive when we have questions or concerns about the inmate phone system is without question the best we have experienced from any of our vendors. The technicians we talk with are always pleasant and demonstrate a commitment to satisfaction that is rarely found nowadays."
– *Scott County Sheriff's Office, Shakopee, Minnesota*

"The technician that serves our area is very professional and efficient. She is very prompt. If we ever have a problem with the telephones, we get a response within the first hour...,"
"The personal attention and service that Securus provides to our facility far exceeds any other service that we have in our facility."
– *Los Alamos Detention Center, Los Alamos, New Mexico*

High Efficiency

"If [Securus phone systems] allows us to minimize inmate traffic in the halls and maintain the security and safety of this facility…the amount of time it clears up for us to fulfill other job duties is priceless."

– *Rice County Detention Center, Lyons, Kansas*

Securus provides impressive technology for investigative tools far beyond just inmate phones, and in addition provides solutions that improve efficiencies for my staff. The amount of time that AIS saves my staff on their day to day operations is immeasurable."

– *Jefferson County Sheriff's Office, Golden, Colorado*

Timely

"With this upgrade we thought we would be getting the latest and greatest inmate phone system. We did not expect how quickly this system would impact our investigative organization."

– *Stephenson County Sheriff's Office, Freeport, Illinois*

"Installation of the new equipment and transfer of service from the previous contractor to Securus was with minimal interruption. Securus continued to issue inmate phone cards and worked diligently to install an automated system for friends and families to acquire information about inmates."

– *Okaloosa County Department of Corrections, Crestview, Florida*

Exemplary Service

"I am a firm believer in customer service and Securus seems to pride itself in providing great customer service. In this day and age of ever-changing technology, Securus stayed ahead of the game by consistently looking for ways to make it easier for inmates, inmates' families, and most of all, Sheriff's Department personnel."

— *Kankakee County Sheriff's Office, Kankakee, Illinois*

"This is the way business should take place. When a problem arises, there is someone there to take care of it."

— *State of Alaska, Department of Corrections, Anchorage, Alaska*

Strategic Law Enforcement Partner

"Our detectives have used Securus technology to solve crimes that otherwise may have gone unsolved, including major felonies, such as drug crimes, robberies and even murders."

— *Anson County Sheriff's Office, Wadesboro, North Carolina*

"The Securus telephone system was instrumental in us apprehending the bank robbery suspect. The Securus telephone system is a vital investigative tool that we use frequently. The support staff from Securus Technologies has also been very helpful anytime a question arises."

— *Passaic County Sheriff's Office, Paterson, New Jersey*

Unmatched Technology

"As Director of Technical Services for the Hamblen County Sheriff's Department, I would like to take this opportunity to say that Securus Technologies continues to rate high with our department. Simply put, our department not only receives the promised product, it receives more. We are proud to be part of a growing and progressive company such as Securus."

*–		Hamblen County Sheriff's Office, Morristown, Tennessee*

The transition from our previous inmate telephone provider to Securus Technologies was quick, efficient, and professional. I am especially impressed with how you can link us with other technological needs for our department, such as inmate visitation, inmate management systems and the like, while maintaining a strong revenue stream for the county. During the three year break that Securus was not in our facility – it's fair to say, 'we missed you guys'."

*–		Cheshire County Department of Corrections, Keene, New Hampshire*

People

"It is the support behind you that keeps us most happy. Mainly it is your field support person who on a moment's notice responds quicker than we expect (although now she's spoiled us and those have become our expectations) or is proactive to finding issues before we do."

*–		Lea County Detention Center, Lovington, New Mexico*

"He and his staff have always been very responsive to our needs and requests, and make frequent on-site visits to answer questions and resolve issues."

*–		Okaloosa County Department of Corrections, Crestview, Florida*

TAB C – GENERAL PROVISIONS

GENERAL PROVISIONS

1. **Each Respondent shall comply with all Federal, State & Local regulations concerning this type of service or good.**

   The Respondent agrees to comply with all statutes, rules, and regulations governing safe and healthful working conditions, including the Occupational Health and Safety Act of 1970, *29 U.S.C. 650 et. seq.***, as amended, and KRS Chapter 338. The Respondent also agrees to notify the LFUCG in writing immediately upon detection of any unsafe and/or unhealthful working conditions at the job site. The Respondent agrees to indemnify, defend and hold the LFUCG harmless from all penalties, fines or other expenses arising out of the alleged violation of said laws.**

   SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

2. **Failure to submit ALL forms and information required in this RFP may be grounds for disqualification.**

   SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

3. **Addenda: All addenda and IonWave Q&A, if any, shall be considered in making the proposal, and such addenda shall be made a part of this RFP. Before submitting a proposal, it is incumbent upon each proposer to be informed as to whether any addenda have been issued, and the failure to cover in the bid any such addenda may result in disqualification of that proposal.**

   SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

4. **Proposal Reservations: LFUCG reserves the right to reject any or all proposals, to award in whole or part, and to waive minor immaterial defects in proposals. LFUCG may consider any alternative proposal that meets its basic needs.**

   SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

5. **Liability: LFUCG is not responsible for any cost incurred by a Respondent in the preparation of proposals.**

   SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

6. **Changes/Alterations:** Respondent may change or withdraw a proposal at any time prior to the opening; however, no oral modifications will be allowed. Only letters, or other formal written requests for modifications or corrections of a previously submitted proposal which is addressed in the same manner as the proposal, and received by LFUCG prior to the scheduled closing time for receipt of proposals, will be accepted. The proposal, when opened, will then be corrected in accordance with such written request(s), provided that the written request is contained in a sealed envelope which is plainly marked "modifications of proposal".

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

7. **Clarification of Submittal:** LFUCG reserves the right to obtain clarification of any point in a bid or to obtain additional information from a Respondent.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

8. **Bribery Clause:** By his/her signature on the bid, Respondent certifies that no employee of his/hers, any affiliate or Subcontractor, has bribed or attempted to bribe an officer or employee of the LFUCG.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

9. **Additional Information:** While not necessary, the Respondent may include any product brochures, software documentation, sample reports, or other documentation that may assist LFUCG in better understanding and evaluating the Respondent's response. Additional documentation shall not serve as a substitute for other documentation which is required by this RFP to be submitted with the proposal,

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

10. **Ambiguity, Conflict or other Errors in RFP:** If a Respondent discovers any ambiguity, conflict, discrepancy, omission or other error in the RFP, it shall immediately notify LFUCG of such error in writing and request modification or clarification of the document if allowable by the LFUCG.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

11. **Agreement to Bid Terms: In submitting this proposal, the Respondent agrees that it has carefully examined the specifications and all provisions relating to the work to be done attached hereto and made part of this proposal. By acceptance of a Contract under this RFP, proposer states that it understands the meaning, intent and requirements of the RFP and agrees to the same. The successful Respondent shall warrant that it is familiar with and understands all provisions herein and shall warrant that it can comply with them. No additional compensation to Respondent shall be authorized for services or expenses reasonably covered under these provisions that the proposer omits from its Proposal.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

12. **Cancellation: If the services to be performed hereunder by the Respondent are not performed in an acceptable manner to the LFUCG, the LFUCG may cancel this contract for cause by providing written notice to the proposer, giving at least thirty (30) days notice of the proposed cancellation and the reasons for same. During that time period, the proposer may seek to bring the performance of services hereunder to a level that is acceptable to the LFUCG, and the LFUCG may rescind the cancellation if such action is in its best interest.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

A. **Termination for Cause**

(1) **LFUCG may terminate a contract because of the contractor's failure to perform its contractual duties**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

(2) **If a contractor is determined to be in default, LFUCG shall notify the contractor of the determination in writing, and may include a specified date by which the contractor shall cure the identified deficiencies. LFUCG may proceed with termination if the contractor fails to cure the deficiencies within the specified time.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

(3) **A default in performance by a contractor for which a contract may be terminated shall include, but shall not necessarily be limited to:**

(a) Failure to perform the contract according to its terms, conditions and specifications;

(b) Failure to make delivery within the time specified or according to a delivery schedule fixed by the contract;

(c) Late payment or nonpayment of bills for labor, materials, supplies, or equipment furnished in connection with a contract for construction services as evidenced by mechanics' liens filed pursuant to the provisions of KRS Chapter 376, or letters of indebtedness received from creditors by the purchasing agency;

(d) Failure to diligently advance the work under a contract for construction services;

(e) The filing of a bankruptcy petition by or against the contractor; or

(f) Actions that endanger the health, safely or welfare of the LFUCG or its citizens.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

B. **At Will Termination**

Notwithstanding the above provisions, the LFUCG may terminate this contract at will in accordance with the law upon providing thirty (30) days written notice of that intent, Payment for services or goods received prior to termination shall be made by the LFUCG provided these goods or services were provided in a manner acceptable to the LFUCG. Payment for those goods and services shall not be unreasonably withheld.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

13. Assignment of Contract: The contractor shall not assign or subcontract any portion of the Contract without the express written consent of LFUCG. Any purported assignment or subcontract in violation hereof shall be void. It is expressly acknowledged that LFUCG shall never be required or obligated to consent to any request for assignment or subcontract; and further that such refusal to consent can be for any or no reason, fully within the sole discretion of LFUCG.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

14. **No Waiver:** No failure or delay by LFUCG in exercising any right, remedy, power or privilege hereunder, nor any single or partial exercise thereof, nor the exercise of any other right, remedy, power or privilege shall operate as a waiver hereof or thereof. No failure or delay by LFUCG in exercising any right, remedy, power or privilege under or in respect of this Contract shall affect the rights, remedies, powers or privileges of LFUCG hereunder or shall operate as a waiver thereof.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

15. **Authority to do Business:** The Respondent must be a duly organized and authorized to do business under the laws of Kentucky. Respondent must be in good standing and have full legal capacity to provide the services specified under this Contract. The Respondent must have all necessary right and lawful authority to enter into this Contract for the full term hereof and that proper corporate or other action has been duly taken authorizing the Respondent to enter into this Contract. The Respondent will provide LFUCG with a copy of a corporate resolution authorizing this action and a letter from an attorney confirming that the proposer is authorized to do business in the State of Kentucky if requested. All proposals must be signed by a duly authorized officer, agent or employee of the Respondent.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

16. **Governing Law:** This Contract shall be governed by and construed in accordance with the laws of the Commonwealth of Kentucky. In the event of any proceedings regarding this Contract, the Parties agree that the venue shall be the Fayette County Circuit Court or the U.S. District Court for the Eastern District of Kentucky, Lexington Division. All parties expressly consent to personal jurisdiction and venue in such Court for the limited and sole purpose of proceedings relating to this Contract or any rights or obligations arising thereunder. Service of process may be accomplished by following the procedures prescribed by law.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

17. **Ability to Meet Obligations:** Respondent affirmatively states that there are no actions, suits or proceedings of any kind pending against Respondent or, to the knowledge of the Respondent, threatened against the Respondent before or by any court, governmental body or agency or other tribunal or authority which would, if adversely determined, have a materially adverse effect on the authority or ability of Respondent to perform its obligations under this Contract, or which question the legality, validity or enforceability hereof or thereof.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

18. Contractor understands and agrees that its employees, agents, or subcontractors are not employees of LFUCG for any purpose whatsoever. Contractor is an independent contractor at all times during the performance of the services specified.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

19. If any term or provision of this Contract shall be found to be illegal or unenforceable, the remainder of the contract shall remain in full force and such term or provision shall be deemed stricken.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

20. Contractor [or Vendor or Vendor's Employees] will not appropriate or make use of the Lexington-Fayette Urban County Government (LFUCG) name or any of its trade or service marks or property (including but not limited to any logo or seal), in any promotion, endorsement, advertisement, testimonial or similar use without the prior written consent of the government. If such consent is granted LFUCG reserves the unilateral right, in its sole discretion, to immediately terminate and revoke such use for any reason whatsoever. Contractor agrees that it shall cease and desist from any unauthorized use immediately upon being notified by LFUCG.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Robert E. Pickens   August 28, 2017
Signature   **Date**

TAB D – RISK MANAGEMENT

RISK MANAGEMENT PROVISIONS
INSURANCE AND INDEMNIFICATION

Bid #29-2017 Installation of LED Lighting Retrofit

INDEMNIFICATION AND HOLD HARMLESS PROVISION

(1) It is understood and agreed by the parties that Contractor hereby assumes the entire responsibility and liability for any and all damages to persons or property caused by or resulting from or arising out of any act or omission on the part of Contractor or its employees, agents, servants, owners, principals, licensees, assigns or subcontractors of any tier (hereinafter "CONTRACTOR") under or in connection with this agreement and/or the provision of goods or services and the performance or failure to perform any work required thereby.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

(2) CONTRACTOR shall indemnify, save, hold harmless and defend the Lexington-Fayette Urban County Government and its elected and appointed officials, employees, agents, volunteers, and successors in interest (hereinafter "LFUCG") from and against all liability, damages, and losses, including but not limited to, demands, claims, obligations, causes of action, judgments, penalties, fines, liens, costs, expenses, interest, defense costs and reasonable attorney's fees that are in any way incidental to or connected with, or that arise or are alleged to have arisen, directly or indirectly, from or by CONTRACTOR's performance or breach of the agreement and/or the provision of goods or services provided that: (a) it is attributable to personal injury, bodily injury, sickness, or death, or to injury to or destruction of property (including the loss of use resulting therefrom), or to or from the negligent acts, errors or omissions or willful misconduct of the CONTRACTOR; and (b) not caused solely by the active negligence or willful misconduct of LFUCG.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

(3) Notwithstanding, the foregoing, with respect to any professional services performed by Consultant hereunder (and to the fullest extent permitted by law), Consultant shall indemnify, save, hold harmless and defend LFUCG from and against any and all liability, damages and losses, including but not limited to, demands, claims, obligations, causes of action, judgments, penalties, fines, liens, costs, expenses, interest, defense costs and reasonable attorney's fees, for any damage due to death or injury to any person or injury to any property (including the loss of use resulting therefrom) to the extent arising out of, pertaining to or relating to the negligence, recklessness or willful misconduct of Consultant in the performance of this agreement.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

(4) In the event LFUCG is alleged to be liable based upon the above, CONTRACTOR shall defend such allegations and shall bear all costs, fees and expenses of such defense, including but not limited to, all reasonable attorneys' fees and expenses, court costs, and expert witness fees and expenses, using attorneys approved in writing by LFUCG, which approval shall not be unreasonably withheld.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

(5) These provisions shall in no way be limited by any financial responsibility or insurance requirements, and shall survive the termination of this agreement.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

(6) LFUCG is a political subdivision of the Commonwealth of Kentucky. CONTRACTOR acknowledges and agrees that LFUCG is unable to provide indemnity or otherwise save, hold harmless, or defend the CONTRACTOR in any manner.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

FINANCIAL RESPONSIBILITY

BIDDER/CONTRACTOR understands and agrees that it shall, prior to final acceptance of its bid and the commencement of any work, demonstrate the ability to assure compliance with the above Indemnity provisions and these other risk management provisions.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

INSURANCE REQUIREMENTS

YOUR ATTENTION IS DIRECTED TO THE INSURANCE REQUIREMENTS BELOW, AAND YOU MAY NEED TO CONFER WITH YOUR INSURANCE AGENTS, BROKERS, OR CARRIERS TO DETERMINE IN ADVANCE OF SUBMISSION OF A RESPONSE THE AVAILABILITY OF THE INSURANCE COVERAGES AND ENDORSEMENTS REQUIRED HEREIN. IF YOU FAIL TO COMPLY WITH THE INSURANCE REQUIREMENTS BELOW, YOU MAY BE DISQUALIFIED FROM AWARD OF THE CONTRACT.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Required Insurance Coverage

BIDDER/CONTRACTOR shall procure and maintain for the duration of this contract the following or equivalent insurance policies at no less than the limits shown below and cause its subcontractors to maintain similar insurance with limits acceptable to LFUCG in order to protect LFUCG against claims for injuries to persons or damages to property which may arise from or in connection with the performance of the work hereunder by CONTRACTOR. The cost of such insurance shall be included in any bid:

Coverage	Limits
General Liability (Insurance Services Office Form CG 00 01)	**$1 million per occurrence, $2 million aggregate or $2 million combined single limit**
Commercial Automobile Liability (Insurance Services Office Form CA 0001)	**combined single, $1 million per occurrence**
Professional Liability	**$1 million per occurrence, $2 million aggregate**

Worker's Compensation	Statutory
Employer's Liability	$500,000.00

The policies above shall contain the following conditions:

a. **All Certificates of Insurance forms used by the insurance carrier shall be properly filed and approved by the Department of Insurance for the Commonwealth of Kentucky (DOI). LFUCG shall be named as an additional insured in the General Liability Policy and Commercial Automobile Liability Policy using the Kentucky DOI approved forms.**

b. **The General Liability Policy shall be primary to any insurance or self-insurance retained by LFUCG.**

c. **The General Liability Policy shall include a Products and Completed Operations endorsement or Premises and Operations Liability endorsement unless deemed not to apply by LFUCG.**

d. **LFUCG shall be provided at least 30 days advance written notice via certified mail, return receipt requested, in the event any of the required policies are canceled or non-renewed.**

e. **Said coverage shall be written by insurers acceptable to LFUCG and shall be in a form acceptable to LFUCG. Insurance placed with insurers with a rating classification of no less than Excellent (A or A-) and a financial size category of no less than VIII, as defined by the most current Best's Key Rating Guide shall be deemed automatically acceptable.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

<u>Renewals</u>

After insurance has been approved by LFUCG, evidence of renewal of an expiring policy must be submitted to LFUCG, and may be submitted on a manually signed renewal endorsement form. If the policy or carrier has changed, however, new evidence of coverage must be submitted in accordance with these Insurance Requirements.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Deductibles and Self-Insured Programs

IF YOU INTEND TO SUBMIT A SELF-INSURANCE PLAN IT MUST BE FORWARDED TO LEXINGTON-FAYETTE URBAN COUNTY GOVERNMENT, DIVISION OF RISK MANAGEMENT, 200 EAST MAIN STREET, LEXINGTON, KENTUCKY 40507 NO LATER THAN

A MINIMUM OF FIVE (5) WORKING DAYS PRIOR TO THE RESPONSE DATE. Self-insurance programs, deductibles, and self-insured retentions in insurance policies are subject to separate approval by Lexington-Fayette Urban County Government's Division of Risk Management, upon review of evidence of BIDDER/CONTRACTOR's financial capacity to respond to claims. Any such programs or retentions must provide LFUCG with at least the same protection from liability and defense of suits as would be afforded by first-dollar insurance coverage. If BIDDER/CONTRACTOR satisfies any portion of the insurance requirements through deductibles, self-insurance programs, or self-insured retentions, BIDDER/CONTRACTOR agrees to provide Lexington-Fayette Urban County Government, Division of Risk Management, the following data prior to the final acceptance of bid and the commencement of any work:

a. Latest audited financial statement, including auditor's notes.

b. Any records of any self-insured trust fund plan or policy and related accounting statements.

c. Actuarial funding reports or retained losses.

d. Risk Management Manual or a description of the self-insurance and risk management program.

e. A claim loss run summary for the previous five (5) years.

f. Self-Insured Associations will be considered. Safety and Loss Control

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Safety and Loss Control

CONTRACTOR shall comply with all applicable federal, state, and local safety standards related to the performance of its works or services under this Agreement and take necessary action to protect the life, health and safety and property of all of its personnel on the job site, the public, and LFUCG.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Verification of Coverage

BIDDER/CONTRACTOR agrees to furnish LFUCG with all applicable Certificates of Insurance signed by a person authorized by the insurer to bind coverage on its behalf prior to final award, and if requested, shall provide LFUCG copies of all insurance policies, including all endorsements.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Right to Review, Audit and Inspect

CONTRACTOR understands and agrees that LFUCG may review, audit and inspect any and all of its records and operations to insure compliance with these Insurance Requirements.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

DEFAULT

BIDDER/CONTRACTOR understands and agrees that the failure to comply with any of these insurance, safety, or loss control provisions shall constitute default and that LFUCG may elect at its option any single remedy or penalty or any combination of remedies and penalties, as available, including but not limited to purchasing insurance and charging BIDDER/CONTRACTOR for any such insurance premiums purchased, or suspending or terminating the work.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

TAB E – GENERAL TERMS AND PROVISIONS

Inmate Telephone Services for Community Corrections

GENERAL TERMS AND PROVISIONS:

A. The responsibility for getting the proposal to the Purchasing Office on or before the stated time and date shall be solely and strictly the responsibility of the Vendor. The Lexington-Fayette Urban County Government shall in no way be responsible for delays caused by the United States Postal Service or a delay caused by any other occurrence, or any other method of delivery. The Vendor shall be responsible for reading very carefully and understanding completely the requirements in the specifications. Proposals shall not be accepted after the time specified for receipt. The official clock is the date/time machine located in the Division of Central Purchasing.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

B. The Lexington-Fayette Urban County Government reserves the right to postpone the date for receipts and opening of proposals and shall make a reasonable effort to give at least seven (7) calendar days notice of any such postponement to each prospective Vendor.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

C. Vendors warrant by virtue of proposing that the proposal shall be good for an evaluation period of ninety (90) calendar days from the date of RFP opening unless otherwise stated. Vendors shall not be allowed to withdraw or modify their proposal after the opening time and date.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

TAB F – PROPOSAL OBJECTIVES

A. <u>Objective</u>

The objective of this Request for Proposals (RFP) is to solicit and obtain responses from qualified vendors to provide all equipment, software, labor and maintenance support for the installation, implementation, operation, and management of a hosted IP-based services for inmates. The inmate communication services platform must include:

- **Software**

    o **IP-based**

    o **Mobile-friendly (Android and Apple)**

- **Applications**

    o **Inmate Telephone service**

    o **Video Visitation**

    o **Automated Information Services**

    o **Inmate electronic mail**

    o **Commissary ordering application**

    o **Custom Web-based application(s)**

    o **Inmate forms & grievance application**

    o **Law Library**

    o **Educational Programming**

    o **MP4 video application**

    o **Jobview application**

- **Hardware, as described herein**

This RFP provides detailed instructions for vendors interested in submitting proposals in response to this RFP. Proposals shall include sufficient information to allow the Division to thoroughly evaluate each vendor. This RFP contains specific details with regard to equipment, system, and administrative requirements so that each vendor will provide a written response that:

1) **Acknowledges and understands each and every requirement.**

2) **Thoroughly explains how the vendor will accomplish the requirement. Proposals shall include both a technical explanation and a layman's explanation so that technical and non-technical staff may fully understand your response.**

3) **Provides specific performance measures so that the Division can measure the vendor's performance.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

In response to the requirements outlined in "Part A – Proposal Objectives," Securus has acknowledged and understands each and every requirement. Additionally, as required, we have provided responses that can be understood on both a technical and layperson level.

Securus is committed to a continuous effort to enhance quality in our company and to maximize the Division's satisfaction level. As you have experienced, we measure our performance using measurement and feedback mechanisms, which allows you to directly state your satisfaction or dissatisfaction with our performance. In fact, if Securus ever receives unsatisfactory performance feedback from the Division, we will pay the Division a fee of $500 per incident. While we are confident that we will always resolve incidents quickly and in a manner commensurate with the Division's expectations, we recognize performance penalties are behavior drivers and we accept the responsibility that comes with serving a County the size of Lexington–Fayette.

Performance Measurement and Feedback Systems

An important foundation of our quality focus is our performance measurement system. We use a combination of measurement techniques and feedback mechanisms to provide us with information we need to continuously make improvements in our company. In addition to annual employee evaluation process, and our monthly all department reviews on customer satisfaction objectives, Securus also uses a variety of quantitative and qualitative information gathering tools, to solicit feedback from customers to fuel our quality improvement process. These tools include the following:

Transactional Surveys

We survey customers after key events (such as installations, adds/moves/changes, and repairs.) to gather their opinions on how we can perform better. We ask the respondent to rate us from 1 to 5 on 11 questions, with a score of 5 being the best possible score. Any rating on any question coming back to us as 1 or 2 requires a management review, immediate contact with the customer, and an action plan to address the problem.

Relationship Survey

We survey our customers periodically to evaluate our performance on meeting their expectations. Again, we ask 25 questions and ask them to rank us on a 1 to 5 scale, with 5 being the best score possible. This survey specifically evaluates the performance of our customer operations and account management teams. Any score on any survey that comes back a 1 or a 2 requires a management review, immediate contact with the customer, and an action plan to address the problem.

Technology Workshops

Periodically we sponsor technology workshops and invite customers to discuss their ideas with us on how we can be a better partner to them and to determine what types of advances they would like to see with regard to technology and on our calling platform. These workshops afford our customers the opportunity to work with their peers and Securus development and management team.

These feedback mechanisms provide us with invaluable information, and allow us to make sure we are always performing to your expectations. Many of our industry leading patents have come from customer suggestions regarding security enhancement and ways we could make their operations run smoother.

B. **Requirements**

This section provides a summary of the requirements the Division will expect from a vendor.

1) **A turnkey fully operational system that must provide Local, InterLATA, IntraLATA, and Interstate service, and should provide International service. This service will include a single primary vendor with end-to-end network and equipment responsibilities. Sub-contractor relationships will be permitted to obtain and maintain end-to-end service.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

We propose to continue to provide and maintain the internally developed, Securus fully turnkey Secure Call Platform™ Inmate Telephone System (SCP ITS) to the Division. This system provides Local, IntraLATA, InterLATA, and Interstate service, as well as International, as needed.

We will install any new system hardware or software required with this response and maintain the system for the contract period. As always, there will be no charge to the Division for the telephone lines, station equipment, cabling, associated wiring, or any other cost to install and maintain the inmate telephone service. We will be responsible for all permits required for the installation, operation, and maintenance of the SCP ITS equipment, enclosures, associated wiring, and dial tone services.

Securus' secure, turnkey product offering is a key differentiator in the industry. Through our robust platforms, we offer more products and security applications than any of our competitors. The list below highlights a selection of Securus' comprehensive offering:

- Equipment and system installation where applicable
- Inmate Identification: biometric and/or security code validation
- Enable calls on a prepaid or collect basis to friends and family members
- Identity Authentication of called party
- Restrict calls to certain parties (such as, judges, jurors, witnesses, and victims)
- Detection and restriction of unauthorized call forwarding
- Real-time call monitoring capabilities
- Call recording and storage
- Real-time credit quality assessment of called party
- Billing and customer care
- Interface capabilities to many commissary and/or jail management systems.

Securus will pay timely commission payments based on all inmate collect and debit calls.

Lastly, Securus is a single source provider with end to end network and equipment responsibilities. Therefore, Securus does not use subcontractors to perform the required functions of this RFP. Securus will use an approved MBE service provider for secondary field technical support to fulfill our MBE participation requirement.

2) **The vendor must be able to provide a full-scale, state-of-the-art telephone monitoring system. The system must have the on-site capability of controlling and restricting inmate telephone usage according to Division requirements, and the vendor must have corresponding staff to administer the system and monitor inmate telephone usage. Management and monitoring of inmate telephone usage are critical components of inmate telephone services. As such, vendors responding**

to this RFP <u>must</u> include a narrative that explains how their system and staff will accomplish performance and accountability in this area.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Securus provides the Division of Community Corrections a full-scale, state-of-the-art web based telephone system today, and provides the on-site capability of controlling and restricting usage according to the Division's requirements. Securus has Drew Young on site to provide overall management and service of the inmate telephone system and tablet program. Guarded Exchange, a Securus company, also provides additional fraud control and call monitoring support.

Securus is pleased to present our state-of-the-art video visitation system to the LFUCG. Provided below is an overview of Securus Secure Call Platform (SCP) and Video Visitation Services.

Secure Call Platform Overview

The Securus Secure Call Platform (SCP) is a state-of-the-art, web-based system designed to provide Division of Community Corrections with the ultimate in inmate call control and reporting. SCP's advanced features provide extremely powerful and flexible tools for controlling inmate calling, reducing fraud, increasing investigative capabilities, and generating valuable administrative reports. The system is designed to adapt to your facilities and operations, rather than requiring you to conform to the software.

The Securus development team custom-built SCP for the corrections industry, making this platform a fully-integrated system of simple-to-use software tools, and computer and telephony hardware. SCP's hardware and software components readily adapt to the changing needs of a facility's operations. SCP can monitor, record, and block/unblock inmate telephone calls, and generate reports in real time.

With software updates provided three to four times per year, SCP will keep Division of Community Corrections on the cutting edge of technology without any additional cost for system upgrades. Because SCP operates on a centralized platform, Securus can customize our solution to your specific needs, addressing the specific operating requirements of your department both today and well into the future.

SCP will support the Division of Community Corrections in safeguarding the community through proactive fraud prevention and advanced investigative capabilities. SCP allows our customers to operate a smarter and more efficient jail through system interoperability while providing the flexibility to interface with your current operations. SCP's investigative tools permit a higher degree of accuracy and allow investigators to locate inmate-calling information more quickly and reliably. The system is scalable and flexible, reducing labor demands by automating many tasks. Routine inmate calling operations can be configured

to require minimal administration, allowing your staff to focus on what they do best—maintaining a safer, more secure correctional environment.

SCP also increases usability by providing anywhere, anytime access for authorized personnel. All of the investigative and administrative resources are available to approved personnel through our secure single-point of access, the SCP user interface. Users can access SCP any time from any Windows-based computer with access to the Internet allowing your investigators to follow the leads wherever they may go.

Secure Call Platform Features

The Securus SCP gives the Division of Community Corrections control over most system features. That means you have complete control to customize the system to your specific needs, even as those needs change. We are committed to using technology to help you safeguard the public and solve and prevent crimes.

Key features include:

- Centralized architecture
- Anytime/anywhere system access using an Internet-enabled computer from any location
- Real-time software/system upgrades three to four times per year at no cost to the Division of Community Corrections
- Premium digital quality superior to that of analog-based systems, which is especially important for investigative purposes
- Remote monitoring 24x7x365 from Securus' Network Operations Center—we monitor system performance and can recognize and correct problems before you are aware of them.
- Advanced call recording management through a patented technology to safeguard the chain of evidence controls on each recording, backed by free, professional testimony
- User-friendly reporting and self-help capabilities
- Information-sharing among partner agencies

Investigative Tools

- Monitoring and recording available on all calls (other than those marked as 'private')
- Patented three-way call detection and prevention
- Patented remote call forwarding detection

- Perma-Block allows called parties to block future calls from the facility
- Covert Alert with Barge-In
- CrimeTip hotline
- Scan Patrol
- Case tracking (call notes)
- Investigative reports, such as frequently called numbers, pattern dialing reports, and more
- THREADS call analytics
- Voice biometrics, including Continuous Voice Verification
- Reverse Lookup with mapping
- Word Spotting

Fraud Controls

- Patented three-way call detection and prevention
- Patented remote call forwarding detection
- Dual tone multi-frequency (DTMF) detection to prevent:
  - Secondary dialing
  - Switch hook dialing
  - Black boxing
  - Hacking
- Velocity restrictions

Service Features

- 24x7x365 Network Operations Center monitoring
  - You operate around the clock, and so does Securus. We can find and fix most problems before you are aware of them and we are here to help you with your questions and requirements whenever you need us.
- 24x7x365 Technical Support through Securus' in-house Technical Support Center
  - We have the largest employee base in the industry to serve you better and to make sure we continue to lead with enhanced technology.
- 24x7x365 end-user support through our in-house Securus Correctional Billing Services
  - Securus is unique among national competitors in that we operate our call center. We do not outsource our customer experience. We find our end-user satisfaction ratings improve 22% when they use our call center.

Providing good service to your constituents cuts down on complaints and provides a better experience for all. We are available to serve callers 24 hours a day.

- On site system administrator and technician
- Ongoing training as well as training for each new software release (typically provided three to four times per year)

Call Completion

- Convenient points of sale and cost-effective terms for prepaid friends and family accounts
- Numerous funding options
- In-house Securus Correctional Billing Services customer service center
- Lobby Kiosks
- Website funding
- Western Union funding
- MoneyGram funding
- Collect, prepaid collect (AdvanceConnect), prepaid calling cards, and debit options
- Inmate PINs
- Inmate PANs
    - Like all other features of SCP, the PAN lists are flexible and may be administered in various ways: PANs can be configured manually, automatically, or by importing through integration.
- Patented Automated Operator Services (AOS)
- Customizable call prompts, branding, and overlays
- Multi-lingual call prompts
- Inmate name recording

Administrative Features

- Audit and activity tracking of system users
- Multi-level password controls
- Access control by day/time, as well as by IP address if desired

Call Controls

- Global blocked number lists
- Global allowed number lists
- Calling restrictions, including duration and velocity by inmate, dialed telephone number, inmate phone, phone group, customer, or facility
- Automatic or manual system on/off controls
- Emergency Call
- Automatic management of calling restrictions

Securus Video Visitation

Securus will provide the Division of Community Corrections with the Securus Video Visitation system, enabling safe, secure visitations with fewer burdens on facility staff. This advanced solution provides multiple benefits, including:

- Enhanced facility security by reducing the possibility of inmate confrontation
- Reduction in inmate and visitor movement through a facility
- Improved inmate communication with legal representation, , family, and any other persons authorized by the Division of Community Corrections administration
- Reduction in contraband infiltration
- Increased security for visitors
- Increased inmate and visitor morale with increased opportunities to visit
- Reduced man-hours needed to escort inmates and visitors to visiting areas
- New revenue stream for the facility through paid visitation sessions

The Securus Video Visitation solution is a centralized system, similar to our Secure Call Platform inmate calling system, with regular technology and feature upgrades. Securus easily enables new features and modules through the centralized system, even after installation.

At-Home Video Visitation

This method allows remote visitors, such as friends and family, bail bondsmen, probation officers, and attorneys secure communication with inmates from outside the facility via a broadband internet connection.

Remote visitors access Securus Video Visitation through the www.securustech.net website. The visitor selects the facility and inmate they would like to visit. From the website, visitors can:

- Create, edit, and/or delete scheduled video sessions with inmates
- Pay for the scheduled session with a credit or debit card
- Apply for remote video visitation privileges (approved by the facility)
- Visit with inmates (no officer intervention required)

Remote users need a personal computer or laptop with a built-in or external webcam, a microphone and speakers, or a headset.

How It Works: At-Home Video Visitation

Inmate friend and family members access Securus Video Visitation by going to www.securustech.net using any standard internet browser. This website allows users to establish an account, schedule and pay for a video visitation session, and view account activity.

Using the video visitation website, they select the facility and inmate they wish to visit. Through integration with the Jail Management System, the scheduling application automatically schedules visits according to the housing location of the inmate in the facility, available terminals at that housing location, and available video visitations times. As friends and family or members of the public elect to conduct remote visitation sessions, they pay for the session on a per-session charge using a credit or debit card.

How It Works: On-Site Video Visitation

This is the classic type of inmate video visitation where visitors and inmates can communicate with each other via video. The visitor arrives at the facility's visitation area and, after security verification, is allowed to sit at a terminal.

The visitor's video session can be scheduled by going to www.securustech.net via an easy to use, step-by-step touch screen menu on visitation center terminals, or by the corrections officer. The facility's needs dictate the scheduling process.

When prompted, the inmate identifies himself on the terminal using single or dual password authentication and the session is started automatically, requiring no officer intervention.

Efficiency-Driving Services

The system's open architecture allows the terminals to provide more than video visitation. The video visitation terminal can also serve as a kiosk to enable video arraignment and visitation sessions between inmates and their friends or family members, attorneys, and law enforcement officers. In addition to traditional video visitation sessions, it also facilitates the following activities:

- Visitation registration and scheduling
- Inmate information application
- Sick Call application
- Securus' Secure Instant Mail (electronic mail)
- Commissary order application
- Storage of recorded visitation sessions
- Emergency video application
- Automated retrieval and playback of sessions
  - Visitation reporting

Summary

Securus Video Visitation is a **100%** Web-based video visitation platform and integrated inmate kiosk solution specifically designed for correctional facilities.

Our video visitation service provides Securus clients the very best in video visitation without the burden and costs of managing the system. We maintain the video visitation system 24 hours a day, seven days a week, 365 days a year. The Division of Community Corrections benefits from a quality of service that is fast, accessible, and secure.

3) **The Division is concerned with the rates charged to the inmate's families. As such, the vendor must submit and maintain reasonable rates for the life of the contract.** *The rates and fees charged to users shall not exceed those mandated by applicable tariffs and/or any rules of the Public Utilities Commission and Federal Communication Commission for all services. Provide vendor proposed calling rates for local, intraLATA, interLATA, interstate, and foreign calls.* **All rates and adjustments in rates must be approved by the Division prior to implementing any change.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

As the longtime provider, Securus understands the Division's need for reasonable rates for the inmate's friends and families and will submit and maintain reasonable calling rates for the life of the contract. We understand the need to ensure the rates and fees charged to

users cannot exceed those mandates by applicable tariffs and/or any rules of the PUC and FCC for all services. Any adjustments in rates will be approved by the Division prior to implementing any change. Securus will provide the Division with the flexibility to address rate concerns throughout the term of the agreement via calling rate adjustments to best meet the needs of the community.

4) **The vendor must work with billing and collections companies to ensure accurate billing.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Securus has our own internally billing group to work with billing and collection companies to ensure accurate billing and support all calling areas regardless of provider. Securus has billing arrangements with the major LECs (Local Exchange Carriers) located in the United States and will the major billing clearinghouses. As a result, we have an accurate and timely billing and collection process for calls that require interaction with the major LECs and many of the CLECs.

5) **The vendor will provide at no cost to the Division a full-time on-site support person to provide overall management of the system and act as a liaison between the Division, its telephone management vendor and all sub-contractors.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Securus will continue to provide our On-Site Administrator, Drew Young, to the Division at no cost. Drew is a Securus employee—not a contractor. Drew has proven his dedication to the Division during his three years of service at your facility. His experience at your facility provides a unique advantage to you as he is familiar with your personnel, policies, and programs.

With Securus, there is never a need to guess what the on site service will be like—you have an experienced record of accomplishment with Drew, who demonstrates his exceptional attention to service details at the Division. Drew's duties will continue to include, at a minimum, the following:

- Serve as the primary representative between on-site facility personal and Securus employees.

- Maintain a high level of ongoing effective communication to assure quality customer service is being provided and issues are being resolved in a timely manner.

- Follow-up with the facility to insure all systems are operational and work is completed thoroughly and accurately.

- Administer PIN data entry, blocks and unblocks, debit and prepaid transactions, investigations of inmate and facility complaints, maintaining and repairing inmate phones, processing internal documents, printing and delivering inmate e-mails, and generating reports as requested.

- Maintain accurate logs and documentation conveying messages and information in writing and/or via e-mail.

- Advise management and open HEAT tracking ticket for all facility service affecting issues.

- Maintain effective operation of the inmate telephone system components including hardware, software, and telephony equipment.

- Provide any training necessary to include outside agencies as determined by the Division.

6) **The vendor will provide system capacity for remote monitoring for on-site monitoring of live-calls and archived-calls by the Division.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

The Securus Secure Call Platform (SCP) has an integrated recording and monitoring system. The automated system is designed to be a cost-effective solution for all correctional facilities of any size. Multiple levels of security provide that only authorized personnel can access and monitor the inmate recordings. Authorized personnel can listen to live or archived recordings via multi-media PC interfaces connected over local area networks (LANs).

System Capacity

The Securus NAS has more than two (2) petabytes of storage space in each carrier-class data center and is continuously monitored and managed through automated processes and storage policies. When these very large storage systems approach designated thresholds, Securus expands capacity to ensure all authorized call records and recordings are retained in secure, disaster-resistant locations.

Call Monitoring

The SCP Live application allows for real-time monitoring of calls in progress via a multi-media PC workstation. Facility personnel (with appropriate privileges) can monitor live calls by highlighting the call in progress and clicking on the speaker icon. This process is

undetectable by the inmate or the called party and does not disrupt the recording process. Concise descriptions of activity appear for each phone in use. For example, the system shows the specific telephone location, inmate PIN, the destination number dialed, city and state of the destination, and start time and duration of each call. SCP also diplays any restrictions such as "watched" or "private," and the status of the call, such as "in progress," "calling destination," or "getting acceptance."

SCP can also automatically eliminate all monitoring or recording of special calls, such as calls to legal counsel, by designating the number as a "private" number. SCP prevents all unauthorized attempts to listen to private calls—the user interface will not display the speaker icon to play private calls. The call record also lists the call as "private" on the user interface.

Call Monitoring, Silent

When monitoring occurs, the system incorporates analog suppression/amplification hardware that allows monitoring of calls without inmate or called party detection. There is absolutely no noise, volume loss, or other indication of monitoring to assure complete investigator anonymity.

Call Recording

The integrated SCP recording application works independently, so there is never a need for integration of a third-party manufacturer's product. This allows the facility to deal with a single vendor if any issues arise.

SCP writes all recorded calls to a Network Attached Storage array (NAS) in our primary Data Center. Each NAS array is also replicated to the secondary Data Center for redundancy and failover. All recordings created on the platform reside in at least two of our Data Centers. Recordings are stored on-line for immediate access for 36months. The SCP can also burn the information to CD or DVD for additional back up, if necessary.

The SCP can record all calls simultaneously and allows personnel to listen to pre-recorded calls while active calls continue to be recorded. The system records the entire conversation from call acceptance to termination.

Remote Access to Recording and Monitoring

With integrated recording and monitoring applications, other agencies, such as the local police departments, can also access these functions. Any authorized user with an approved

user name and password can easily, and remotely, access recording and monitoring of inmate calls from any computer or device with access to the Internet. Securus has tested and certified the playback of calls and live monitoring on:

- Operating Systems/Devices
  - iOS
  - Android OS
  - OS X
  - Windows
- Browsers
  - Internet Explorer
  - Firefox
  - Chrome

Live Call Monitoring with Remote Call Conferencing

The Securus Secure Call Platform (SCP) allows authorized users to live monitor calls in progress via any device connected to the Internet. The feature provides users selectable scanning of all live calls in progress, so the user does not have to scan phones that are not in use.

The feature's integrated media player has a time shifting capability enabling the investigator to pause, rewind and replay even as recording continues. The investigator can replay any part of the conversation even after the call has ended.

SCP also allows authorized users to forward a call to an investigator and quickly identify calling patterns to the currently called number or phone in use. The following image illustrates the user-friendly forwarding feature. The user clicks the icon, enters the telephone number to forward the live call, and clicks the "Create & Forward" button.

Forwarding a Call in Progress

Video Visitation - Multi-Session Live Monitoring Overview

Securus offers Multi-Session Live Monitoring (MSM) with Securus Video Visitation (SVV). MSM allows facility administrators to view a "slideshow" of all active video visitation sessions.

How it Works

MSM streams multiple, in-progress video visitation sessions to allow the viewer to monitor multiple sessions at the same time, which is ideal for facilities with a centralized monitoring room with multiple concurrent live visits.

A Division of Community Corrections user can configure his or her filter parameters (preferences) to view all live visits according to their access credentials and preferences.

Filter Parameters

Sessions are displayed in the order in which they began, beginning in the upper left corner. For example, if a Division of Community Corrections facility has 12 sessions all scheduled to begin at 1:00 p.m., the first session in the upper left of the MSM window will be the visit where both the visitor and inmate joined first.

Multi-Session Monitoring Window

Multi-Session Live Monitoring Zoom-In Window

Authorized Division of Community Corrections users can zoom in on an individual SVV session, allowing for even more capabilities, such as listening to the audio or immediately disconnecting a visit. Once zoomed in, a user can stop monitoring that specific session or cancel the visitation session by selecting the icon in the lower right of the screen, if inappropriate behavior is seen.

Zoom-In Window

Guarded Exchange

Monitoring Services

Guarded Exchange (GEX), LLC, is an integrated Investigative Solutions Company providing highly specialized turn-key investigative solutions to corrections and law enforcement agencies. Securus Technologies acquired Guarded Exchange in October 2015 as a primary resource to bring to bear the full potential of Securus' comprehensive suite of investigative and security products and services. Guarded Exchange aids corrections agencies in maintaining a high level of security by developing investigative tools and strategies which identify pattern changes in inmates' behaviors that may signal suspicious activity. Through the use of GEX, users can expect to leverage an extensive list of proprietary technologies that sift through all facility data types to produce investigative opportunities. Call data records and call recordings can be reviewed and correlated against disparate facility data, live call monitoring and cellular data extraction. This investigation management

component allows for Investigators and Intelligence Analysts to leverage investigative products from Securus to allow for data from inmate telephone monitoring and cellular forensics to be paired together to provide additional opportunities of interest. These investigative software products are:

- THREADS
- Investigator Pro
- ICER

Through the use of GEX services leads are chosen based on Securus' Actionable Intelligence Potential (AIP™) scoring system. This platform can also leverage additional technologies to mine through phone calls, emails, financial transactions, and other information sources. This service is also used to identify and report variations in offender calling patterns and information based on proven tools and statistical methods. These services on their own will provide investigative leads that can be curated and presented to facilities, allowing them to spend time focusing their efforts on data that is substantiated without spending additional man hours leveraging resources to identify focused leads. Collectively, Guarded Exchange staffing, resources and expertise, coupled with Securus unsurpassed suite of integrated investigative and security tools, provide the Division with unparalleled solutions to combat fraud and enhance security and safety of staff, inmates and the public at large.

National Cellular Forensics

National Cellular Forensics brings the sharing of information through mobile devices directly in to the open by allowing agencies to access device level data. The ability for agencies and organizations to pull information from confiscated cellular devices nationwide is an important next step in identifying and solving a wide of investigative scenarios. National Cellular Forensics can identify information through any communication method utilized by cellular devices to uncover threats towards public officials, coordination of escape attempts, victim harassment and much more. Many times the equipment, licensing and training required to investigate cell phone data requires large capital investment, time, and resources than agencies are incapable of providing. In many cases phones are damaged and beyond the capability of traditional data extraction methods. In these particular cases, Securus has the ability to forensically extract data from those broken and damaged devices through highly advanced and technical methods. All of this provides facilities with the latest in cellular forensic resources, and allows Securus to deliver cellular data extraction support to any and all customers no matter how unique the request.

7) **The vendor will provide system capacity for remote monitoring stations for off-site monitoring of live-calls and archived-calls by the agencies designated by the Division.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

The Securus Secure Call Platform (SCP) has an integrated recording and monitoring system. The automated system is designed to be a cost-effective solution for all correctional facilities of any size. Multiple levels of security provide that only authorized personnel can access and monitor the inmate recordings. Authorized personnel can listen to live or archived recordings via multi-media PC interfaces connected over local area networks (LANs).

System Capacity

The Securus NAS has more than two (2) petabytes of storage space in each carrier-class data center and is continuously monitored and managed through automated processes and storage policies. When these very large storage systems approach designated thresholds, Securus expands capacity to ensure all authorized call records and recordings are retained in secure, disaster-resistant locations.

Call Monitoring

The SCP Live application allows for real-time monitoring of calls in progress via a multi-media PC workstation. Facility personnel (with appropriate privileges) can monitor live calls by highlighting the call in progress and clicking on the speaker icon. This process is undetectable by the inmate or the called party and does not disrupt the recording process. Concise descriptions of activity appear for each phone in use. For example, the system shows the specific telephone location, inmate PIN, the destination number dialed, city and state of the destination, and start time and duration of each call. SCP also diplays any restrictions such as "watched" or "private," and the status of the call, such as "in progress," "calling destination," or "getting acceptance."

SCP can also automatically eliminate all monitoring or recording of special calls, such as calls to legal counsel, by designating the number as a "private" number. SCP prevents all unauthorized attempts to listen to private calls—the user interface will not display the speaker icon to play private calls. The call record also lists the call as "private" on the user interface.

Call Monitoring, Silent

When monitoring occurs, the system incorporates analog suppression/amplification hardware that allows monitoring of calls without inmate or called party detection. There is absolutely no noise, volume loss, or other indication of monitoring to assure complete investigator anonymity.

Call Recording

The integrated SCP recording application works independently, so there is never a need for integration of a third-party manufacturer's product. This allows the facility to deal with a single vendor if any issues arise.

SCP writes all recorded calls to a Network Attached Storage array (NAS) in our primary Data Center. Each NAS array is also replicated to the secondary Data Center for redundancy and failover. All recordings created on the platform reside in at least two of our Data Centers. Recordings are stored on-line for immediate access for 36months. The SCP can also burn the information to CD or DVD for additional back up, if necessary.

The SCP can record all calls simultaneously and allows personnel to listen to pre-recorded calls while active calls continue to be recorded. The system records the entire conversation from call acceptance to termination.

Remote Access to Recording and Monitoring

With integrated recording and monitoring applications, other agencies, such as the local police departments, can also access these functions. Any authorized user with an approved user name and password can easily, and remotely, access recording and monitoring of inmate calls from any computer or device with access to the Internet. Securus has tested and certified the playback of calls and live monitoring on:

- Operating Systems/Devices
    - iOS
    - Android OS
    - OS X
    - Windows
- Browsers
    - Internet Explorer
    - Firefox
    - Chrome

Live Call Monitoring with Remote Call Conferencing

The Securus Secure Call Platform (SCP) allows authorized users to live monitor calls in progress via any device connected to the Internet. The feature provides users selectable scanning of all live calls in progress, so the user does not have to scan phones that are not in use.

The feature's integrated media player has a time shifting capability enabling the investigator to pause, rewind and replay even as recording continues. The investigator can replay any part of the conversation even after the call has ended.

SCP also allows authorized users to forward a call to an investigator and quickly identify calling patterns to the currently called number or phone in use. The following image illustrates the user-friendly forwarding feature. The user clicks the icon, enters the telephone number to forward the live call, and clicks the "Create & Forward" button.

Forwarding a Call in Progress

8) **Vendors must agree to work cooperatively with the Division during the negotiation, implementation and administration of the contract. Annual audits of the contract will be administered at the discretion of the Division. If the Division elects to use the services of an outside auditing firm, the vendor will be expected to pay all fees for annual audits of the contract. The cost of the position and audits will not exceed $200,000 annually for the contract term. Invoice payment shall be made within thirty days. Such guarantee must be for the term of the contract.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

9) **The vendor must disclose and thoroughly explain all policies and business rules, including but not limited to call blocking, fraud and bad-debt control; and provide details regarding Competitive Local Exchange Carriers (CLEC) and how the vendor handles and bills these calls.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Securus will establish a global call blocking table during installation that prevents inmates from making calls to specific numbers. Typically, the database includes numbers to local judges, sheriffs, facility personnel, jury members, attorneys and witnesses. SCP offers unlimited blocking so the call blocking table may contain as many entries as needed.

All dial-around area codes and exchanges, such as 800, 900, and 976, are blocked by default. Access to live operator services, such as 0, 411, and 911, are also blocked by default.

Authorized facility personnel can administer blocked numbers using the SCP user interface. All blocked numbers have an associated "Note" field stored in the blocked number database to record specific information for future reference.

Global Lists – Number Blocking

Unblocking Numbers

Securus uses the most sophisticated, intelligent validation network in the industry. As a real-time, computer telephony-based switching system, our SCP never allows an inmate to connect to a conventional dial tone. SCP analyzes all dialed numbers before the call can process. This includes determining if the area code and exchange are valid, checking the number against restrictions such as customer requested blocks, and verifying through the National Line Information Database (LIDB) that the number can receive collect calls, and is

not a cellular phone, pay phone, or pager. Only after passing all these tests will our SCP dial the number. We currently serve several inmate facilities with our validation hub, and this collective information is very effective in reducing fraudulent and illicit calling.

Securus Correctional Billing Services (SCBS) is the Securus-owned billing company that assists friends and family members to establish accounts. SCBS identifies collect account status for each customer and obtains a real-time rating of each call before processing to the called party. SCBS polls completed call records real-time and send billing information to the appropriate direct billing agent of the called party.

SCBS provides dedicated customer service to the called party 24 hours per day, seven days a week. Customer complaints, refund requests, and number blocking are all handled by SCBS. For the convenience of the customer, SCBS also provides personal account access through a website at www.securustech.net. Customers can also contact SCBS directly by toll-free number.

The SCBS call centers offer inmate families multiple payment options such as prepayment of the charges, remittance directly to the local phone company, and alternative payment methods (i.e. money orders, cashier checks, MoneyGram payments, and Western Union payments).

SCBS assigns an end user who wishes to receive phone calls from an inmate a payment verification point (PVP). There are three main forms of billing by SCBS:

- A LEC-billed account allows bills collect calls received from the jail to the called party's local phone company and appear on their monthly phone bill.
- A direct-billed account allows collect calls to be billed monthly directly from Securus Correctional Billing Services. Parties wishing to establish direct-billing accounts are subject to a credit check.
- A prepaid account allows the inmate's friend or family to fund an account in advance and manage their spending on collect calls. For example, if the inmate's friend or family member wishes to receive more calls, they would simply add more funds.

Exceeding a PVP account limit will cause blocking from receiving calls until payment or payment verification through the local telephone company. As an added feature, Securus also provides all customers an automated COURTESY CALL when the billed amount reaches 75% of the PVP.

SCBS performs the following billing and collection responsibilities:

- Retrieves data from the call processor daily via remote access
- Rates and sorts calls before billing or distribution
- Stores billing and call records off-site for security
- Processes direct monthly billing statements

- Distributes call data to either a clearing-house or LEC for inclusion on customers' monthly statement
- Offers several optional payments plans through our customer service center
- Pursues uncollectible calls by utilizing the services of the clearinghouse, LEC's and RBOC's billing and collection agreements, and other such agencies

Securus maintains billing agreements with most all the LEC's, RBOC's and IXC's, which allow SCBS to include monthly charges, incurred by the called party, on their monthly billing statements without creating a separate account with SCBS.

SCP Constant Fraud Controls

Significant emerging threats are call diversion schemes that mask the true destination of calls. Securus provides the most advanced fraud detection capabilities in the correction industry. The Securus Secure Calling Platform (SCP) continuously analyzes call data and system parameters to detect any anomalies, hardware failures, fraud indications, or unusual usage patterns. SCP logs all telephone activity and statistically analyzes it to detect attempts at call forwarding, three-way calling, 'hookswitch dialling', 'black boxing', 'hacking', and other fraudulent telephone activities.

The SCP will provide, at a minimum, the following fraud prevention aids:

- Detection of three-way calls (patented)
- Elimination of secondary dialing
- Prevention of switchhook dialing
- Limits the number of times an inmate can redial a telephone number within a specific period (parameters to be set by the Department)
- Collection and prevention of DTMF
- Detection of call forwarding

The system, by default, does not allow the inmate to press additional digits. SCP uses our patented DTMF collection techniques to collect and only act upon digits that the system is expecting. Unlike traditional premises-based systems, SCP controls the call and buffers digits between pressing and sending. For instance, when SCP asks for language selection it expects a one-digit answer; when asking for a PIN it expects the maximum PIN length. SCP does not expect digits after call connection and will not accept any extra pressed digits. This makes it impossible for inmates to receive a secondary dial tone or call anyone by dialing additional digits after call connection. This patented feature is only available on SCP.

Handling Uncollectible Revenue

Uncollectable revenue does not reduce the Division of Community Corrections commission.

Calls are categorized as uncollectible when of the following events prevents collection of an amount billed to an end user's account, using valid billing records:

- Post-billing adjustment
- Credit to end user's bill
- Bad debt write-off when a customer fails to pay a bill.

The LEC and Securus write off the bad debt. Larger LECs may refer accounts to outside collection agencies.

Fraudulent calls are calls where end user intends to defraud, deceive, or cheat, usually for the purposes of causing financial loss to another, or bringing financial gain to oneself. We use our best efforts to collect on fraudulent calls. Fraudulent calling does not affect the calculation of the Division of Community Corrections' commissions.

Handling Billing Disputes

Securus billing to called parties includes the vendor information and a toll-free telephone number to resolve billing disputes.

Securus is unique among its national competitors in offering an in-sourced, US-based call center to provide customer service to friends and family members of inmates. Our 200+ seat call center employs customer service representatives who are trained and managed by Securus.

Live agent support is available to friends and family members seven days a week, 24 hours a day, and 365 days a year.

Customers can use our toll-free number (1-800-844-6591) to either speak to a live agent or use an intuitive, automated interactive voice response system to help them with their needs. For added convenience, we also offer personal account access via our website (www.securustechnologies.com). End-users can also now access Securus customer service via online "chat" 24 hours a day, seven days a week.

Our friendly and knowledgeable agents can help customers with:

- Setting up and funding accounts
- Making payment arrangements
- Obtaining information on credit limits
- Resolving complaints

- Blocking and unblocking numbers
- Reviewing call durations and history
- Learning about MoneyGram® options
- Learning about Western Union® options
- Receiving information on new services
- Confirming originating facility
- Reviewing account balances
- Answering questions and helping customers with refund requests
- Managing account notifications

Our customer service agents are highly trained on ITS issues and in satisfying the specific needs of called parties. We offer both English speaking and Spanish speaking agents.

We diligently survey our customers and measure satisfaction ratings to find ways to improve our service levels. Our customer satisfaction scores for our call center are 20 percent higher than the industry standard.

10) The vendor will develop a strategic partnership with the current Division commissary provider (Trinity Services Group) to continue the availability of existing features integrated in the inmate telephone and commissary systems, and the development and expansion of proposed integrated features contained in this RFP.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Securus will continue our strategic partnership with the current and future Division commissary providers and will continue to maintain the availability of existing features integrated in the SCP inmate telephone system and commissary system. Additionally, we will develop and expand the systems to incorporate any newly proposed integrated features contained in this RFP.

Securus will continue the ongoing use of our integrated Commissary Ordering by Phone, Debit Calling, and Auto PIN (e-Imports) applications. These applications are proven tools at the Division. No time-consuming new interfaces will need to be developed.

Our applications are tested, in place and providing benefits today to the LFUCG Division of Community Corrections. As a result, continuing with Securus will present the least disruptive transition period as there will be no loss in functionality or account transition for inmates.

Performance Bond Required

Upon award of a contract, the vendor must provide to the Division a performance bond equal to $100,000. Vendors shall provide, with the proposal, a letter of commitment from a surety to provide this performance bond upon contract execution. Failure to submit the letter of commitment for the performance bond may result in the rejection of their proposal.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

A letter has been provided in Appendix K.

Term of Contract

The contract resulting from this RFP will be for a period of three years with automatic renewal up to three additional years. The option to renew is at the sole discretion of the Division. The resulting contract from this RFP may be canceled by either party thirty (30) days after delivery by canceling party with written notice of intent to cancel to the other contracting party. This contract may be canceled by the Lexington-Fayette Urban County Government if it is determined that the vendor has failed to perform under the terms of this agreement, such cancellation to be effective upon receipt of written notice of cancellation by the submitter.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

C.   Administration Requirements

The following terms shall apply to this RFP and to any subsequent contract. Submission of a proposal in response to this RFP indicates acceptance of all the following terms:

1) **CLEC** means competitive local exchange carrier.

2) **Contract** means the written agreement resulting from this RFP executed by the Division and the vendor.

3) **Division** means Division of Community Corrections.

4) **IEC** means Inter-Exchange Carrier.

5) **Inmate** or offender means Division detainee.

6) **LEC** means Local Exchange Carrier.

7) **May**, **should** or **desirable** means a requirement having a significant degree of importance to the objectives of this RFP.

8) **Must**, **shall**, **will** or **mandatory** means a requirement that must be met in order for a proposal to receive consideration.

9) **PIN** means Personal Identification Number.

10) **Vendor** means the vendor who enters into a written contract with the Division.

11) **Turnkey** means a system that is installed complete, ready to operate with continuous maintenance.

12) **Vendor** means an individual or a vendor that submits, or intends to submit, a proposal in response to this RFP.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Rejection of Proposals/Negotiations

The Division, at its sole discretion, reserves the right to accept or reject, in part or whole, any or all proposals submitted. Division reserves the right to negotiate with the selected vendor as to the terms, conditions, services, rates, commissions, or other pertinent contractual matters. Any negotiated terms are contingent upon approval of the Director or his designee. The Division may also choose to reject all proposals and re-issue this RFP, if it is determined to be in the best interest of Lexington-Fayette Urban County Government.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Failure to Comply

The vendor's failure to supply any information requested in this RFP may be cause for rejection of their proposal as non-responsive. The Division reserves the right to request additional information if clarification is needed. Both the request and the response must be in writing.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Proposal Presentation Costs

Expenses incurred in preparation of the proposal responses, conference attendance, site visits, or any other reason or function for the vendor to respond to this RFP must be the responsibility of the vendor.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Disclosure of Proposal Content

Upon award of contract, the contents of all proposals will be placed in the public domain and will be open to inspection by interested parties. Pursuant to the Public Records Act, the Division cannot guarantee or assume any responsibility for the confidentiality of proposals.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Disposition of Proposals

All proposals become the property of the Lexington-Fayette Urban County Government and will not be returned to the vendor.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Gratuities

It is unlawful to offer, promise, or give anything of value or benefit to a Division employee with the intent to influence that employee's acts, opinion, judgment or exercise of discretion with respect to that employee's duties.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Reporting of Anti-Competitive Practices

When for any reason collusion or other anti-competitive practices are suspected among any vendors, a written notice of any of the relevant facts must be transmitted to the Division of Community Corrections for review.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Completeness of the RFP

The vendor is responsible for verifying completeness of the RFP document received by checking for obvious errors, the correct number of pages, or for missing portions of text. The table of contents may be used as an aid in verification of completeness. The vendor must make the Division aware of any ambiguity, inconsistency, or material error which may be discovered herein.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Turnkey Project

This is a turnkey project. No partial proposals or selective offerings will be accepted.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Exceptions

The vendor must specifically state, in writing, any exceptions it is taking to the provisions and requirements of this RFP. The Division reserves the right to accept or reject any exception taken by the vendor to the provisions and requirement of this RFP.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Inmate/Offender Telephone Policy

All inmate housing areas are presently equipped with inmate phones featuring outgoing collect calls and debit calling. The locations of the phones are dependent upon the facility structure, and include various locations, such as dayrooms and recreation areas, housing units, and other areas. Inmate telephones have defined call schedules based upon the classification of the unit. Extended calling times are offered on the weekends. Telephones may be turned off for varying periods for disciplinary infractions. The telephones may be turned off by sub-dayroom, housing unit or system based upon facility needs.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Average Monthly Inmate Population History

	2012	2013	2014	2015	2016	2017
Jan	1208	1208	1271	1137	1276	1278
Feb	1171	1215	1266	1172	1256	1318
Mar	1200	1177	1284	1144	1310	1311
Apr	1186	1189	1253	1179	1331	1366
May	1200	1210	1273	1145	1342	1366
June	1179	1234	1293	1123	1403	1400
July	1203	1246	1302	1147	1371	1392
Aug	1198	1295	1323	1219	1390	
Sept	1201	1324	1286	1230	1408	
Oct	1198	1312	1237	1277	1349	
Nov	1177	1325	1205	1311	1300	
Dec	1165	1287	1164	1263	1255	

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Inmate/Offender Demographics

The majority of inmates are from the Lexington and the surrounding area, with a small percentage of state and federal prisoners.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Insurance Requirements

See enclosed INSURANCE PROVISIONS. Vendor's insurance must be effective for the entire term of the contract. A certificate of insurance, or a copy thereof, will be required prior to the awarding of a contract to a vendor. A "Certificate of Insurability" shall accompany your proposal or it may be disqualified.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Please refer to Appendix A Securus Certificate of Insurance, for proof of insurability.

Non-Discrimination Requirements

The Division is an equal opportunity employer. The vendor must comply with all applicable federal, state, and local laws and regulations including the Division's equal opportunity requirements. The vendor will not discriminate against any sub-contractor, employee, or applicant for employment because of age, race, color, national origin, ancestry, religion, sex/gender, sexual orientation, mental disability, physical disability, medical condition, political beliefs, organizational affiliations, or marital status in the recruitment, selection for training including apprenticeship, hiring, employment, utilization, promotion, layoff, rates of pay or other forms of compensation.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Security Clearance Requirements

All of the vendors' employees, agents, and representatives, wishing to enter the Division's detention facility must first receive a security clearance prior to entrance. The vendor should allow at least three weeks prior to intended entrance for the security clearance process. Requests for security clearances will be done so by contacting the Division of Community Corrections. The Division reserves the right to refuse entrance to any person(s) not in possession of a security identification badge or to confiscate any security identification badge issued at its discretion.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Prohibition of Sexual Contact

The vendor shall prohibit sexual contact between inmates and the vendor's employees, agents, representatives and/or members of its Board of Directors during the term of the contract.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Prohibition of Financial Relationship

The vendor shall prohibit any financial relationship between inmates and the vendor's employees, agents, representatives and/or members of its Board of Directors during the term of the contract.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Conflict of Interest/Nepotism

The vendor shall comply with all conflict of interest and nepotism laws, statutes, and regulations applicable to non-profit corporations or similar organizations. The vendor shall not obtain insurance policies from any member of its Board of Directors. By prohibiting specific relationships, it is not the intent of the parties to authorize other relationships, which are in violation of laws, statutes, or regulations.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Confidentiality Requirements

The vendor agrees to comply with and to require its employees, and agents to comply with all applicable state or federal statutes or regulations respecting confidentiality, including but not limited to, the identity of persons served under the contract, their records, or services provided them and assures that:

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

All applications and records concerning an individual made or kept by the vendor or any public officer or agency in connection with the administration of or related to services provided under the contract will be confidential and will not be open to examination for any purpose not directly connected with the administration of such service.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

No person will publish, disclose, permit or cause to be published or disclosed, any list of persons receiving services. The vendor agrees to inform all employees, agents and partners of the above provisions and to further inform them that any person knowingly and intentionally disclosing such information other than as authorized by law may be guilty of a misdemeanor.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Disclaimers

Pursuant to the Open Records Act, the Division cannot guarantee or assume any responsibility for the confidentiality of proposals, or any proprietary or "trade secret" information that is submitted by an interested vendor in response to this RFP. Upon execution of the contract, said contract and any attachments thereto become a public record of the Commonwealth of Kentucky, as do the contents of all proposals submitted in response to this RFP.

KRS 61.870 "Open Records" define public record as any writing containing information relating to the conduct of the public business. The Open Records Act provides that public records must be disclosed upon written request, and that any citizen has a right to inspect any public record, unless the document is exempted from the disclosure requirements. The Division cannot represent or guarantee that any information submitted in response to the RFP will be confidential. If the Division receives a request for any document submitted in response to this RFP by an outside party, the Division will not assert any privileges that may exist on behalf of the person or business submitting the proposal. It is the responsibility of the person or business entity submitting the proposal to assert any applicable privileges or reasons why the document should not be produced and to clearly identify such documents as "confidential." Simply stating that the information is confidential or stamping it as confidential is not acceptable. Vendor must state specifically what information is confidential and on what basis they claim the information to be confidential.

The Division reserves the right to waive minor irregularities in proposals, provided that such action is in the best interest of the Division. However, any such waiver must not modify any remaining proposal requirements or excuse the vendor from full compliance with the proposal specifications and other contract requirements if the vendor is awarded the contract.

The Division reserves the right to withdraw this RFP at any time for any reason and to issue such clarifications, modifications and/or amendments as it deems necessary. Receipt of proposal materials by the Division, or submission of a proposal to the Division, offers no rights upon the vendor or obligates the Division in any manner.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

TAB G – TECHNICAL SPECIFICATIONS

TECHNICAL SPECIFICATIONS

The proposal must include a technical response as well as a response in layman's terms for each requirement listed in this section. Each response must state that the vendor acknowledges and understands the requirement, how the vendor will accomplish or meet the requirement, and specific performance measures for the Division to monitor vendor performance in that area.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

A.   Technical Requirements and Specifications
Inmate Telephone Service

The system must be free from defects. Any problems associated with the hardware and/or software must be corrected by the vendor at no cost to the Division.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Securus will continue to provide our internally developed SCP inmate calling system, a complete turnkey system, which is free from defects. If there are any problems associated with the hardware and/or software they will be corrected by Securus at no cost to the Division.

We inspect all hardware prior to installing it at the site. Drew Young checks the telephone hardware weekly to be aware of any issues or problems and provides resolution. All software is thoroughly tested through Alpha and Beta tests prior to releasing it to customers.

Securus actively reviews all system operations to ensure that we are meeting our obligations to all of our customers, the Division, the community, and the inmates.

The Division requires placement of approximately 175 non-coin operated, durable, tamper-resistant telephones designed specifically for inmate use, at locations designated by the Division.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Securus will replace approximately 175 non-coin operated, durable, tamper-resistant telephones designed specifically for inmate use, at locations designated by the Division.

Securus' inmate telephones are the strongest and most reliable units available, and are designed specifically for the prison environment. The following information for the Wintel

brand 7010 is the manufacturer-provided telephone specifications. These are the same phone model currently installed at the Division.

The Industry Standard

These phones are the overwhelming choice for state prison systems, the Federal Bureau of Prisons, county, and city facilities nationwide because of their proven reliability, durability, and flexibility.

Features/Options

These phones provide the following features/options:

- Built-in user controlled volume "LOUD" button for ADA mandated volume control (user must have control of volume amplification AND volume must reset to normal with hang up to meet ADA requirements)

- Powder coated cold rolled steel provides rugged vandal resistant telephone housing designed for inmate use

- Confidencer technology, built into every dial, filters out

- background noise at the user's location, allowing better sound to the called party

- All-in-one electronic dial features modular incoming line and handset connections for quick maintenance. Carbon (HS) and DuraClear® (DURA) Handsets have separate 4-pin connections.

- Heavy chrome metal keypad bezel, buttons, and hookswitch lever withstand abuse and vandalism

- Armored handset cord is equipped with a steel lanyard (1000# pull strength) and secured with a 14 gauge retainer bracket for maximum vandal resistance

- Handset has sealed transmitter and receiver caps, suitable for heavy use and abuse locations

- Pin-in-head security screws minimize tampering

- Hearing aid compatible and FCC registered US: 1DATE05BITC-254, IC: 3267A-ITC254

Explain the procedure the Division would use to request changes to the number of inmate telephones. Include the costs that the Division would incur, if any, to add, remove or change the location of inmate telephones.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Securus will continue to provide our SCP inmate telephone system that supports the 175 non-coin operated, durable, tamper-resistant telephones designed specifically for inmate use, at locations designated by the Division. Drew Young, the Securus Onsite Administrator would work thru any phone change requests made by the Division. Additional telephones will be added upon request from the Division at no additional cost.

All inmate telephones must be attached to an inmate control system. The system must have the capability of allowing the Division to monitor and record inmate telephones.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Securus inmate telephones and video kiosks are attached to our state-of-the-art Inmate Telephone System and Video Visitation System as described in 2.1, above, and provide the Division of Community Corrections the capability to monitor, control and record all inmate use, with the exception of calls between the inmate and their legal counsel.

Attorney Calls

SCP can automatically bypass monitoring and recording special calls by designating numbers, such as calls to attorneys, clergy, or doctors as "private."

The web-based SCP user interface makes it easy for administrators to maintain this database and, as always, Technical Support is available 24 hours a day, seven days a week to assist with any service needs in maintaining this data.

To further maintain the integrity of attorney-client and other privileged calls, Securus offers an optional patented service called Two-Party Active Consent. Two-Party Active Consent ensures that both the inmate and called party give their "permission" to record and/or monitor their call.

The system must process all inmate calls on an outgoing, prepaid and/or collect call basis. All inmate calls must be processed by an automated operator or prepaid basis and will not allow access to a live operator at any time. Describe, in detail, how the system processes automated calls. All phones must limit one call per connection and prevent pulse dialing, and "hacking." No incoming calls shall be permitted.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

To ensure maximum security to the system, Securus provisions the trunks in the SCP data center as outgoing-only; ensuring that no incoming calls can reach the inmate. Securus has performed full testing of these trunks, verifying compliance with this requirement.

Automated Operator

SCP includes an Interactive Voice Response (IVR) system that provides Automated Operator Services (AOS). This automated assistance uses clear and concise, professionally recorded voice prompts to establish call acceptance and to assist inmates and called parties throughout the calling process.

When the called party answers the phone, SCP's advanced answer detection triggers the call acceptance voice prompt. The called party hears, "Hello, you are receiving a collect call from [inmate's name], an inmate at the Lexington-Fayette Urban Detention Center. This call is subject to monitoring and recording." SCP then gives the called party the following menu options:

- "To accept this call, press 1."
- "To refuse this call press 2."
- "To hear the rates and charges for this call, press 7."
- "To block future calls to your number, press 6."

Additional options provided by AOS include:

Available Options to Called Parties	Available Options to Inmates
• Request a rate quote • Hear the name of the facility and inmate calling • Accept or reject the call • Request available balance of an AdvanceConnect account or available credit of the Direct Bill account • Hear instructions on how to add more money to their prepaid account or pay their Direct Bill Account • Connect to a live agent to setup a pre-paid account • Choose to hear the prompts on the system in English, or the language selected by the inmate (if configured for this option) • Pay for the incoming call with InstantPay (if available) • Hear optional marketing message (by request of the Division of Community Corrections) • Block their number prior to accepting a call using SCP's Perma Block technology*	• Listen to prerecorded announcements • Choose to place a collect or debit call; if debit, PIN entry is requested, the inmate hears the available balance in their account and the cost of the call • Select a specific language at the beginning of the call (if configured) • Acknowledge that the call is going to be monitored and recorded • Hear available call time (prompt will tell the inmate call time limits based on calling schedules or calling restrictions) • Identify themselves by PIN or Voice Biometrics (if configured) • Add, remove, and/or listen to the phone numbers on their PAN list (if configured) • Hear optional marketing message (by request of the Division of Community Corrections)

*SCP's automated operator also provides a <u>Perma Block process</u>, which allows a called party to block their number permanently. This feature may be used to block calls from any inmate in the facility. The ability to immediately block calls helps reduce the number of called party complaints. The called party can also choose to end the call by hanging up.

SCP Constant Fraud Controls

Significant emerging threats are call diversion schemes that mask the true destination of calls. Securus provides the most advanced fraud detection capabilities in the correction industry. The Securus Secure Calling Platform (SCP) continuously analyzes call data and system parameters to detect any anomalies, hardware failures, fraud indications, or unusual usage patterns. SCP logs all telephone activity and statistically analyzes it to detect attempts at call forwarding, three-way calling, 'hookswitch dialling', 'black boxing', 'hacking', and other fraudulent telephone activities.

The SCP will provide, at a minimum, the following fraud prevention aids:

- Detection of three-way calls (patented)
- Elimination of secondary dialing
- Prevention of switchhook dialing
- Limits the number of times an inmate can redial a telephone number within a specific period (parameters to be set by the Department)
- Collection and prevention of DTMF
- Detection of call forwarding

The system, by default, does not allow the inmate to press additional digits. SCP uses our patented DTMF collection techniques to collect and only act upon digits that the system is expecting. Unlike traditional premises-based systems, SCP controls the call and buffers digits between pressing and sending. For instance, when SCP asks for language selection it expects a one-digit answer; when asking for a PIN it expects the maximum PIN length. SCP does not expect digits after call connection and will not accept any extra pressed digits. This makes it impossible for inmates to receive a secondary dial tone or call anyone by dialing additional digits after call connection. This patented feature is only available on SCP.

The system will allow for a debit calling The Division wishes to continue the current methodology (in cooperation with Trinity Services Group) that allows inmate's to purchase phone time via the commissary system.The purchased phone time must automatically transfer to the inmate's phone balance and be available for debit calling. The system must also refund, back to the inmate's commissary account, any unused balance from the phone account upon the release of the inmate.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Securus will continue to provide the Division with the current methodology (in cooperation with Trinity Services Group) that allows inmates to purchase phone time via commissary. The purchased phone time will automatically transfer to the inmates phone balance and be available for debit calling. The system will continue to refund back to the inmates commissary account any unused balance from his/her phone account upon release of the inmate via the current process in place today.

The Vendor must have a program that will proactively attempt to set-up an account for called parties who are not able to accept collect calls, enabling the families to quickly communicate with incarcerated individuals. Please describe in detail the process utilized by the vendor to accomplish this function

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

When an inmate at your facility attempts to make a call, our validation system will attempt, through multiple means, to connect the call. If the called party does not have a prepaid or post-paid accunt established with Securus, or we are unable to process the call due to local phone company or other restrictions, the call will route to our Instant Pay™ platform.

Instant Pay™ Program

Called parties will be given the option to receive and pay for a single call immediately using one of our Instant Pay™ options rather than be blocked. With Instant Pay™, called parties hear a promotional messaging offering the following options:

- **Pay Now™** – Provides the called party with a 20-second promotional call every 15 to 30 days at no charge and then offers the option to Pay Now™ using a credit or debit card. The called party also has the option to be transferred to our Customer Service Center to open a prepaid, AdvanceConnect™ account.

- **Text2Connect™** – Connects a promotional call made to a mobile phone through the acceptance of a premium SMS text message. The called party's mobile provider charges for the message their mobile phone bill. The called party receives a text message receipt for the SMS text message and is given the option to learn how to open a prepaid AdvanceConnect™ Account. Text2Connect™ is available through our third-party processor who maintains relationships with select mobile phone companies around the country and manages the connection.

The Instant Pay™ Program with Pay Now™ and Text2Connect™, from Securus, is unlike any competitive solution because it enables an inmate's critical "first call." The program also creates more prepaid accounts, completes more calls that others cannot, and allows detainees to bond out quicker and more effectively. The Instant Pay™ program's ability to connect almost any call results in increased revenue and reduced administrative burden for our facility customers.

The system must notify the called party when they have reached a set balance of its site or personal credit limit. Describe in detail how this is accomplished. Explain, in detail, how the inmate places a call from off-hook to acceptance by the called party. State how long the process takes. State the exact time billing of the call begins.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Securus Correctional Billing Services (SCBS) understands the importance of keeping customers informed of their account balance. Customers can utilize the automated interactive voice response (IVR), a personal website account or speak to a call center representative to get their balance 24 hours a day, seven days a week. For customer convenience, we also utilize an outbound dialer that will contact our prepaid customers when their balance is $10 or less.

A prepaid, AdvanceConnect™ account puts friends and family members in control of their collect call spending. Securus has designed the system to ensure more friends and family members can talk to their inmate. AdvanceConnect produces more satisfied voting constituents, fewer blocked calls, and fewer difficulties for inmates.

AdvanceConnect customers will receive up to three, automated courtesy calls when their account balance falls below $10.00. When the customer answers the automated call, they are given the option to be connected with Securus customer service to fund their account. Based on our experience with hundreds of facilities similar to the Division, this arrangement is the most effective at making sure inmates and their friends and families stay connected.

When a customer's AdvanceConnect account falls to a zero balance or a balance of less than the average cost of a call, the customer will be blocked from receiving future calls. Our AdvanceConnect customers will receive up to three more automated courtesy calls.

AdvanceConnect customers can place money into their accounts at any time to begin receiving calls again. They have the convenience of calling our call center, going online at www.securustech.net, going to any MoneyGram or Western Union location, or mailing a check or money order.

Inmate Calling Process

SCP is capable of operating in a combination of collect call and debit modes depending on the facility and the unique needs of the Division of Community Corrections. Securus' SCP meets the industry standards for call set-up and acceptance process from off-hook to call connection/rejection, which is typically 30 seconds or less. The call length timer and billing of the call will not start until positive acceptance of the call is made.

Securus' SCP requires active "called party" acceptance using touch-tones to complete calls. When the called party answers the phone, SCP's answer detection triggers the call acceptance voice message. This message announces the inmate's call and asks the called party to accept or reject the charges of a collect call. The called party is instructed to dial a single digit on their telephone to accept the collect call charges, or hang-up to disconnect the call and refuse charges.

The inmate calling process is:

1. The inmate picks up the telephone.
2. The inmate hears "For English, press 1." [In Spanish] For Spanish, press 2." (Securus can add additional languages on request)
3. "For a collect call, press 1."
4. "For a debit call, press 2."

The following table provides calling options and the associated announcements:

Inmate Calling Options

Inmate Chooses Collect Call Option	Inmate Chooses Debit Call Option
"Please enter your PIN number now." (*repeated*)	"Please enter your PIN number now." (*repeated*)
"Please enter the area code and telephone number you are calling now." (*repeated*)	"You have (X) dollars and (X) cents."
If voice biometrics is being used, "You will be asked to verify your voice now. Please say your name after the beep."	"Please enter the area code and telephone number you are calling now." (*repeated*)
If voice biometrics is being used, "Please say the facility name after the beep."	"This call will cost (X) dollars and (X) cents for the first minute and (X) dollars and (X) cents for each additional minute, plus any applicable telecom and sales taxes."
"This call is subject to monitoring and recording. To continue, press 1. To disconnect, press 2."	If voice biometrics is being used, "You will be asked to verify your voice now. Please say your name after the beep."
"You may hear silence during the acceptance of your call. Please continue to hold."	If voice biometrics is being used, "Please say the facility name after the beep."
	"This call is subject to monitoring and recording. To continue, press 1. To disconnect press 2."
	"You may hear silence during the acceptance of your call. Please continue to hold."

Specific Friends and Family Process

The following table provides the friends and family process when receiving a call, and the associated announcements:

Friends and Family Receiving Call Process

Collect Call	Debit Call
"Hello. This is a collect call from (*Inmate Name*), an inmate at the *Lexington-Fayette Urban Detention Center*. This call is subject to monitoring and recording."	"Hello. This is a debit call from (*Inmate Name*). An inmate at the *Lexington-Fayette Urban Detention Center*. This call is subject to monitoring and recording."
"To accept this collect call press 1. You may start your conversation now." "To refuse this collect call, press 2." "To prevent calls from this facility, press 6." "For a rate quote press 7."	"To accept this debit call press 1. You may start your conversation now." "To refuse this debit call, press 2." "To prevent calls from this facility, press 6." "For a rate quote press 7."

During the call, random announcements will be heard by both calling and called parties as designated by the Division of Community Corrections. At one minute before the maximum call duration, the "One Minute Remaining" message is played.

The Securus SCP plays Voice Overlay messages throughout the call as an additional fraud deterrent. The established message may be programmed to play at one-minute increments or random intervals. An example of a Voice Overlay message is "*This call is from Lexington-Fayette Urban Detention Center".*

Billing with Positive Acceptance

Billing for inmate calls begins upon positive acceptance of a call by the called party.

The Securus Secure Calling Platform (SCP) requires positive called party acceptance using touch-tone telephones before the conversation can begin. When the called party answers the phone, SCP's answer detection triggers the call acceptance message. This message announces the inmate's call and asks the called party to accept or reject the charges of a collect call. The called party is instructed to dial a single digit on his or her telephone to accept the collect call charges, or hang-up to disconnect the call and refuse charges.

Vendors must provide voice biometric technology and associated reporting, that validates identity based on the inmate PIN and/or recording, prior to connecting the call. Explain, in detail, how the voice biometric will provide positive identification of the inmate placing the call. Provide information concerning the biometric registration process and the impact on staff to register the inmate.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

The voice biometric identification capabilities in Investigator Pro (IPRO), together with our Inmate Intercommunications Evaluation & Reporting (ICER) capabilities, will continue to give the Division of Community Corrections a well-integrated and focused tool to uncover and identify inmate attempts to hide their identities or to communicate with other inmates either inside a facility or in other facilities across the country.

Securus Secure Call Platform (SCP) allows inmates to record their name, associated with their custody account and PIN, once. The recorded name is played on all calls the inmate makes with their PIN. All pre-recorded inmate names are to be played to the called party when announcing the call.

For maximum flexibility, this function is configurable to use pre-recorded names, or not per inmate, facility, and customer level. A pre-recorded name may also be reset, forcing the inmate to record their name again.

Continuous Voice Identification

The Investigator Pro has a firmly established and solid technology foundation. The structure, algorithms, and operational capabilities of the software were in part developed through a $50M support grant to a major technical school by the Department of Defense, with sole licensing of that technology to JLG Technologies. JLG Technologies adapted the core voice identification technology for the Corrections market. IPRO is fully integrated into Securus' Secure Calling Platform (SCP) and does not require any 3rd party software.

The following is an overview of features included here to describe the capabilities of IPRO and how they benefit the Division of Community Corrections.

- Far More than Just a Voice Biometric Technology: Investigator Pro is not just a voice biometric validation tool, it's a thoroughly laid out set of comprehensive investigative tools that give investigators insight into what is really going on during calls. It provides actionable leads using our patented capability of identifying each inmate's voice by name.

- A Well-Established and Accepted Product Country-Wide: IPRO has a 10-year track record of providing pinpoint voice accuracy capability country-wide in 243 state, county, and local correctional agencies.

- Continuous Call Monitoring - No Gaps at Any Point in Coverage: 100% coverage of not only each and every call, but also 100% coverage of every second of every call for both the inmate and the called party, without gaps in the conversation and without tipping off the inmate or called party.

- Automated Voice Scoring Provides Both Speed and Accuracy in Investigations: Accurate call scoring of each inmate's voice on the call for identification of all inmates on all calls by name, whether or not the inmate initiated the call. IPRO's scoring shows investigators the probability of an inmate's voice matching the voice on a call, e.g. 85%, 95%, 100%, to assist investigators in determining the priority of calls to listen to.

- Automated Identification of Each and Every Call Where an Inmate's or Called Party's Voice Appears: Ability for investigators to submit a sample of an inmate's voice into the entire call database to find every call on which the inmate's voice appears, whether or not he initiated the call. Investigators can also search on a called party's voice and identify the calls on which that voice appears. This feature enables the investigator to search for calls to released inmates.

- A full Screen Call Player that Pictorially Displays Details of Every Call Along with Live Action Buttons: Investigators can view every second of every call from start to finish with the ability to scan and replay call segments, separate, graphically view, and independently listen to either/both the inmate side and called party side without the need for additional switching and listening equipment. They can vary

call replay speed, visually pinpoint, identify, and play 3-way calls, and easily make notes related to each call or call segment. If there is a need to forward an entire call or call segment, there is no need to burn to CD as IPRO enables capturing and forwarding calls and call segments via secure email, saving considerable time and handling.

▪ Automated Location, Isolation, and Forwarding of 3-Way Call Segments Saves a Lot of Repeat Listening Time: Using the CallPlayer as described above, the call path will automatically identify each 3-way call attempt and/or conversation without the investigator having to review the entire conversation, even if there are multiple 3-ways on the same call. The 3-way segment(s) can be isolated, sped up/slowed down, replayed, copied, and forwarded via secure email without having to burn to CD.

▪ A Lot of Time Saved by IPRO's Automated, Yet-Flexible Reporting Capabilities: Investigation time will be significantly reduced by taking advantage of the system's automated reporting capabilities or by submitting an ad hoc query to find each occurrence of an inmate's or called party's voice at any time on any calls.

High Target Calls Report

IPRO can automatically identify and present an automated list of high interest calls that have occurred since the last query period.

▪ Managing IPRO Use Within the Department – a Valuable Option: As with any well-developed and mature investigative tool, IPRO offers a host of internally-managed tracking tools which can be used by department management to monitor how efficiently IPRO is being used by department staff. This feature has proved valuable for larger administrations where internal operations monitoring or auditing is employed.

Investigator Pro Highlights – Powerful, Investigator-Requested Tools

- QuickFind™ puts the smartest, most requested analytics on inmates, phone numbers and calls at your fingertips.

- High-Target Calls for Your Review presents the calls inmates most want to hide—ideal for random listening requirements.

- CallPlayer Pro™'s unique investigator-friendly screen features key information along with the ability to control the playback speed, skip over silent portions of the call and make notes.

- VoiceSearch™ finds and ranks any inmate's voice on all calls, placed with or without his PIN. Investigators can also search on a called party's voice and identify the calls on which that voice appears.

- CallFinder™ puts call criteria at your fingertips to find the calls you need for your cases.

- MyCallReview™ lets you find, filter, manage and return to calls you've listened to.

- Suspicious CallFinder™ generates leads from suspicious call activity and lets you validate IPRO's matches.

- NoteManager™ lets you organize, view and report on notes across calls.

- ReportMaker™ effortlessly runs reports to uncover patterns of telephone system use that may indicate illicit activities.

- IPRO flags and tracks high interest groups such as gangs, high profile inmates, institution drug dealers, escape risks, and mail-monitored inmates.

Sample Interactive Display Screens and Reports

Powerful, easy-to-use voice search and reporting tools provide detailed, accurate, and actionable leads for finding calls where inmates were trying to hide their voices. IPRO's ability to automatically search through hundreds of thousands of calls in just a few seconds ensures significant manpower and money savings. A series of reports can be used to highlight and record even the most minute of call details.

Securus' solution is capable of running queries on the database based on the inmate's voice, not just by the PIN number in order to identify all calls on which a specific inmate has spoken.

Called Party's Voice Search

Called Party's Voice Search: Securus' Advanced Called Party Voice Search capability provides investigators with the unique ability to search for any unidentifiable voice that is heard on calls made from their facility, regardless if they are in the facility currently or not. IPRO will return these calls, along with a confidence rating, where that voice can be heard on either the Inmate or Called Party's side of the call. Investigator Pro's search engine then has the ability to establish a unique call signature for the unknown party's voice and search the entire call record database to find each occurrence of that particular voice signature on all non-privileged calls. This feature is especially valuable when trying to identify all calls in which the called party's voice appears with multiple inmates, as well as the ability to identify called parties who were former inmates within your facility.

This expanded capability, unique to Securus, will enhance security threat group monitoring and provide **greater investigative depth than ever before realized** in identifying individuals on a call.

Searching using a Searchable Voice can be done on either the VoiceSearch or CallFinder screens located under the Advanced Searches tab in IPRO. CallFinder provides additional search criteria options which include High Interest Group and PIN abuse options.

VoiceSearch Option

CallFinder Option

1. Enter the Searchable Voice of interest in the Searchable Voice Box.

2. From the dropdown, choose which side of the call (inmate, called party, or both) where you would like to search for this voice.

3. Choose any search options of interest from the "More Search Criteria", "High Interest Groups", Phone Number, or Inmate PIN used.

4. Click on Search to return all calls where this voice was detected. Note: the Voice Score reflects the confidence of the system in finding the voice of interest.

Creating A Searchable Voice

1. When a voice of interest is discovered on a call, click Searchable Voice in the lower right hand corner of the CallPlayer.

2. Give the Searchable Voice a name. This is the name you will use during your search. You can change/delete it later. Start to type the name of reference for the voice sample. If the voice does not exist, click on "Create New".

Inmate Enrollments are not searchable voices at this time. Searchable Voices are not shared with other users. They are personal collections accessible only to the user who created them.

3. You will then be directed to click on the voice on the side of the call you are creating: inmate (red) or called party (blue). Click a red or blue segment where the voice you want is talking.
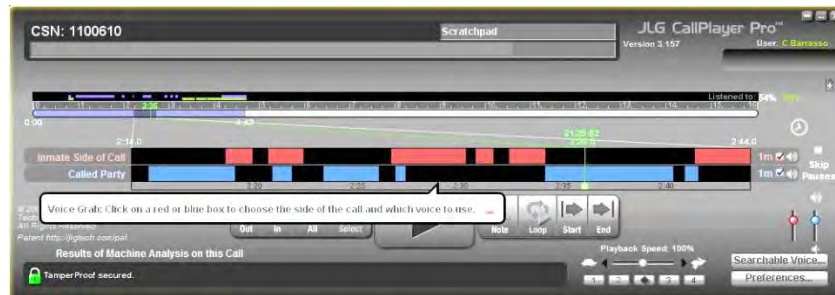
4. Once you click on the segment of the call where you hear the voice of interest, the Searchable Voice will be created. You will be directed to VoiceSearch for finding more calls with this voice detected on the inmate, called party, or both sides of the call.
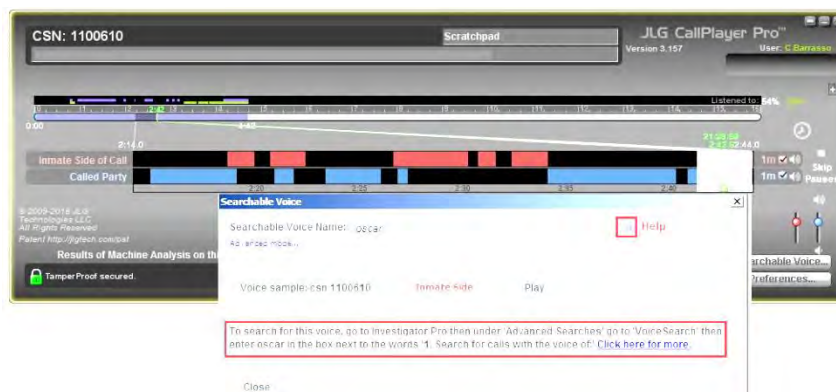
**Advanced Mode option provides a means to either rename or delete the Searchable Voice you have created. Call details are also provided with the ability to play a sample of the Searchable Voice. For more information, click the Help icon ⊘ which provides access to this document.
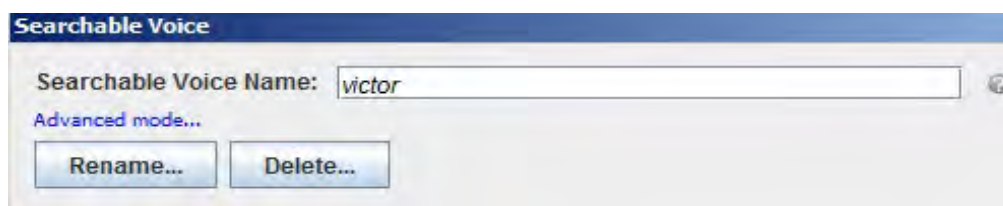
The telephone system shall have the capability of detecting when a call is being transferred by a three-way calling system and to block any attempt to transfer a call.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

The Securus three-way call prevention system is one of the best three-way call detection systems in the world and is protected by several patents. Independent tests have proven and certified the effectiveness of the Securus three-way call detection feature. With the release of the Securus digitally clean line transmission, our three-way prevention system has increased its capabilities to efficiencies never before achieved.

A facility can direct the system to do one of two things after detecting a three-way event:

- Disconnect the call with messaging to inmate and called party, and note the event in the call record
- Mark the call in the call record with no interruption to the call

This feature prohibits a major fraud practice possible with other automated and live-operator systems. With traditional systems, inmates enlist the aid of an outside accomplice to "conference" them, via three-way calling, to an "unrestricted" line, bypassing system controls. Without three-way call detection, inmates have unrestricted access to the outside world, defeating the correctional objectives and policies of the institution and subjecting the public to inmate harassment and fraud. SCP is unique in its ability to detect and defeat an accomplice's attempt to activate the three-way call feature. SCP has the unique ability to disable three-way call detection on a particular number or groups of numbers, such as attorneys.

Detecting and preventing three-way or conference calls is a <u>very</u> important aspect of an inmate calling system and Securus leads the industry in this area. We would be pleased to demonstrate these tests and accuracies as needed for the Division of Community Corrections. With an accurate three-way detection system, the Division of Community Corrections can retain valuable investigative intelligence while curtailing revenue leakage from calls that should not be connected.

With all three-way call blocking methods, the technology requires "specific usage finessing" as well as science. Securus will customize the configuration to adjust sensitivity parameters and thresholds for optimum performance.

The system shall prevent any attempted use of a credit device to complete a telephone call.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

The SCP will only process outgoing collect or prepaid calls, and prevents use of any credit device to complete a telephone call.

The system must have a pre-recorded message so that when the call recipient answers the telephone, the system will announce the call and inform the called party if the call is collect or pre-paid, name of the facility, and that the telephone call may be monitored and/or recorded. The pre-recorded message must be audible by both the inmate and the call recipient. Pre-recorded messages must be available in English and Spanish. The vendor should include any other languages that the system may have available for the pre-recorded message. The Division also requires a statement once the call is accepted "If you are aware of an inmate threatening self harm please contact the facility."

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

SCP includes an Interactive Voice Response (IVR) system that provides Automated Operator Services (AOS). This automated assistance uses clear and concise, professionally recorded voice prompts to establish call acceptance and to assist inmates and called parties throughout the calling process.

When the called party answers the phone, SCP's advanced answer detection triggers the call acceptance voice prompt. The called party hears, "Hello, you are receiving a collect call from [inmate's name], an inmate at the Lexington-Fayette Urban Detention Center. This call is subject to monitoring and recording." SCP then gives the called party the following menu options:

- "To accept this call, press 1."
- "To refuse this call press 2."
- "To hear the rates and charges for this call, press 7."
- "To block future calls to your number, press 6."

Additional options provided by AOS include:

Available Options to Called Parties	Available Options to Inmates
• Request a rate quote • Hear the name of the facility and inmate calling • Accept or reject the call • Request available balance of an AdvanceConnect account or available credit of the Direct Bill account • Hear instructions on how to add more money to their prepaid account or pay their Direct Bill Account • Connect to a live agent to setup a pre-paid account • Choose to hear the prompts on the system in English, or the language selected by the	• Listen to prerecorded announcements • Choose to place a collect or debit call; if debit, PIN entry is requested, the inmate hears the available balance in their account and the cost of the call • Select a specific language at the beginning of the call (if configured) • Acknowledge that the call is going to be monitored and recorded • Hear available call time (prompt will tell the inmate call time limits based on calling schedules or calling restrictions)

inmate (if configured for this option)	• Identify themselves by PIN or Voice Biometrics (if configured)
• Pay for the incoming call with InstantPay (if available)	• Add, remove, and/or listen to the phone numbers on their PAN list (if configured)
• Hear optional marketing message (by request of the Division of Community Corrections)	• Hear optional marketing message (by request of the Division of Community Corrections)
• Block their number prior to accepting a call using SCP's Perma Block technology*	

*SCP's automated operator also provides a <u>Perma Block process</u>, which allows a called party to block their number permanently. This feature may be used to block calls from any inmate in the facility. The ability to immediately block calls helps reduce the number of called party complaints. The called party can also choose to end the call by hanging up.

Language Prompts

The Securus automated operator uses clear, concise, professionally recorded voice prompts to assist the inmate through the calling process. By default, the Securus Secure Call Platform (SCP) offers language prompts in both English and Spanish. Securus can provide additional languages on request. SCP can be configured to provide prompts in as many as nine languages.

Some examples of languages that Securus has implemented in the past include:

• Afrikaans	• Hebrew	• Slovak
• Arabic	• Hindi	• Slovene
• Bahasa	• Hungarian	• Somali
• Bulgarian	• Icelandic	• Spanish (U.S., Mexico, Puerto Rico, Central and South America, Castilian dialects)
• Chinese (all dialects)	• Italian	
• Creole/Haitian	• Japanese	
• Croatian	• Javanese	• Swedish
• Czech	• Kannada	• Tagalog
• Danish	• Korean	• Taiwanese
• Dutch	• Latvian	• Tamil
• Estonian	• Lithuanian	• Telugu
• Finnish	• Malay/Malayalam	• Portuguese (Brazil and Portugal dialects)
• Flemish	• Marathi	
• French (Canadian and Parisian dialects)	• Norwegian	• Turkish
	• Polish	• Urdu
• German/Bavarian	• Punjabi	• Ukrainian
• Greek	• Romanian	• Vietnamese

• Gujarati	• Russian	

After the language prompts are set up in the SCP system, inmates select their language choice at the beginning of the call process by dialing a single digit.

During call acceptance, the called party receives the acceptance instructions in English first followed by an option to continue in the language selected by the inmate. This fraud deterrent feature eliminates inmate attempts to confuse called parties with a language they do not understand.

Securus will also provide durable printed dialing instructions at each inmate telephone location in English, Spanish, and the other languages specified by the Division of Community Corrections. As a security measure, Securus will use materials and techniques appropriate for the corrections environment that explains the process in a clearly defined and easy to read manner.

In compliance with FCC regulations, the system must be capable of informing the called party of the amount that will be billed for the call prior to acceptance of the call. State how the system accomplishes this. Indicate vendor's compliance with FCC regulations.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

When the called party answers the phone, SCP's advanced answer detection triggers the call acceptance voice prompt. The called party hears, "Hello, you are receiving a collect call from [inmate's name], an inmate at the Lexington-Fayette Urban Detention Center. This call is subject to monitoring and recording." SCP then gives the called party the following menu options:

- ▪ "To accept this call, press 1."
- ▪ "To refuse this call press 2."
- ▪ "To hear the rates and charges for this call, press 7."
- ▪ "To block future calls to your number, press 6."

Securus complies will all FCC regulations.

After the dialing sequence, the inmate must be put "on hold," but must be able to monitor call progress without being able to communicate with the called party, until the call is positively accepted by the called party. Describe the voice prompts the system uses to inform the inmate of call progress/call denial.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

When the called party answers the phone, SCP's advanced answer detection triggers the call acceptance voice prompt. The called party hears, "Hello, you are receiving a collect call from [inmate's name], an inmate at the Lexington-Fayette Urban Detention Center. This call is subject to monitoring and recording." SCP then gives the called party the following menu options:

- ▪ "To accept this call, press 1."
- ▪ "To refuse this call press 2."
- ▪ "To hear the rates and charges for this call, press 7."
- ▪ "To block future calls to your number, press 6."

Additional options provided by AOS include:

Available Options to Called Parties	Available Options to Inmates
- Request a rate quote - Hear the name of the facility and inmate calling - Accept or reject the call - Request available balance of an AdvanceConnect account or available credit of the Direct Bill account - Hear instructions on how to add more money to their prepaid account or pay their Direct Bill Account - Connect to a live agent to setup a pre-paid account - Choose to hear the prompts on the system in English, or the language selected by the inmate (if configured for this option) - Pay for the incoming call with InstantPay (if available) - Hear optional marketing message (by request of the Division of Community Corrections) - Block their number prior to accepting a call using SCP's Perma Block technology*	- Listen to prerecorded announcements - Choose to place a collect or debit call; if debit, PIN entry is requested, the inmate hears the available balance in their account and the cost of the call - Select a specific language at the beginning of the call (if configured) - Acknowledge that the call is going to be monitored and recorded - Hear available call time (prompt will tell the inmate call time limits based on calling schedules or calling restrictions) - Identify themselves by PIN or Voice Biometrics (if configured) - Add, remove, and/or listen to the phone numbers on their PAN list (if configured) - Hear optional marketing message (by request of the Division of Community Corrections)

*SCP's automated operator also provides a <u>Perma Block process</u>, which allows a called party to block their number permanently. This feature may be used to block calls from any inmate in the facility. The ability to immediately block calls helps reduce the number of called party complaints. The called party can also choose to end the call by hanging up.

Mute Acceptance and Call Progression

The SCP Mute Acceptance and Call Progression feature can be configured to either allow the inmate to hear or mute call progression.

In the un-muted form, the inmate will hear the call setup and processing to determine if a busy, reorder, or SIT tone with a message played, or if an answering machine, voicemail, or other automated device answers the phone.

For security purposes, SCP mutes the inmate's line until the system detects positive acceptance key press by the called party. The inmate can never speak to the called party until the end user positively accepts the call. This applies to both collect and prepaid calls.

Active Acceptance/Called Party Acceptance

SCP requires active "called party" acceptance using touch-tones to complete calls. When the called party answers the phone, SCP's answer detection triggers the call acceptance voice message. This message announces the inmate's call and asks the called party to accept or reject the charges of a collect call. The called party is instructed to dial a single digit on their telephone to accept the collect call charges, or hang-up to disconnect the call and refuse charges.

Call Termination Warning

The Securus call termination warning provides the inmate and the called party notifications of call termination by voice prompt one minute before the end of the pre-programmed call time limit. All call records contain a reason for termination code indicating why each call ended. Examples of termination reasons are:

- "The person you called has hung up. Goodbye."
- "Your call was answered but positive acceptance was not received from the called party possibly indicating an answering machine. Goodbye."
- "The number you called is busy. Please try again later. Goodbye."
- "The number you dialed was not answered. Goodbye."
- "No third party calls are allowed. This call is being terminated. "
- "Your PIN is inactive. Please hang up and try your call again at a later time. "
- "Thank you for using Securus."
- "No calls are allowed at this time. Goodbye."
- "Your call was not accepted. Goodbye.
- "You have entered an invalid response, please hang up and try your call again. Goodbye."
- "Your allowed numbers list is full. Goodbye."

- "The number you dialed is not on your approved calling list. Goodbye."
- "This call is being terminated by the facility. Goodbye."
- "The prepaid account balance is lower than needed to place this call."
- "You do not have sufficient funds to continue this call. Please hang up and try your call again at a later time."
- "Please hang up and try your call again at a later time."
- "That is not a valid mailbox ID. Thank you for using {product name}. [Example: the Crime Tip System] ."
- "The number you dialed is blocked from receiving collect calls at this time. Goodbye."
- "The number you dialed is blocked from receiving calls at this time."
- "Your account has been suspended. Goodbye."
- "That number is restricted. Goodbye."
- "The number you dialed was not answered. Goodbye."
- "You have entered an invalid telephone number."
- "Your PIN is not authorized for use at this facility."
- "That is not a valid PIN number. Your account information cannot be verified at this time. Please hang up and try your call again at a later time."
- "You have reached your maximum number of calls allowed."

The system must allow for a call duration time limit of twenty (20) minutes and a voice message must notify both parties one minute prior to call termination that the call will terminate in sixty seconds. The system must be adjustable to accommodate for changes at the Division's discretion. Describe how parties are notified of call termination. Indicate the options available to detention staff.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

The Securus Secure Call Platform (SCP) can set a maximum time limit for any call or all calls related to an individual PIN or all PINs. The system is can accommodate for changes to call duration time limits at the Division's discretion. Administrators can tie many additional restrictions to any PIN or telephone:

- Maximum duration of a call for PIN
- Maximum number of concurrent calls to any number or from that PIN

To reduce workload for facility personnel, SCP automatically manages all imposed restrictions.

The Securus call termination warning provides the inmate and the called party notifications of call termination by voice prompt one minute before the end of the pre-programmed call time limit.

The system must allow the Division to turn the telephone(s) off by system, housing unit, and/or individual telephone. Explain, in detail, the system's capabilities and limitations for turning inmate telphones off.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

The Securus SCP and SVV systems will allow for shut off capabilities by the Division of Community Corrections for both telephones and video visitation kiosks, so that shut off will be accomplished by system, housing unit, and/or individual unit.

The Securus Secure Call Platform (SCP) has automated calling schedules if the facility needs to shut off the telephones during certain times of the day or night without staff intervention. Calling schedules can have multiple on and off times during the day, within a week, and by day of the week. Calling schedules can be configured and applied to individual telephones, groups of telephones, individual inmates, and globally.

Programming Calling Schedules

The SCP is compatible with manual cut-off switches that are typically located in the main control room, officer substations, or guard towers, as required.

The Division of Community Corrections can end a video terminal session through the Securus Video Visitation portal at https://securusvideovisitation.securustech.net/. The

Division of Community Corrections can accomplish this from a main workstation or remote terminal by clicking on the red X for that session. See illustration below.

Explain the vendor's capabilities and limitations for blocking telephone numbers. The Division, the vendor or the called party must be able to implement a block on telephone numbers. Indicate the average amount of time required to implement a block. Explain the procedure and time required to block a number in the event of an emergency.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

SCP includes an Interactive Voice Response (IVR) system that provides Automated Operator Services (AOS). This automated assistance uses clear and concise, professionally recorded voice prompts to establish call acceptance and to assist inmates and called parties throughout the calling process.

When the called party answers the phone, SCP's advanced answer detection triggers the call acceptance voice prompt. The called party hears, "Hello, you are receiving a collect call from [inmate's name], an inmate at the Lexington-Fayette Urban Detention Center. This call is subject to monitoring and recording." SCP then gives the called party the following menu options:

- "To accept this call, press 1."

- "To refuse this call press 2."
- "To hear the rates and charges for this call, press 7."
- "To block future calls to your number, press 6."

In under a minute, authorized facility personnel can administer blocked numbers using the SCP user interface. All blocked numbers have an associated "Note" field stored in the blocked number database to record specific information for future reference.

Global Lists – Number Blocking

The system shall detect the difference between an accepted call, and an answering maching, busy signal, or other telephone activity. Please describe in detail.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

SCP uses industry-standard telephony cards that incorporate sophisticated answer supervision techniques. These advanced methods enable the platform to distinguish a legitimate call-answer-and-acceptance event from non-conforming telephone activity, such as:

- Network ring/busy signals
- Answering machines
- Operator intercepts
- Signal Interface Tones (SIT tones)
- Pagers
- Hacking
- Chain dialing

If an inmate's call does not complete for one of these reasons, a recorded message gives the specific reason for call termination.

Explain the procedure to request that a telephone number be un-blocked and by whom. Indicate the average amount of time required to implement the un-block procedure.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Securus is unique among its national competitors in offering an in-sourced, US-based call center to provide customer service to friends and family members of inmates. Our 200+ seat call center employs customer service representatives who are Securus employees, trained and managed to Securus' standards.

Live agent support is available to friends and family members seven days a week, 24 hours a day, and 365 days a year.

Customers can use our toll-free number (1-800-844-6591) to either speak to a live agent or use an intuitive, automated interactive voice response system to help them with their needs, such as unblocking a telephone number. Unblocking calls are immediate, or upon payment verification. The blocked status is removed, and calls can begin processing immediately.

For added convenience, we also offer personal account access via our website (www.securustechnologies.com). End-users can also now access Securus customer service via online "chat" 24 hours a day, seven days a week.

Our friendly and knowledgeable agents can help customers with:

- Setting up and funding accounts
- Making payment arrangements
- Obtaining information on credit limits
- Resolving complaints
- Blocking and unblocking numbers
- Reviewing call durations and history
- Learning about MoneyGram® options
- Learning about Western Union® options
- Receiving information on new services
- Confirming originating facility
- Reviewing account balances
- Answering questions and helping customers with refund requests
- Managing account notifications

Our customer service agents are highly trained on ITS issues and in satisfying the specific needs of called parties. We offer both English speaking and Spanish speaking agents.

We diligently survey our customers and measure satisfaction ratings to find ways to improve our service levels. Our customer satisfaction scores for our call center are 20 percent higher than the industry standard. The Division of Community Corrections has the added benefit of the on-site support staff, account manager and/or client manager for assistance with the procedure of un-blocking a requested number.

The system must have automatically-timed turn on/off features adjustable for different days of the week and programmable by each housing unit.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

We recognize the imporance of having automatically timed turn on/off features which are adjustable by the Division of Community Corrections for different days of the week programmable by each housing unit. We realize that holiday schedules are also a necessity. For that reason, the Securus Secure Call Platform (SCP) has automated calling schedules if the facility needs to shut off the telephones during certain times of the day or night without staff intervention. Calling schedules can have multiple on and off times during the day, within a week, and by day of the week. Calling schedules can be configured and applied to individual telephones, groups of telephones, individual inmates, and globally.

Programming Calling Schedules

The SCP is compatible with manual cut-off switches that are typically located in the main control room, officer substations, or guard towers, as required.

The Division grants free local telephone calls for inmates in the Intake Area. As such, the vendor must provide inmate telephones in the Intake Area that are capable of outgoing local telephone calls at no charge to the inmate or Division.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Securus will continue to provide the Division of Community Corrections free local calling from the phones in the Intake Area.

The Division reserves the right to designate telephone numbers that may be called by inmates at no charge to the inmate or Division, such as the Fayette County Legal Aid Society and local PD tip line, jail investigative numbers.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

We currently have these numbers set up as free calls and can accommodate additional numbers per the request of the Division.

Describe, in detail, how your system uses personal identification numbers (PINs). Provide the processes the inmate uses to make calls using a PIN. This should be an automatic process eliminating manual entry by the facilityThe PINs are currently generated by the Division's commissary provider (Trinity Services Group) and that information is shared with the phone service provider. Provide the procedures for continuing the integration of a real-time interface between the vendor's inmate telephone system and the Division's commissary provider's system (Trinity Services Group) for commissary ordering and account balance retrieval.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

The Division currently chooses to operate using a PIN system under which each inmate is assigned a PIN. In this case, the inmate must enter his or her PIN before making a telephone call. PINs provide an audit trail of the inmate who placed each specific call. Additionally, it allows the facility increased control over which inmates can call which numbers. Using a PIN system at the Division has had no impact on revenues since implemented.

Securus currently provides the Division with an automated PIN management system called E-Imports that off-loads facility labor requirements to enter PINs. This is handled through our existing interface with Trinity Services Group. We update the PIN number from the commissary system into SCP ITS.

By using a direct link to establish PINs, there is no need for facility involvement. The process is automatic, seamless, and completed real time. Because this partnership is

currently in place, there are not additional costs to continue to provide this capability to the commissary provider or the Division.

How it Works

Each inmate is assigned a unique PIN, ranging anywhere from 4 to 16 digits. This range creates a maximum number of 9 billion PIN combinations.

Facilities can choose one of the following three primary modes to a single phone or group of phones in a facility:

- Mode 1, Open PIN
- Mode 1, Open PIN with Restrictions
- Mode 3, Closed PIN

Mode 1, Open PIN

This is the most basic mode of operations, and the simplest to administer. Each inmate is assigned a unique PIN to make a phone call. There are no individual phone number restrictions or calling lists in this mode. SCP applies global system calling restrictions to every call.

Mode 2, Open PIN with Restrictions

Mode 2 builds on the Mode 1 Open PIN feature and adds the ability to place call restrictions and limits on specific call types while allowing all other phone numbers to process as they would in an Open PIN system. Mode 2 restrictions can include the recording and alarming of numbers and the use of the facility or global number lists for special circumstance numbers, such as attorneys and external crime tip numbers.

Mode 3, Closed PIN

Mode 3 provides the most restrictive calling privileges. It also requires the most administration of the three modes. Each inmate registers telephone numbers on their calling list. The total number of destination numbers available is unlimited. The facility determines the maximum number of telephone numbers each inmate can register. Telephone number registration includes the number, name of the called party, and their relationship to the inmate. The telephone numbers that each inmate registers are associated with the inmate's PIN and reside in the system. Only that PIN may validate calls to those numbers. Updating calling lists is a continuous process as inmates are booked into, or released from the facility, or as the inmates request changes to their calling lists. This type of control is usually recommended only for facilities with a low rate of inmate population turnover, or where such extreme security measures are desirable. Note that in a Closed PIN environment, the facility may choose to make certain telephone numbers

commonly available to all inmates. The common numbers may be assigned global or facility accounts.

The system can set a maximum time limit for any call or all calls from an individual PIN or all PINs. Administrators can tie many additional restrictions to any PIN or telephone, or telephone number associated with a PIN such as:

- Time of day and/or day of week
- Maximum duration of a call for that PIN or phone
- Maximum number of calls or minutes an inmate may use per day, week, or month

The calling platform automatically manages all imposed calling restrictions.

Securus provides an automated PIN and PAN management system called E-Imports that can off-load facility labor required to enter PINs and PANs manually.

Provide the procedures for the integration of a real-time interface between the vendor's inmate telephone system and the Division's commissary provider's system (Trinity Services Group) to administer inmate prepaid calls on an automated basis.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Because Securus is the Division's current provider we will continue using the Trust Fund Debit Calling integration established between Securus and Trinity Services Group to administer inmate debit calls on an automated basis. There is no cost for integration to the Division, the commissary provider or the inmate for this application. There are no administrative duties associated with debit calling as it is completely initiated by the inmate based on available funds.

The current debit application in place today is a direct, real time interface with Trinity Services Group. The inmate can access the account balance and place a debit call accordingly, using his or her funds available in their commissary trust account.

During our long partnership with Trinity Services Group, we have seen much success with this application that began its initial use at the Division in 2005. The revenue stream is maintained separately from the commissary stream for other goods and accessible through reporting tools.

Debit Calling Accounts

Securus' Trust Debit Calling Account is one of the first new revenue generating inmate calling accounts in the correctional industry. Debit Calling Accounts allow Inmates to use funds almost immediately to pay for all calls – local, long distance, international, and cell phones (subject to facility restrictions). Inmates have more choices of who they can call and when.

These calls are accessed using the same SCP User Interface. This provides simple account administration, tracking and reporting of call activity and financial results.

Trust Fund Debit Calling

Trust Fund Debit Calling offers all the benefits of a traditional prepaid calling product while minimizing the administrative burden on your facility employees. With Trust Fund Debit Calling, an inmate is not required to set up a separate account or involve a friend or family member in account set-up

The inmate simply uses the existing Commissary Trust account to "debit" any calls. The Commissary Trust account is created automatically in the TSG software for each inmate as they are booked in. Any funds deposited into the inmate commissary trust account can then be used for placing debit calls. With this software solution and inmate debit calling, the Division has seen not only increased revenues, but decreased administrative expenses, fraud, complaining, and overall hassle. Currently, approximately 76 percent of the inmate calls placed out of the facility are debit calls.

Because the Division is currently using our Trust Fund Debit Calling application with Trinity Services Group, you are our best reference on the success of this application. Based on our experience at the Division, the implementation of this debit integration has allowed more call connections, resulting in greater revenues, reduced grievances, more satisfied inmates and happier friends and family members.

The Division desires the ability for inmates to receive voice mail messages. The Division desires the ability for inmates to receive e-mail messages and have the opportunity to respond to those messages.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Jail Voicemail is a one-way communication product that allows family members and friends to leave a 45-second voicemail for an inmate. This provides a quick and easy way for the inmate's loved ones to initiate communication or deliver timely information to an inmate. When an inmate calls into AIS, they will be alerted to a new voicemail message. As is the case with all inmate telephone calls, Jail Voicemail is recorded and monitored for investigative purposes.

Additional Jail Voicemail benefits include:

- Enables communication at times other than scheduled telephone calls
- Provided at no cost to the inmate or facility
- Ability to review and save messages for 60 days from the date the it was created

Further, Securus has fully integrated Jail Voicemail into our Secure Call Platform (SCP) to enhance investigative capabilities. SCP has the ability to ensure Jail Voicemail recordings are readily available to the inmate and easily distinguished from other calls.

Secure Instant Mail (SIM) enables friends and family members to establish a prepaid email account with Securus to securely send email messages to inmates. These prepaid email transactions **are commissionable, adding an incremental source of revenue to the Division**. SIM was designed to provide the following improvements to facilities:

From…	**To…**
A manual mail process	An automated email process
No revenue related to inmate mail	Increased facility revenue through emails
Limited investigative capabilities	Archived, searchable email database
Potential mailed contraband risks	No mailed contraband physically possible
Labor intensive mail security	Increased security through automation
Limited visibility of inmate mail traffic	Interactive email activity dashboard
Facility staff dedicated to a mail room	Anytime, anywhere email review and approval process from laptops or even smart phones
Standard sort and deliver mail method	Flexible mail options designed to work with facilities' unique needs

SIM also considers the communication needs of inmates' friend and family members in local communities, enabling the following:

- Access a simple email interface, designed to look and feel like other public email clients
- Initiate the communication with the inmate to send emails and even pictures–*anytime, anywhere*
- Gain peace of mind, knowing the inmate received the mail by viewing approved email delivery receipts

- Communicate more frequently without the need of stamps, envelopes, and on their schedule.

How It Works

SIM is similar to standard email, but built for the corrections environment, meaning it was designed to be flexible, secure, efficient —and profitable.

Account Setup and Sending Email

The inmate's friend or family member sets up a SIM account by going to www.securustech.net. Using the SIM Website, they can select the facility, select the inmate to receive the email, compose the email, select messaging options, pay for the email, and send the email. Messaging options include requesting approval notifications, and even uploading pictures. The email is then processed through the system for the facility's approval before it is sent to the inmate.

Facility Approval

Authorized facility staff logs into the facility's SIM Website with a secure user name and password to manage inmate emails. Staff can review, approve, and reject emails and pictures. This process is simplified through a customizable **automatic word search engine**, which flags illicit and potentially illicit words in the emails.

The following figure illustrates the system's capability to flag pending emails that contain word warnings. Their critical relevance is indicated as "red" or "yellow." The facility staff can easily point and click for approval or rejection from any approved PC at anytime, anywhere.

Secure Instant Mail Inbox with
Red and Yellow Warning Word Indicator

Once the email is approved, it is archived and can be distributed to the inmate. If the friend or family member has selected to be notified, they would receive an automatic reply email at this time, confirming the approval.

Delivery to the Inmate

County inmates will receive the email through print format.

Improving Operations through Automation and Innovation

Secure Instant Mail was not only designed to provide the Division with additional revenue, but also to improve mail room operations security and efficiency. This is accomplished through fully integrated technology that places all automated tools needed to create, approve, send, and receive, and respond to email in the hands of the users.

SIM will provide the Division with the following benefits:

- Eliminates the need to open, analyze, sort, translate, or x-ray mail

- Reduces contraband, improving the safety of Division officers as well as inmates

- Speeds up the emails approval process through integrated word search engine with a built-in, editable dictionary

- Enhances investigations by archiving each email in a secure centralized database. Through the Secure Instant Mail website, investigators can search for emails by inmate, sender, date range, keyword, and much more

- Provides an interactive dashboard of email traffic by type, status, and date—*giving administrators a complete email management tool right at their fingertips*

Secure Instant Mail Message Search and Interactive Dashboard

The vendor must describe how future telephone and monitoring system upgrades will be made available and installed after the initial installation of the system and prior to the end of the first three (3) year contract cycle. Upgrades to the system should be kept current with other detention agency systems in the United States. When another agency's system is upgraded during the term of its contract, the Division's system should be upgraded to the same level as the other institution within ninety (90) days. These upgrades must be at no cost to the Division.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

While traditional inmate calling systems require significant physical space for hardware, the Secure Call Platform (SCP) serves a facility (and sometimes multiple facilities) from a single 19-inch rack of equipment. When additions to the inmate calling system are necessary, the addition of an additional Integrated Access Device (IAD) is most often all that is needed. The centralized architecture of SCP is designed to accommodate the facility's current and future needs, including new facilities or additions, rather than requiring the facility to adapt to the inmate calling system's functionality.

Software Upgrades

We recognize that the challenges you and your officers face every day never stop evolving. When designed our centralized platform, one of our chief objectives was deploying a system that provided upgrades to all customers at regular intervals with no downtime. We achieved that objective with SCP. Securus provides upgrades to all of our customers three to four times annually through a proven and tested after hours process that allows all sites to immediately realize the benefits each upgrade. Our system delivers proven features driven by input from the most recognized corrections and law enforcement agencies in the nation.

Maintenance events are always preceded by a splash screen displayed at login notifying the facility of the upcoming upgrade and new features are discussed with customers prior to implementation. These system updates are more than simple changes. They provide meaningful features and new capabilities, which drive greater officer and community safety, staff efficiency and improved investigative response times.

The following image shows the sample splash screen that notifies users of upcoming maintenance.

Splash Screen

SECURUS Technologies *connecting what matters*

SCP Weekly Maintenance

Wednesday, July 26

Full outage for IPRO from **1-3am**

Full outage for S-Gate and Web Services from **1-2am**
E-Imports will queue.

Intermittent outage for S-Gate and Web Services from **2-5am**
E-Imports will queue.

Full outage for SVV from **1-5am**

Intermittent outage for Securus Instant Mail websites
(facility, friends & family, and admin portal) from **1-4am**

Thank you for your patience

Your Securus Team

[Proceed]

Inmate Tablets

The Division currently has tablets distributed to the inmate population. Current methodology allows the inmate's friend/family to lease the tablet for the inmate on a monthly basis. The Division wishes to move from this model of tablet distribution to the following: 2-3 tablets per sub day room for inmate usage.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Please explain in detail your tablet program, programs available to the inmate population, costs/rewards associated with the inmate programming.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

The SecureView Tablet is a no-cost, secure, multi-purpose communications device designed specifically for the rigors of the corrections environment. It hosts a variety of applications for inmate education, entertainment, communications, job placement and more.

139

SecureView Tablets utilize industry-leading hardware, network and software, which allow for:

- Officer Command & Control Tablets (Securus Exclusive) – Remote behavior modification and control of inmate tablets
- Behavior modification
- Phone - Fully integrated with SCP platform
- Job Search - Real-time job search database
- Education – Access to a variety of facility approved programs
- Law Library - Access to Federal, State, and Local Law
- Music - Streaming music
- Podcasts - Educational, spiritual, vocational, self-help, and more (over 500)
- Religion – Access to religious books and podcasts
- Books – Educational, fiction, non-fiction, etc....Access to over 3,800 unique titles
- Games - Proactive and constructive
- Services – Approved Officers may publish notices or information to inmate tablets from officer tablets, in real-time
- Forms and Grievance – Provides administrative support, reduces paper usage, and fully integrates with SCP Dashboard
- Documents Viewer – Digitally display all facility documents

The SecureView tablet is delivered directly to the facility with each of the applications already on the tablet and ready for use. With our unique pricing model, Inmates can read books, stream music, play games, listen and watch pod casts, research the law library and even look for a job, all without incurring any additional costs. This pricing approach, in addition to shared tablets for automation and education, allows for tablets to be securely accessible to the entire inmate population.

The SecureView tablet offers facilities the flexibility of a safe and secure personal device for inmates to assist in re-entry programs, job search, law library requirements, communication with family, and education. All these applications plus books, music, religion, games, and podcasts will promote positive inmate productivity; keeping your facility staff safer to focus on real security issues; while saving your staff time by not conducting risky, expensive inmate movement to get inmates to these costly services. SecureView Tablets software, network, servers and content have the highest levels or security and have even been field tested by cybercrime experts to ensure your protection.

Program Advantages:

- **No Cost to your facility.** The SecureView program is structured so that there are no costs to your facility. Securus provides all network, on-site equipment, shipping, training and maintenance of the system.

- **Ease of Repair and Maintenance** – In the event that a tablet is in need of repair, the inmate simply turns in the tablet and Securus will ship them a new or refurbished unit. The retuned unit will be re-furbished and placed back into service.

- **Enhanced System Security** – The unmatched security that Securus offers your facility for tablets is to ensure complete tablet security, Securus removes all base tablet functionality as installed by the manufacture and then re-installs our proprietary SecureView software and applications. To provide this security, the tablets will only work on the exclusive Securus network installed at your facility. If you took the tablet outside the pod or area in the facility that it is designated for – the tablet becomes a doorstop; it is unusable. Securus' low cost monthly subscription plan is optimal for this ultimate secure solution. Any ability to access the internet or function as a traditional tablet has been removed, effectively making the tablet non-functional outside of the prison walls. Upon release the inmate simply returns his tablet.

- **True Tablet Advantages** – Because we are not selling the tablet, we do not have to focus on low upfront costs that will impact the quality of equipment provided. The SecureView tablet starts as a high quality, rugged tablet. It provides a large screen and a flexible operating system that can easily support multiple customized applications that may not be available on lower cost, lower quality units that would be necessary to keep the upfront cost down for inmate or friends and family purchase.

- **Unlimited Usage** – Securus reviewed multiple pricing alternatives for delivery of our SecureView table solution to the corrections market to find a solution that allowed a low cost of access to expand the number of individuals who can use a tablet. Most of our competitor solutions sell the tablet to the inmate and then provide access to multiple applications that can be individually purchased by the inmate. Our program allows for unlimited usage of the applications throughout the month. Other pricing options could render the tablet unused until money is deposited into their account to pay for more services. These types of pricing models can end up costing the inmate as well as his friends and family members a significant amount of money on a monthly basis, an amount that cannot easily be budgeted. Examples: GTL charges $2.50 per song and Telmate charges $.05 per minute to use a tablet; if an inmate used a Telmate tablet for 3 hours for 15 days in a month – it would be $135 for that month!

- **No up-front Payment -** Inmates aren't forced to pay expensive upfront tablet costs that would prevent widespread adoption.

- **Non-Commissary Dependent -** All SecureView tablets are managed by Securus and shipped directly to the on-site facility contact or Securus provided contract manager for check in and delivery to the facility.

- **Location Lockdown –** Securus utilizes the same methodology as the inmate phones and terminals when it comes to locking down PINs. The SecureView tablets only work in the pod or location where the inmate is housed.

- **Inmate Betterment** - Inmate Betterment is our goal - SecureView offers free and standard productive applications on all tablets. One of the most devastating things to the incarcerated is the lack of communication with the outside world. A connection beyond the prison walls is important to inmate betterment, morale, behavior and education; and that helps society as a whole. For example, Job Search, Law Library, Religion, Podcasts, Music are all standard with each inmate tablet. Competitors are charging inmates for content and they have no inmate betterment as a free standard on the tablets.

- **Independent charging and downloading** – Competitor wall mounted cradles or docking stations break easily. These units also become a point of contention for inmates who will fight over access to them.   When the cradle or docking station breaks, how do inmates charge the tablets or download purchased items?   You can clearly see what kind of problems this can cause for your facility.

- **Reduced Facility Involvement** - Competitors like GTL reassign a tablet when an inmate is released, but that requires so much more facility staff time. Securus does not ask the facility to reassign tablets, so your staff does not need to determine if the tablet still works, has it been tampered with, what apps are active, etc.…

a. **Vendor shall provide tablets for the inmate population and Officer tablets, these tablets shall be Wi-fi enabled.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

The Nexus 7 described below is the officer tablet.

Head Phone Jack

Power

Volume

Micro USB Charging Port

Features:

- Red protective rubber skin casing
- Corning, scratch-resistant screen
- Micro USB port for charging only – cannot be used to transfer information
- Enabled camera for inmate tablet activation
- Secure Wi-Fi

Specs:

- 8 GB Internal Storage, 1 GB RAM
- Quad Core 1.2 GHz Cortex-A9
- Resolution: 800 x 1200
- **Dimensions:** 7.81" x 4.72" x 0.41"
- Weight: 11.99 oz.
- 7 in. LED-backlit touch screen
- Lithium Battery up to 14 hour charge depending on use
- 4-7 hour charge time

b. **Vendor shall provide tablet distribution and refurbishment at no cost.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Inmate Tablets come standard with a set of headphones and can also include a recharging cord that will allow inmates to individually charge their devices as required. In the event that inmates are not allowed charging devices or do not have access to AC power outlets, Securus provides charging carts. The carts allow inmates to turn-in the tablets overnight for charging. Securus provides the appropriate number of charging carts for your facility. The tablets will sleep after a minute or so of inactivity to conserve battery life.

Securus handles all repairs and maintenance of tablets for this program, including returns upon release. If a tablet is damaged or if a tablet is returned after an inmate is released the process is as follows:

1. Drew Young will place the tablet into a box (provided by Securus)
2. Drew will place a return label onto the box (return labels paid for and provided by Securus)
3. Fed-Ex will pick-up the box and deliver it to our refurbishing center
4. Our refurbishing center will repair the tablet
5. Our refurbishing center will Maintain, Wipe, or Reset the tablet
6. Our refurbishing center will clean the tablet
7. Our refurbishing center will send the tablet back to the facility or replenish current stock

Trouble Reporting

Trouble reporting and ticket resolution will be managed by Drew Young through our Trouble Reporting and Resolution Center in Dallas Texas. The center will manage all reported troubles through resolution keeping Drew informed throughout the process.

Trouble Reporting – Inmate Support

The Division may report tablet functionality related issues via a secure one-way digital voicemail system that asks inmates to leave their name, inmate Id, and a specific statement that describes the issue they are experiencing with their tablets. This is also a way for inmates to provide feedback. The easy to follow instructions are provided to inmates via the Secure Services application.

c. **Vendor shall provide secruity measures which prevent inamtes from network breach. Please describe in detail how this solution is provided.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

SecureView Tablet Network Infrastructure
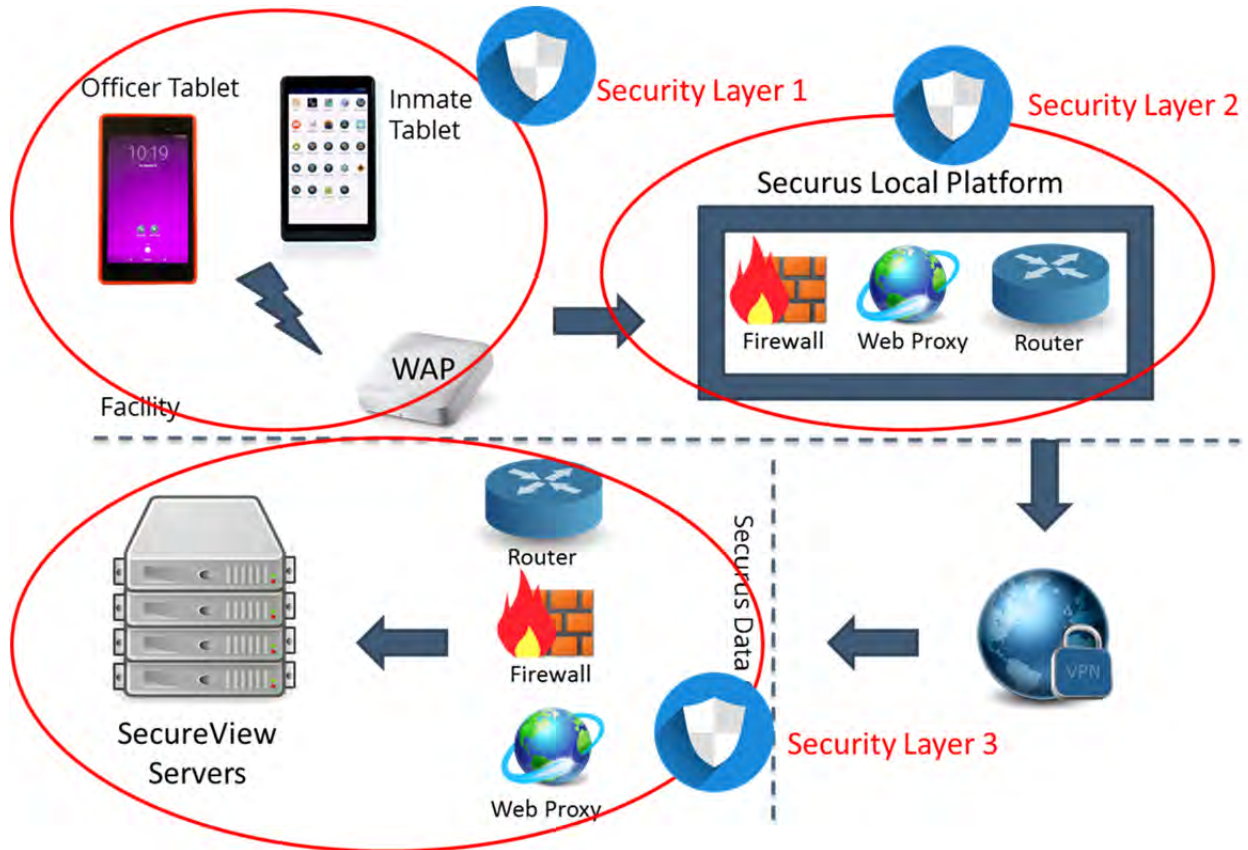
Security Layer 1

Tablet Firmware

SecureView tablets run a custom developed proprietary firmware to harden the security and prevent any access to unauthorized content by the inmates. The customized firmware does not have any of the common apps that are found on the consumer grade tablets. The following security measures have been taken to harden the firmware on these tablets:
Browser, contacts, calendar, native phone and messaging clients have been removed
No option for users to change the settings.
NFC, Bluetooth and Cellular wireless radio has been disabled, except for Wi-Fi.
Users cannot install and un-install apps. Authorized apps are pushed to the tablets through Securus' app state management process.

No access to the third-party app stores.

Wi-Fi Access

The firmware only allows the tablets to connect to a Securus provided unique SSID (Service Set Identifier) for Wi-Fi. The credentials for the SSID are stored in the firmware of the tablet and the users have no access to view or modify these credentials. These security mechanisms prevent the tablet from connecting to any other Wi-Fi network other than the one provided by Securus for exclusive use by the tablets.

Securus uses Wireless Access Points that are manufactured by Ruckus Wireless, Inc. and is customized to only broadcast the SSID to support SecureView tablets.

Security Layer 2

Securus Local Platform (SLP)

All the WAPs are connected to a Securus Local Platform running Securus' custom developed proprietary software. As a result, all wireless traffic is routed through the SLP with no exception. These SLPs have components that inspect all the network packets and provides firewall, transparent proxy, DHCP, DNS and routing services for the tablets.

The SLP is essential to all tablet functionality. The SLP is configured to govern what the tablets can access. The tablet cannot receive any content from the network that the SLP has not been configured to provide. The SLP inspects all tablets traffic and ensures that the access is granted only to authorized content.

Although a tablet can connect to the Wi-Fi network, it cannot obtain an IP address unless it is recognized as an authorized device by the SLP. The tablet provisioning services notifies and configures the SLP at the time of provisioning with the MAC address of the tablet, so that tablet is marked as authorized to obtain the IP address. If a tablet is not known by the SLP it will not be granted access to the wireless network and will be rendered useless for applications that require network connectivity.

Network

The SLP at the facility premise is connected to Securus' Data Center over an IPsec VPN tunnel. The IPsec VPN service provides secure Internet Protocol (IP) communications by authenticating and encrypting each IP packet of a communication session.

Security Layer 3

Data Centers

Securus maintains a presence in three data centers in three geographically diverse locations. Our data centers are designed to withstand worst-case events and maintain 99.99% availability. The data centers, managed and staffed by a carrier-class data center

host, meet or exceed the Telecommunications Industry Association's (TIA) standard number 942 for Tier 4 (highest availability) data centers including:

- Ability to withstand a 96-hour power event
- Two-hour fire protection
- Multi-layer physical security
- Multiple power delivery paths

Multiple checks ensure data center physical security, including guarded, photo-verified check-in; dual-door authentication (card and biometric); and a mantrap (interlocking door controller) at the data center suite entrance.

Securus applies a high level of security to protect against cyber-attacks. Applications transmitting data across public networks support SSL, Certs, and encryption. Cisco routers, switches and firewalls are used throughout the network to protect Securus and our customers. All servers, laptops, and workstations require anti-virus and anti-spyware protection software and the latest operating system patches.

Standard Security

As with all Securus services, all solutions are supported out of our carrier class redundant data centers located in Dallas, Texas and Atlanta, Georgia. All client information, recordings and applications are stored within these secure facilities.

Securus provides all required network connectivity and does not require your facility provide any infrastructure. As a point of policy, Securus does not utilize client provided network infrastructure. By providing our own network, we can monitor the network through our Network Operations Center (NOC) and can provide quick network resolution through our Trouble Reporting Center 24x7x365 without ever having to contact or coordinate with our clients or client network providers. Additionally, we provide and maintain all of the on-site network connectivity equipment through our nationally disbursed certified technicians that carry all necessary replacement components.

To support the SecureView Tablet application, Securus specifically designed a wireless network that ensures a safe and secure environment. At no point will an inmate have access to any outside network.

Security and System Control

Securus utilized our extensive experience in providing communication solutions in a corrections environment when developing the SecureView Tablet client interface, dashboard, system security and system controls.

Our secure controlled network will allow you to track and manage what feature or functionality is being used and by whom and to expand program features with confidence so only what is permissible may be accessed. The Securus Tablet independent network

oversees the registration of the user information while our administrative dashboard will allow your authorized staff to set the rules for approving, confirming and tracking inmate use of tablet features. Additionally controls are available that allow for "Global" settings that control when the tablets are activated as well as individual settings that control when an individual inmate's tablet is active.

> d. **Vendor shall provide 3 references wehre tablets have been implemented for greater than 6 months.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Securus is pleased to provide the following references:

Reference #1 Ingham County, Michigan

Installation Date	February 2009
Type of System	Tablets, Video Visitation & Inmate Calling System
Inmate Population	615
Number of Inmate Phones	100
Call Volume	197,572 YTD
Contact Name	Major Sam Davis
Facility Address	630 N. Cedar, Mason, MI 48854
Contact E-Mail	So_sdavis@ingham.org
Telephone and Fax	352-843-4214/352-438-5962
Applications Installed	SCP, SVV, ConnectUs, Tablets, AIS, Debit, ICER, Inmate Forms, Inmate Handbook, Law Library

Reference #2 Louisiana Department of Corrections

Installation Date	March 2012
Type of System	SCP
Inmate Population	19,542
Number of Inmate Phones	1,152
Call Volume	Approximately 2.7M calls annually

Contact Name	Dawson Andrews
Facility Address	504 Mayflower, Baton Rouge, LA 70802 (Headquarters)
Contact E-Mail	dawson.andrews@doc.la.gov
Telephone and Fax	Phone 225-342-8782/Fax: 225-342-5968
Applications Installed	SCP, THREADS, ICER, Guarded Exchange (assisted investigator), JPay – Tablets, EFT

Reference #3 Northern Neck Regional Jail, Virginia

Installation Date	January, 2014
Type of System	Wireless Network Tablets, Phones, Video visitation
Inmate Population	350
Number of Inmate Phones	55
Call Volume	257,040 YTD
Contact Name	Superintendent Ted Hull
Facility Address	3908 RICHMOND RD WARSAW, Virginia 22572
Contact E-Mail	ted@nnrj.state.va.us
Telephone and Fax	Phone: 804-333-6001/Fax: 804-333-4366
Applications Installed	Wireless Network Tablets, Phones, Video visitation

e. **Tablets should be capable of integrating with the current JMS or other systems as applicable.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

f. **Minimum capabilities:**

   1) **Phone calling;**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Outbound Phone Service

For facilities that use the Securus SCP Inmate Telephone Service, the SecureView Outbound Phone Services application will allow the SecureView tablet to function as a telephone extension of the SCP platform. Just like SCP, the SecureView tablet has the feature that will only allow that inmate to make calls from the housing unit where he resides. All the features and restrictions of the SCP Inmate Telephone Service will apply such as PIN/PAN lists, velocity controls, family and friend billing/customer service, and recording and monitoring. There are no additional fees or rate increases applied.

SecureView >> Phone Call App

Capabilities

- Allows inmates to place phone calls through the Secure Calling Platform (SCP)
- Phone Groups for locking a tablet to a housing area
- Standard 9-key dialing pad
- Volume controls
- Visual call timer

Benefits

- Intuitive design and use
- Ability to place calls with more privacy and safety
- Assists in avoiding and minimizing confrontation in common areas
- Gives inmate more visibility into the duration of time they have been using the phone

Phone Call app - SecureView Tablets are identified as phone groups in SCP:

Phone groups allow officers to control the tablets Just like the phone on the wall.

2) job search application;

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Job Search

The SecureView Job Search application makes searching for a job simple. This application allows inmates to perform job searches and view current local and nationwide jobs in numerous fields. Job Search application will assist in meeting one of the objectives of your facility in preparing inmates for life on the outside. As you know, having a job on the outside is one of the primary ways to reduce recidivism rates. The Job Search application provides full access to inmates to complete job searches without the need for transporting inmates to a facility library or special computer. The inmates can remain in their housing unit and research employment options through this SecureView application.

Inmates will have a head-start in their job search by having secure and electronic access to over 2 million available job opportunities, in hundreds of fields, so they can be better prepared once they leave incarceration. The Job Search application is never out of date and receives updates nightly.

This secure Job Search software, used by this SecureView application, is currently utilized by correctional facilities (including the Federal Bureau of Prisons), probation offices and halfway houses to allow individuals returning to the community to search for current jobs without direct access to the Internet. This service is easily accessible through the SecureView tablet. The application is completely intuitive and self-service so it requires no staff intervention, freeing up staff to increase focus on the safety and security of your correctional facility.

Securus can provide Job Search access to all the SecureView tablets at your facility or customize your system and allow you to control the access to Job Search if you wish by using the SecureView Command & Control Officer tablet. This easy-to-use application is flexible and can accommodate all of your facility's specific needs.

FACILITY BENEFITS

- Minimize job-seeker training costs because the terminal is self-explanatory
- Provide job listings in cities nationwide for all types of jobs and levels of experience
- Eliminate the need for additional hardware, network, or electrical equipment because the application rides on Securus' SecureView tablets
- Reduce costly and time-consuming inmate movement by hosting job search resources in-house rather than issue passes for off-site job searches
- Track and measure the job search activity with detailed reports
- Receive turnkey service; Securus takes care of everything

INMATE BENEFITS

- Inmates are better prepared at the time of release so they may transition easier to successful community living
- Jobs are always current as listings are updated nightly
- Search over 2 million job openings around the country
- Apply for open positions even before being released
- Robust search capabilities can even been used by inmates to find jobs for family
- Simple touch screen user interface that requires no training or prior computer experience
- Obtain familiarity with conducting electronic job searches

3) law library application;

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Law Library

The SecureView Law Library application makes legal research simple. Adhere to your legal obligation while reducing costs when inmates perform their legal research using the SecureView Law Library application. This application provides full access to inmates to complete legal research without the need for transporting inmates to a facility library or special computer. The inmates can remain in their housing unit and research legal topics through this SecureView application. Unlike large book collections that require costly replacement of revised material, the Law Library application includes nightly automated updates that are provided to your facility at no extra charge.

Inmates will have secure and electronic access to millions of law publications and articles and they can research all Federal Supreme, Circuit, District, Bankruptcy, State decisions and more through intuitive search capabilities. The Google-like search bar is conveniently located at the top of every page, inviting you to conduct your search using either simple or complex search language. Once the results are delivered, the application offers intuitive 'search-within-a-search-capability' to further narrow the results.

SecureView tablets Law Library access is standard on all SecureView tablets at your facility or you may customize your system and control the access to the Law Library application if you wish by using the Command & Control Officer tablets. SecureView Law Library application is flexible and can accommodate all of your facility's specific needs.

The simple SecureView touch-screen user interface requires no training or prior computer experience, so this allows inmates to perform researches independently and free up staff time. As an added value, your staff administrators will have full access to the Law Library at no additional cost.

Law Library Facility Benefits

- Compliance to legal and mandatory requirements to provide inmates access to the courts (1977 Supreme Court Ruling; Bounds vs. Smith)
- Reduce or eliminate inmate complaints and litigation
- Always up-to-date information; automatic updates provided at no extra cost
- Free up staff time
- Easy and safe solution

- Eliminate the need for housing large book collections, additional hardware, network, or electrical equipment because the application rides on Securus' ConnectUs inmate platform

- Reduce costly and time-consuming inmate movement by hosting law library search resources in the housing units rather than escorting them to a physical library or terminal

- Receive turnkey service; Securus takes care of everything

Law Library Inmate Benefits

- Ability to perform research independently

- Simple touch screen user interface that requires no training or prior computer experience

- Improved access to perform legal research

- Always current legal information; no need to wait on the new book or next update

- Inmates get familiar with conducting electronic searches
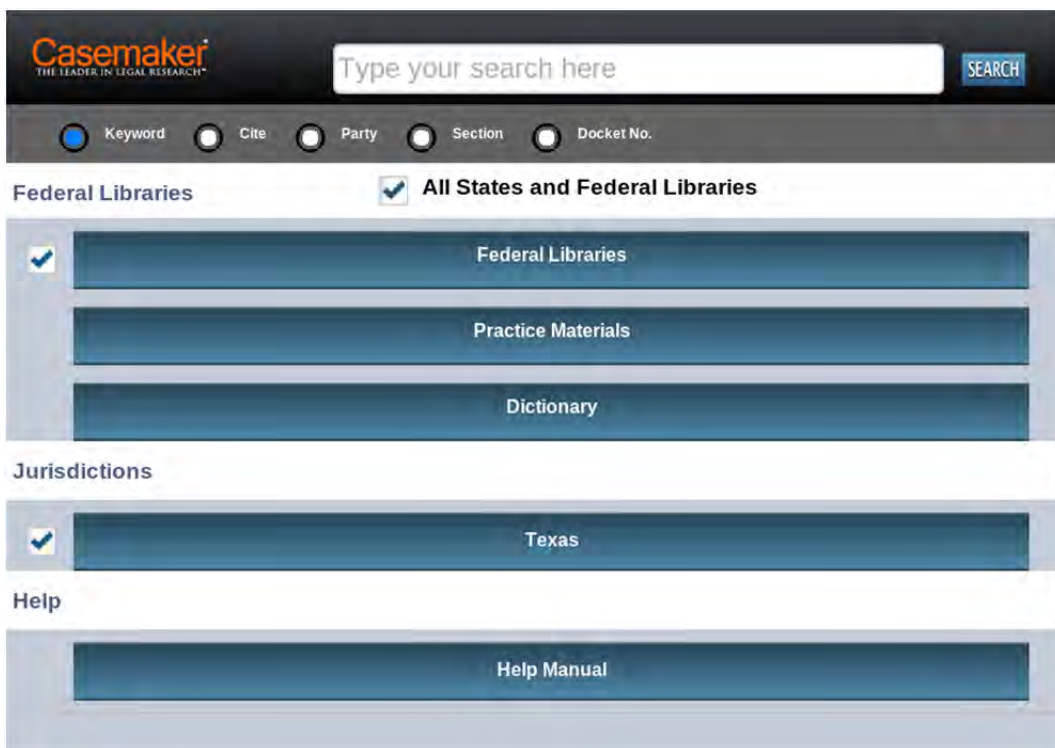
4) pod casts; music;

Podcasts

SecureView Podcasts allow inmates to access a full database of pre-approved podcasts. Podcasts provide inmates with informative, as well as entertaining, content that keeps them occupied and provides an educational experience that benefits them upon release. There are over 500 podcasts available that provide audio, written and/or visual information with a wide variety of topics ranging from sports, self-help options, education, languages, vocation, religion, comedy, news, and many more.

Podcasts can be either streamed or downloaded to the physical device so that the inmate can listen even when in offline mode.

General podcast categories and counts are detailed below. Under each category are items to subscribe to – for example, under Parenting, there is approximately 30 titles to subscribe to. One is "The Mighty Mommy's Quick and Dirty Tips for Practical Parenting" and under that title are tons of episodes (updated regularly) you can download like "6 Ways to Motivate your kids during the school year" or "5 new ways to curb back talk", etc....

Securus is always enhancing and adding content so these lists below are dynamic. Securus' podcast application is flexible and can add specifically requested topics and requirements from your facility as needed.

- o Categories Include:

▪ Addiction	▪ Education
▪ Music	▪ News
▪ Comedy	▪ ESPN
▪ NPR	▪ Country Music
▪ Engineering	▪ Science
▪ Baseball	▪ Parenting
▪ Religion	▪ Buddhism
▪ Japanese	▪ Spanish

500+ podcasts available over various topics and interests, featuring podcasts in 11 different languages:

- English
- Spanish
- French
- German
- Italian
- Portuguese
- Russian
- Japanese
- Danish
- Serbian
- Swedish
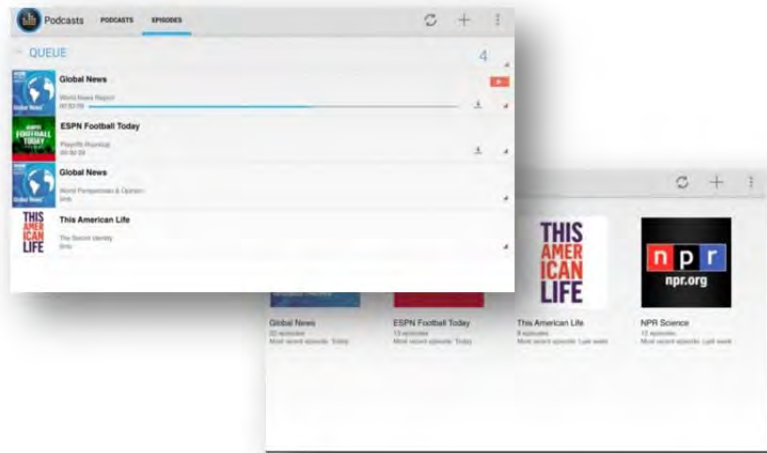
5) **re-entry assistance;**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

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FACILITY BENEFITS

- Minimize job-seeker training costs because the terminal is self-explanatory
- Provide job listings in cities nationwide for all types of jobs and levels of experience
- Eliminate the need for additional hardware, network, or electrical equipment because the application rides on Securus' SecureView tablets
- Reduce costly and time-consuming inmate movement by hosting job search resources in-house rather than issue passes for off-site job searches
- Track and measure the job search activity with detailed reports
- Receive turnkey service; Securus takes care of everything

INMATE BENEFITS

- Inmates are better prepared at the time of release so they may transition easier to successful community living

- Jobs are always current as listings are updated nightly

- Search over 2 million job openings around the country

- Apply for open positions even before being released

- Robust search capabilities can even been used by inmates to find jobs for family

- Simple touch screen user interface that requires no training or prior computer experience

- Obtain familiarity with conducting electronic job searches

6) **religious application;**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Religion

SecureView tablets offer various religious texts and materials for spiritual growth and guidance.
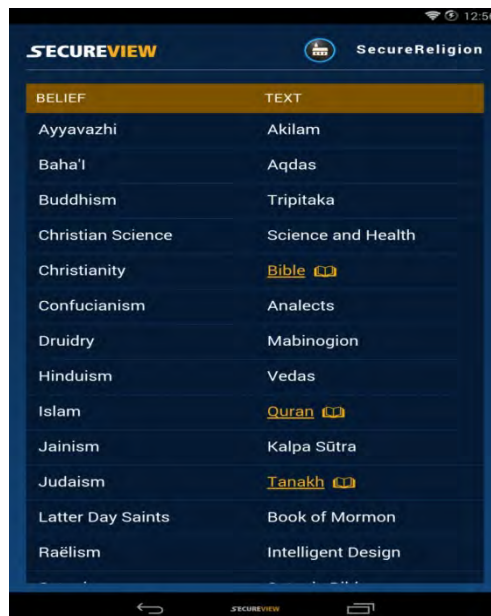
7) mental health services;

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Mental Health
The SecureView Mental Health application contains overview information about depression, including what it is, symptoms, types, causes, treatments, and provides guides on how to improve and deal with depression. The Mental Health application is designed to help inmates to combat depression and alleviate negative moods, aiding their road to recovery.

Tools include:
- Information – Read information that explains what is depression, symptoms, types, causes, and treatments. In addition to information, a self-help guide instructs users in lifestyle changes, cognitive-behavioral therapy, acceptance and commitment, mindfulness meditation, and dialectical behavior therapy, and suicide prevention.

- Test – Take a test that examines thoughts and feelings over the past 2 weeks to determine level of depression. Also examine past scores and track depression levels over time.

- Thought Diary – Allows user to create guided journal entries that document thoughts and feelings. User selects emotions, rates distress level, enters text describing the situation, records any negative thoughts, identifies cognitive distortions, challenges their negative thoughts, come up with alternative interpretations.

- Activities – Suggestions of activities to improve mental health. Users enter how they feel before and then how they feel after.

- Safety Plan – Allows the user to create a safety plan that identifies warning signs that a crisis may occur, coping strategies, reasons to live, contacts (could also be used as a telephone/address book), and places for distraction. It also provides guides for coping, recovering, creating a safety plan, and suicide prevention.

Mental Health Podcasts

The SecureView Tablets offer several podcasts that focus on mental health. The focus of these podcast is to guide meditation, provide informative content, breathing exercises, teach compassion, and how to cope with stress.

Below are some examples of these podcasts.

All in the Mind – ABC Radio National
- **Updated Weekly**
- **Learn about the mental universe, the mind, and behavior**
- **30 min. episodes**

Audio Dharma
Includes topics such as:
- **Guided Meditation**
- **Simplicity**
- **Breathing**
- **Compassion**

Insight Meditation Society
Includes topics such as:
- **Guided Meditation**
- **Self-Reflection**
- **Kindness Practices**
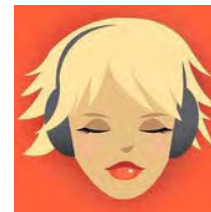
Meditation Station
- **Cope with stress**
- **Relaxation**
- **"These guided meditations are essentially Mind Training 101"**

8) **educational programming.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Education

SecureView Education provides inmates with various available options for educational programs. For example; utilizing instructional documents, websites and videos per facility standards to provide up to date educational curriculum and courses are all options.

SecureView Tablets offers an educational solution that provides a catalog of courses that covers a vast range of topics and is in line with the common core standards.

Topics included:
- Math (Grades K-12)
- Science
- Economics
- Finance
- Art
- History

161

- Computer Programming
- Computer Science
- Philosophy
- Health & Medicine
- Music
- Test Prep
  o SAT
  o MCAT
  o GMAT
  o And more
- Additional Educational Content – real world applications that make learning interesting from content providers including:
  o NASA
  o Big History Project
  o All-Star Orchestra
  o Dartmouth College
  o The Brookings Institution
  o And more!

SecureView Tablets also have a podcast category of Education that includes both audio and video items such as English as a second language, many other languages to learn, American history topics, vocabulary and meanings and history of words, technical topics, writing tips, business topics, etc. There are also educational items under other podcast categories for example, education on parenting, anger management, science, and technology. The SecureView eBooks application also provides several educational titles as well.

SecureView Education provides inmates full access to educational content without the need for transporting inmates to a facility library or special computer. The inmate may remain in his housing unit and read, view, or interact with educational resources through the SecureView Education Application. Inmates will have secure and electronic access to all data and content you approve.

Using the Officer SecureView tablets, you can provide Education application access to all the SecureView tablets at your facility or you can control the access to these educational resources if you wish by displaying the icon for only some tablets at your facility. SecureView Applications are flexible and can accommodate all of your facility's specific needs.

9) Capability of inmates completing and submitting sick call requests

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

10) filing of complaints/grievances.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Forms and Grievance Application

Main Features

The Forms/Grievance Application is used to electronically process a wide variety of forms submitted by inmates. At a summary level, it performs these functions:

- Provides form creation and management tools to create and manage multiple form types, each with its own customized workflow
- Provides a user interface for inmates to
  - View a list of available form types for completion
  - Complete and submit a form type
  - View a list of submitted forms and statuses
  - View the resolution provided to a specific form and either Accept or Appeal the resolution
- Provides a user interface for facility staff to
  - View forms awaiting action
  - Read and assign a form to another staff member for resolution
  - Request more information from the inmate about a form
  - Provide a resolution to a submitted form back to the inmate
- Provides option to provide one or more Appeal levels to the workflow
- Provides staff supervisors ability to:
  - See reports of the volumes and progress of forms through the workflow

- o See pie charts representing age of forms currently in the workflow
- o Assign staff members to process specific forms
- Provides an audit trail of all staff actions in the workflow
- Provides storage and retention of all forms
- Secures access to forms to inmate and only staff assigned to form type

Benefits

SECUREVIEW – INMATE FORMS AND GRIEVANCE APP

SecureView >> Inmate Forms and Grievance App

Inmate Capabilities

- Allows inmates to submit multiple form types
- View submitted forms status and responses
- Ability to accept or appeal a response
- Digital signature
- Velocity limits on a per form basis

Inmate Benefits

- Reduces inquiries to staff regarding status of submitted forms
- Limits the number that can be submitted by inmate per form per day to prevent abuse
- Increased availability to submit and view all forms

SECURUS Technologies | 21

SECUREVIEW FORMS AND GRIEVANCE APPLICATION

THIS IS HOW MUCH OUR CUSTOMERS ARE SAVING!

- Saves an average of **$12.50 per inmate per year** on paper costs

- Saves an average of **65% of facility staff time**

This time and money saved will allow your facility to focus on safety and security!

> "
> The ConnectUs Inmate Forms Application was the easiest to implement, our nurses love it, everyone loves it. We will save thousands of dollars on paper costs alone!
> "
>
> Chief Chad Kolitwenzew
> Kankakee County

166

11) The facility must have the capability of adding documents/information distribution to the tablets (i.e. Inmate handbook).

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

12) Tablets must provide live monitoring capabilities.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Officers have the ability to monitor any individual inmate activities as well as close out or activate individual applications by inmate or across multiple users. Additionally, an officer can deactivate all tablet functions by inmate, group of inmates or all inmates under his control - all in real time. Securus knew this level of control was critical for a successful tablet program. SecureView tablet existing clients have confirmed that the ability to view activity by inmate and the ability to shut down applications and tablet access by inmate, group of inmates or the entire system has provided them with the administrative control necessary to ensure for overall safety and security. Command & Control officer tablets allow designated facility personnel to remove any or all tablet functionality, which may be used as a means of discipline.

The Officer tablets have a detailed dashboard views that allow your staff real-time search functionality and analytics. Administrative functionality on Dashboards is comprehensive and flexible. We can provide more officer control or less officer control based on your facility's desired specifications.

The Command & Control tablet will allow your facility to control and offer required and optional services to inmates in an easy, efficient and cost effective way; all while promoting positive inmate productivity and betterment. Securus again proves the dedication to partnering with corrections to modernize incarceration and connect what matters.

SecureView Officer Tablet

The Officer Tablet has 3 main functions:

1. Activation of Inmate Tablets
2. Deactivation of Inmate Tablets
3. Control of Inmate Tablets

13) Officer tablets shall have total control of inmate tablets.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Securus is the only provider that utilizes Officer Tablets. Securus' unmatched Command & Control officer tablets enable facility staff to easily control who gets a tablet, when the inmate can use it and what is on it.

The Officer tablets are customized Nexus 7 SecureView tablets and are provided at the POD level or as required by your facility. Officers have the ability to monitor any individual inmate activities as well as close out or activate individual applications by inmate or across multiple users. Additionally, an officer can deactivate all tablet functions by inmate, group of inmates or all inmates under his control - all in real time. Securus knew this level of control was critical for a successful tablet program. SecureView tablet existing clients have confirmed that the ability to view activity by inmate and the ability to shut down applications and tablet access by inmate, group of inmates or the entire system has provided them with the administrative control necessary to ensure for overall safety and security. Command & Control officer tablets allow designated facility personnel to remove any or all tablet functionality, which may be used as a means of discipline.

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SecureView Officer Tablet

The Officer Tablet has 3 main functions:

4. Activation of Inmate Tablets
5. Deactivation of Inmate Tablets
6. Control of Inmate Tablets

The Sub Manager Application is utilized by corrections staff for the command and control of Inmate Tablets.

- o From the Sub Manager, officers can:
  - Assign tablets to inmates
  - Behavior modification
  - Find tablets
  - Check eligibility
  - Access the site dashboard
  - View details on returned tablets
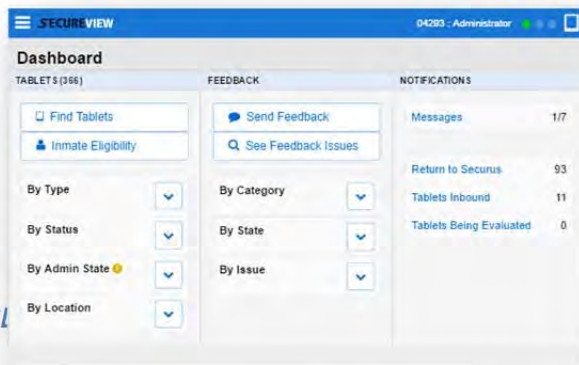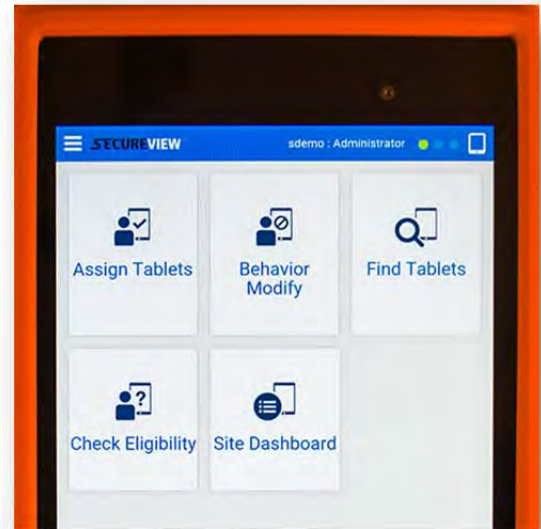
TABL
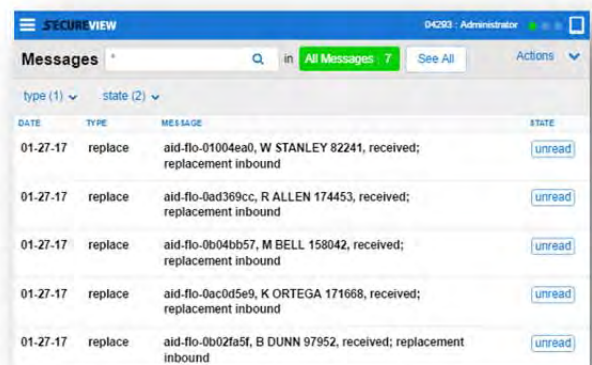
Facility staff will utilize the Tablet Scanner application to activate and deactivate inmate tablets.

Activation Process

1. Press the Subscriber app on the Inmate Tablet to display a set of bar codes.
2. Use the Tablet Scanner app, on the Officer Tablet, to scan the Assigned AID barcode displayed on the screen of the inmate tablet.
3. Press the Activate button and in seconds, the Inmate Tablet will reboot.

When activation is complete:
- The Inmate Name and Account Number appears on the Inmate Tablet.
- The Inmate ID or Account Number is automatically pulled from the Securus SCP phone system.

Deactivation Process
1. Collect the tablet before returning the inmates' personal property.
2. Use the officer tablet to scan the same tablet AID number scanned during activation.
3. Press the Deactivate button.

After deactivation, the Inmate tablet may be returned to inventory or to Securus for processing and refurbishment.
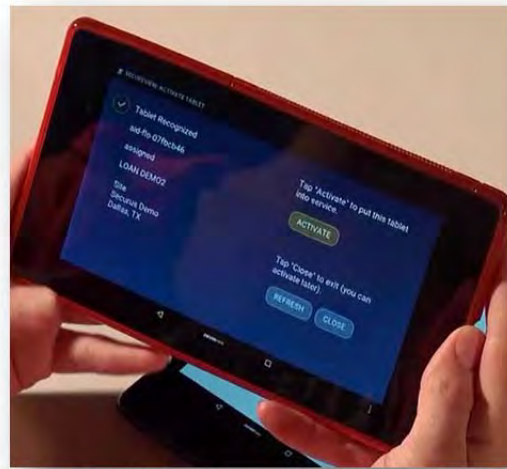
14) Vendor tablet content is to be dual proxied and protected against DNS spoofing.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

All the WAPs are connected to a Securus Local Platform running Securus' custom developed proprietary software. As a result, all wireless traffic is routed through the SLP with no exception. These SLPs have components that inspect all the network packets and provides firewall, transparent proxy, DHCP, DNS and routing services for the tablets.

The SLP is essential to all tablet functionality. The SLP is configured to govern what the tablets can access. The tablet cannot receive any content from the network that the SLP has not been configured to provide. The SLP inspects all tablets traffic and ensures that the access is granted only to authorized content.

Although a tablet can connect to the Wi-Fi network, it cannot obtain an IP address unless it is recognized as an authorized device by the SLP. The tablet provisioning services notifies and configures the SLP at the time of provisioning with the MAC address of the tablet, so

that tablet is marked as authorized to obtain the IP address. If a tablet is not known by the SLP it will not be granted access to the wireless network and will be rendered useless for applications that require network connectivity.

Video Visitation

Please explain in detail the methods of video visitation offered to the Division, inmate population, and general public. Include the amount of time required to administer the video visitation program and disclose all one time and ongoing costs, if any, to the Division, the offender and/or the general public.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Securus can provide the Division with the Securus Video Visitation system, enabling safe, secure visitations with less burden on facility staff. This advanced solution provides multiple benefits, including:

- Enhanced facility security by reducing the possibility of inmate confrontation
- Reduction in inmate and visitor movement through a facility
- Improved inmate communication with legal representation, bail-bondsmen, family, and any other persons authorized by Division administration
- Reduction in contraband infiltration
- Increased security for visitors
- Increased inmate and visitor morale with increased opportunities to visit
- Reduced man-hours needed to escort inmates and visitors to visiting areas
- New revenue stream for the facility through paid visitation sessions

The Securus Video Visitation solution is a centralized system, similar to our Secure Call Platform inmate calling system, with regular technology and feature upgrades. Securus easily enables new features and modules through the centralized system, even after installation.

At-Home Video Visitation

This method allows remote visitors, such as friends and family, bail bondsmen, probation officers, and attorneys secure communication with inmates from outside the facility via a broadband internet connection.

Remote visitors access Securus Video Visitation through the www.securustech.net website. The visitor selects the facility and inmate they would like to visit. From the website, visitors can:

- Create, edit, and/or delete scheduled video sessions with inmates
- Pay for the scheduled session with a credit or debit card
- Apply for remote video visitation privileges (approved by the facility)
- Visit with inmates (no officer intervention required)

Remote users need a personal computer or laptop with a built-in or external webcam, a microphone and speakers, or a headset.

How It Works: At-Home Video Visitation

Inmate friend and family members access Securus Video Visitation by going to www.securustech.net using any standard internet browser. This website allows users to establish an account, schedule and pay for a video visitation session, and view account activity.

Using the video visitation website, they select the facility and inmate they wish to visit. Through integration with the Jail Management System, the scheduling application automatically schedules visits according to the housing location of the inmate in the facility, available terminals at that housing location, and available video visitations times. As friends and family or members of the public elect to conduct remote visitation sessions, they pay for the session on a per-session charge using a credit or debit card.

Using the Securus Video Visit App

The Securus Video Visit App is now available for free on the App Store or Google Play™. After the user downloads and installs the app, they can perform the following functions:

- Test their Internet connection to determine quality of video visit
- Synchronize scheduled visits with their calendars
- Conduct a remote / "at-home" visitation session
- Receive notifications about pending video visits
- Review visit details

How It Works: On-Site Video Visitation

This is the classic type of inmate video visitation where visitors and inmates can communicate with each other via video. The visitor arrives at the facility's visitation area and, after security verification, is allowed to sit at a terminal.

The visitor's video session can be scheduled by going to www.securustech.net via an easy to use, step-by-step touch screen menu on visitation center terminals, or by the corrections officer. The facility's needs dictate the scheduling process.

When prompted, the inmate identifies himself on the terminal using single or dual password authentication and the session is started automatically, requiring no officer intervention.

Efficiency-Driving Services

The system's open architecture allows the terminals to provide more than video visitation. The video visitation terminal can also serve as a kiosk to enable video arraignment and visitation sessions between inmates and their friends or family members, attorneys, and law enforcement officers. In addition to traditional video visitation sessions, it also facilitates the following activities:

- Visitation registration and scheduling
- Inmate information application
- Sick Call application
- Securus' Secure Instant Mail (electronic mail)
- Commissary order application
- Storage of recorded visitation sessions
- Emergency video application
- Automated retrieval and playback of sessions
- Visitation reporting

Securus Video Visitation (SVV) Mobile Apps

Securus' video solution has grown larger and faster than any other system in the industry because the technology and service is the best. Securus' SVV app for Apple iPhone®, iPad®, iPod touch®, and Android™ devices continues that technology growth with full mobile support for conducting video visitation sessions.

This revolutionary new app makes it easier for inmates and friends and family members to communicate, which provides facility customers, like the Division, with additional investigative sources as well as an additional revenue stream.

Full mobile support provides an easy and convenient way for Securus Video Visitation users to complete remote video visits with an Apple device or Android smartphone or tablet. The ability to conduct remote video visits with a mobile device provides family and friends with limitless opportunities to visit with their incarcerated loved one from almost anywhere. In addition to visiting remotely with the app, users also have the following features:

- Synchronize visit details with OS (operating system) calendar
- Receive notifications about pending video visits
- Review visit details
- Test Wi-Fi/cellular connection to determine quality of video visit

Securus is the first inmate telecommunications provider with a fully functioning application that allows users to complete remote video visits. Our application eliminates the need for laptops, Web cameras, or any additional hardware. In addition, home internet is no longer needed to complete remote video visits for users with a Wi-Fi hotspot or cellular service.

Sample app screen

Promotions

To help increase SVV adoption success for Division inmates, and your constituents, Securus can work with the Division to develop marketing promotions that might include coupon codes, first-visit-free, or other options that best suit the Division's needs.

Summary

Securus Video Visitation is a **100%** Web-based video visitation platform and integrated inmate kiosk solution specifically designed for correctional facilities.

Our video visitation service provides Securus clients the very best in video visitation without the burden and costs of managing the system. We maintain the video visitation system 24 hours a day, seven days a week, 365 days a year. The Division benefits from a quality of service that is fast, accessible, and secure.

a. **Vendor must demonstrate software that has been provided consistently over the past 36 months.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Securus has provided video visitation services since early 2014.

b. **Software must be updated on a regularly-scheduled plan at a minimum of three times per year.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

As with our SCP system, we are continually updating our Securus Video Visitation (SVV) system. The centralized platform means that the Division will always have the latest software releases and upgrades. Securus provides regular software enhancements—three to four times per year.

c. **The system shall inlcude: visitation scheduling, user management, and policy management software, must be web-based and allow for the Division to administer visitaiton sessions and visitation operations based on the Division's policies.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

SVV provides visitation scheduling, user management, and policy management software. SVV is web-based and allows the Division to administer visitation sessions and operations based on the Division's policies.

Visitation Scheduling

Friends and family members may use any standard web browser to schedule visitation schedules for approval. SVV makes the complex tasks of scheduling sessions and managing user accounts easy and secure for the facility, the friend or family member, and the inmate. The lists below provide some of the associated features and functions – inherent in SVV – required for successful deployment.

- Web-based and accessible from any standard web browser
- Simple user interface, enabling account setup and scheduling to be completed in minutes
- Automatically support multiple facilities in multiple locations with multiple housing units, making it easy to "find" the desired inmate
- Automatically display only the visitation times and dates that are available
- Automatically send an email confirmation when a visit is scheduled, modified, or cancelled
- Allow users to easily change their personal information (password, address, phone number, etc.)

User Management

User Group security permissions have been modified to allow view, manage, approve/deny, and request access configurations. As default, the Facility Administrator user group will have access to all configurations while visitors will have access to manage and request access only.

- *View*:
  - This security permission allows authorized user group members to view the exclusion list.
- *Manage*:
  - This security permission allows authorized user group members to add users and to delete users from the list. The addition or deletion will not

take effect until the change is approved by users with "Approve/Deny" permission.

- *Approve/Deny*:
    - o This security permission allows authorized user group members to approve the addition or deletion of inmates from the exclusion list.
- *Request Access*:
    - o This security permission allows authorized user group members to request access to a specific inmate (Allow List).

Policy Management

The Securus Visitation Rule engine is the most robust in the industry. Visitation Rules allows the creation of quotas for the frequency of visitation by user, terminal, location, user group, and site. This feature allows authorized facility personnel to create and enforce rules such as allowing the Inmate User Group to have a maximum of two (2) on-site visits per one (1) week. Visitation Rules do not apply to Emergency calls.

Visitation Rules are accessed through the SVV application at https://securusvideovisitation.securustech.net/. Select the "Sites" icon, and then choose "Visitation Rules" from the bottom navigation bar. Other items accessible only by Securus administrators appear in the bottom navigation bar such as "manage modules."

Visitation Rules
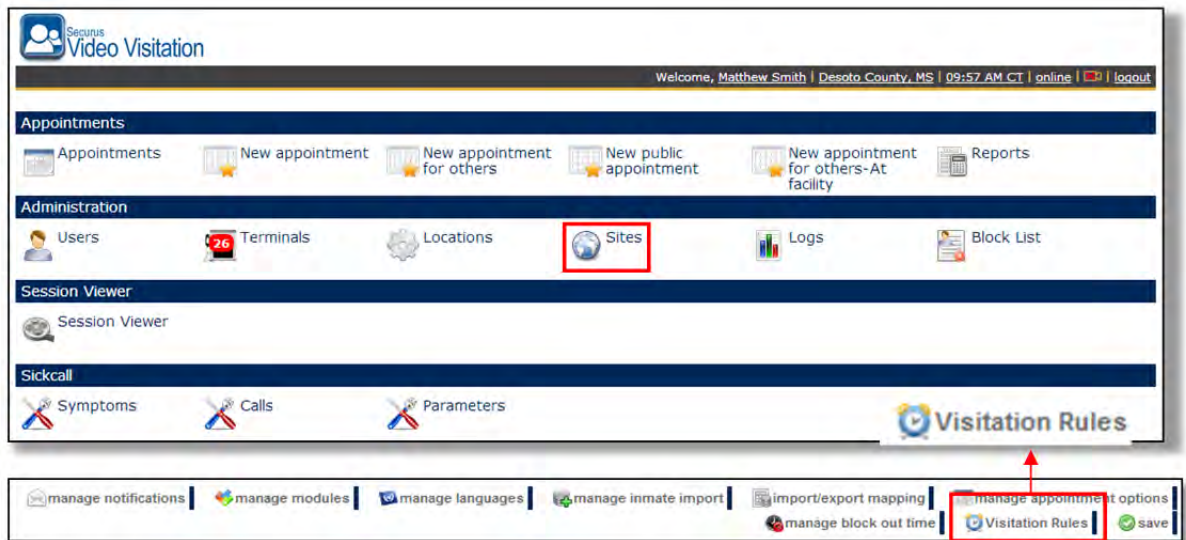
Creating New Visitation Rules

While in the Visitation Rules section of the SVV portal, click on "new" to create a new Visitation Rule.

Create a New Rule
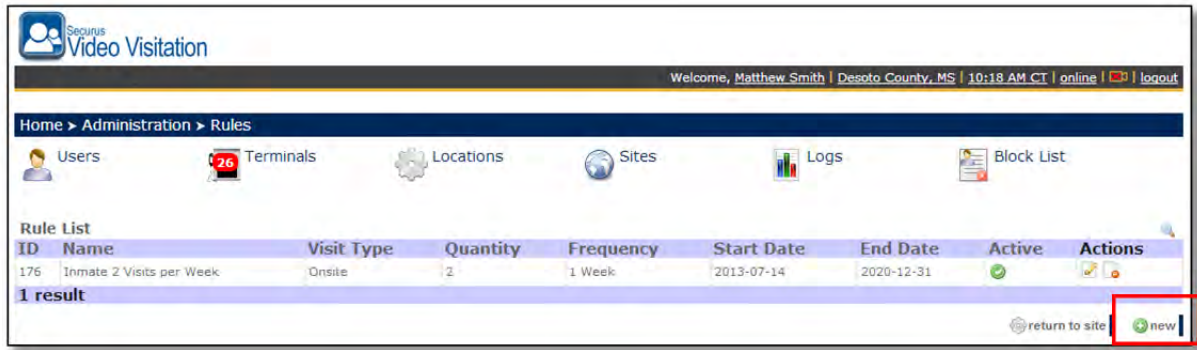
From here, you will define a rule name, and configure the following fields:

- **Visitation Type**:
    - Regular: Unpaid remote visit (typically not available)
    - Onsite: Standard on-site visit
    - Home: Applies to both friends & family home user and attorney home user
- **Quantity**: Maximum quantity of the selected visitation type
- **Frequency**: Frequency of duration of time
- **Duration**: Day, Week, or Month
- **Start Date**: Date in which the Visitation Rule will begin to be enforced
- **End Date**: Date in which the Visitation Rule will end. Rules will continue to be enforced on the end date and will discontinue the following calendar day
    - All Visitation Rules MUST have a start and end date
- **Status**: While creating a new rule, the "Activate" checkbox must be selected for the rule to be active. Existing rules can have a status of:
    - Active
    - Disabled
    - Expired

Define a New Rule

During the creation of a rule, the rule can be associated with a user, terminal, location, user group, or site. Users can create a new rule without an initial association. However, new rules will not be in effect until there is, at least, one entity associated. Associations, in order of priority, are as follows:

- **User Association**: Rule applies only to a specific Inmate or user
- **Terminal Association**: Rule applies to a specific terminal. This is a cumulative rule applied to the Terminal only – NOT the users under the Terminal*
- **Location Association**: Rule applies to a specific location such as a pod. This is a cumulative rule applied to the Location only – NOT the users under the Location*
- **User Group Association**: Rule applies to every member of the user group to which the rule is associated
- **Site Association**: Rule applies holistically to the Site. This is a cumulative rule applied to the site only – NOT the users under the Site*

  The behavior of cumulative rules will soon change such that the rule will apply to all users at the association level.

Rules are also prioritized based on the association level in which they are applied. For example, a visitation rule applied to a User (highest priority) takes higher priority than a rule associated with a Site. This means that if there is a Site level rule that allows inmates to have one on-site visit per 1 month and a User level rule for a specific inmate to have five on-site visits per 1 month, the User level rule take priority.

Example Visitation Rule:

- Rule Name: 2 Visits per Week
- Visitation Type: Onsite
- Quantity: 2
- Frequency: 1
- Duration: Week

    Reads: 2 onsite visits per 1 week

If two rules with the same priority conflict, both rules will need to pass to schedule and appointment. An example of this conflict is an Inmate User Group visitation rule to allow one on-site visit per week and an Attorney User Group visitation rule that allows five on-site visits per week. Both rules must pass to schedule a visit.

Associating Visitation Rules

Enforcement of a Visitation Rule requires association with a user, terminal, location, user group, or site. There are two ways to associate a rule:

- Edit the Visitation Rule by going to the "Visitation Rules" section within the "Site" icon. Here, Facility administrators can associate a rule with a User, Terminal, Location, User Group, or Site.
- Edit the association category by going to any one of the "User" or "Site" icons.

To add a user-level visitation rule, either navigate to the visitation rule and select "Edit" or click on "Users," select the users edit button and scroll down to the "Rules" section. Locate the rule that you would like to apply and drag/drop it into the "Attached Rules" section.

Associate a Rule

To attach rules, drag the rule in "Available Rules" area and drop it into "Attached Rules" area.

Editing Visitation Rules

To edit or delete a visitation rule, simply go to the Visitation Rules section of the Securus Video Visitation portal and click on the "edit" or "delete" button.

Editing Visitation Rules

When editing a visitation rule, you can modify all components of the rule as well as add and delete associations. A popup showing the number of impacted sessions displays before saving a rule change. This prevents the unintentional cancellation of previously scheduled visits.

Editing Visitation Rules – Confirmation
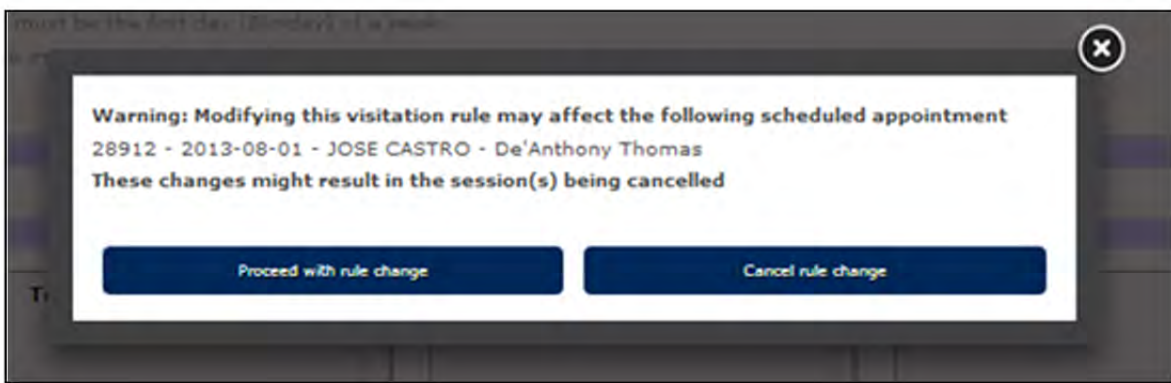
If the rule change does not impact scheduled appointments, the following popup will be displayed:
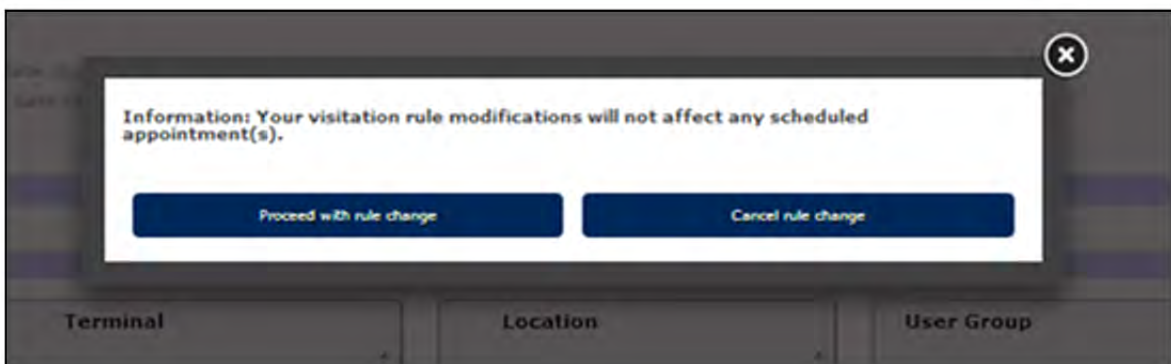
Logging

SVV logs all changes to Visitation Rules accessible with the "Log" icon.

Logging Changes
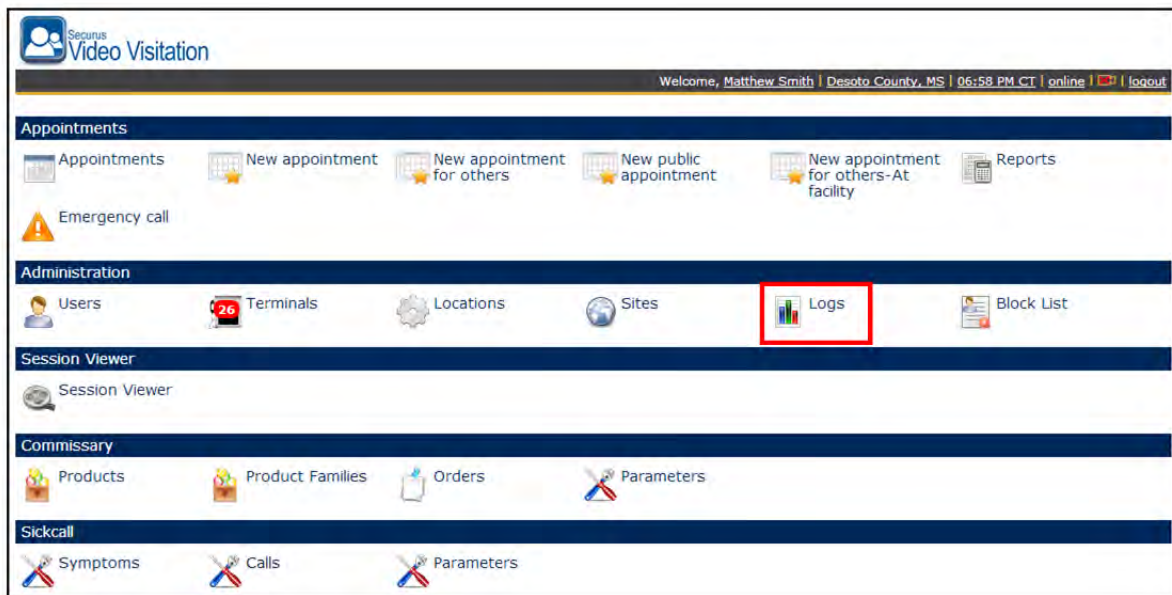
Example log outputs include:

Example Log Output

User	IP Address	Date	Type	Message
John Smith (admin)	1.2.3.4	2015-09-13 02:30:00 PM MT	Info	Rule 1234, "rule name" was added
John Smith (admin)	1.2.3.4	2015-09-13 02:30:00 PM MT	Info	Rule 1456, "rule name" was deleted
John Smith (admin)	1.2.3.4	2015-09-13 02:30:00 PM MT	Info	Rule 6661, "rule name" was updated

Bypass Visitation Rules and Buffer

Securus Video Visitation allows authorized facility administrative users to bypass visitation rules and visitation buffers when scheduling appointments for the public. Rules can be bypassed when scheduling the following visits:

- New public appointment: On-site visit scheduled by facility administrator

Bypass Visitation Rules

Example: Facility requires 24 hours visitation buffer and has an active visitation rule that allows inmates to have two on-site visits per week. The facility can choose to override both the buffer policy and visitation rule by choosing to "Bypass rules" while scheduling the visit.

Appointments scheduled in "Bypass" mode are NOT counted towards visitation rules but will be logged in the system log.

Example Log Output

User	IP Address	Date	Type	Message
John Smith (admin)	1.2.3.4	2015-09-13 02:30:00 PM MT	Info	Session 1234 was scheduled using bypass all system rules.

Security Permissions

Securus Video Visitation security permissions have been modified to accommodate the new Visitation Rules feature. Facilities that have multiple administrator groups will not be automatically updated.

d. Visitation sessions shall connect automatically without any intervention from the Division.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

The Inmate and user can log in 60 sessions prior to the start of the visit. The systems will connect at the appointed time.
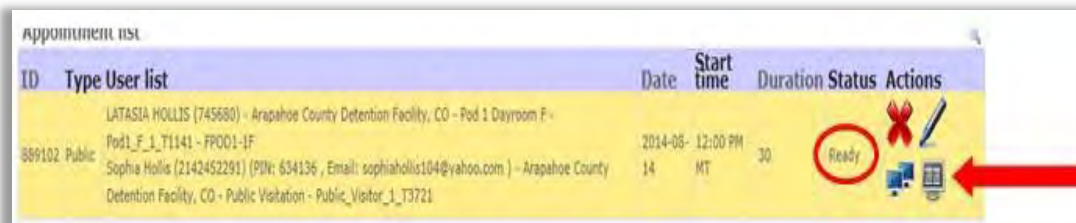
When a session is scheduled, the status will read "Scheduled" with two monitors displayed in the actions bar.
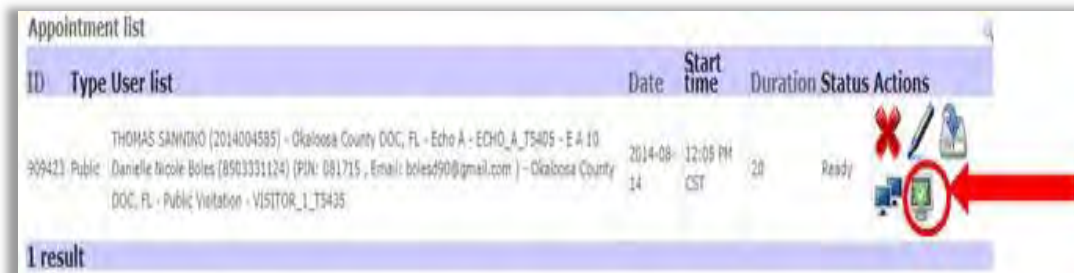
Once the visitor/inmate logs in, an additional monitor in the actions bar will show that the visitor/inmate has logged in and the status will change to Ready.

A green check mark will appear on the single monitor to indicate that both the inmate and the visitor have connected and are engaged in a live session.

The session will connect once the scheduled time begins.

e. **The inmate interface must have a multi-lingual interface (English and Spanish at a minimum).**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Securus offers English and Spanish through both ConnectUs and SVV.

ConnectUs supports the ability to display applications in multiple languages—allowing inmates to use the system in their preferred language and enhancing the Division's support of non-English speaking inmates.

Inmates can change the display language by selecting the language icon in the header of ConnectUs. Even better is that ConnectUs stores videos and documents in multiple languages, and then displays videos for only the language that is selected—so the applications on the screen will dynamically change, based on content that is available for the selected language.

ConnectUs Multiple Languages

f. **The system should provide web-based visitation scheduling for authorized users utilizing any standard web browser.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Inmates' friend and family members access Securus Video Visitation by going to www.securustech.net using any standard Internet browser. This website allows users to establish an account, schedule and pay for a video-visitation session, and view account activity.

Using the video visitation website, they can select the facility and inmate they wish to participate in for an At-Home video visitation session. Because it is completely integrated with the Jail Management System, the scheduling application automatically schedules visits according to the housing location of the inmate in the facility, which terminals are available to that specific housing location, and available times for video visitations to be held. As friends and family or members of the public elect to conduct remote visitation sessions, they pay for the session on a per-session charge using a credit or debit card.

On-Site Video Visitation is the classic type of inmate video visitation where visitors and inmates can communicate with each other via video. The visitor arrives at the facility's visitation area and, after security verification, is allowed to sit at a terminal.

The visitor's video session can be scheduled by going to www.securustech.net via an easy to use, step-by-step touch screen menu on visitation center terminals, or by the corrections officer. How this is done can be configured to the facility's specific needs.

When prompted, the inmate identifies himself/herself on the terminal using single or dual password authentication and the session is started automatically, requiring no officer intervention.

g. **The system must allow users to easily and simply schedule visitation sessions.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Securus Video Visitation makes the complex tasks of scheduling sessions and managing user accounts easy and secure for the facility, the friend or family member, and the inmate. The lists below provide some of the associated features and functions – inherent in Securus Video Visitation – required for successful deployment.

User Account Set-up and Scheduling Features for Friends and Family Members

- Web-based and accessible from any standard web browser

- Simple user interface, enabling account setup and scheduling to be completed in minutes
- Automatically support multiple facilities in multiple locations with multiple housing units, making it easy to "find" the desired inmate
- Automatically display only the visitation times and dates that are available
- Automatically send an email confirmation when a visit is scheduled, modified, or cancelled
- Allow users to easily change their personal information (password, address, phone number, etc.)

Secure, At-Home Visitation Scheduling

User Account Control and Scheduling Features for the Facility

- Secure, web-based access anytime/anywhere – providing different levels of authority and requiring unique usernames and passwords
- Point and click to view thorough user information including photo ID and easily approve or reject user account
- View, manage, report, and modify scheduled visits from the Securus Video Visitation dashboard
- Review historical staff usage through system user logs

Scheduling Features for Inmates

- Terminals with simple touch screens and user friendly, basic icons - providing inmate access in English, Spanish, and any other language requested by the Division
- Large letters and numbers that clearly display pending visits
- Built in lighting to enhance screen images
- On screen timer to show remaining time left for visitation

   h. **Remote video visitation sessions must be able to be conducted in both Android and Apple formats for smartphones and tablets.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Securus' video solution has grown larger and faster than any other system in the industry because the technology and service is the best. Securus' SVV app for Apple iPhone®, iPad®, iPod touch®, and Android™ devices continues that technology growth with full mobile support for conducting video visitation sessions.

This revolutionary new app makes it easier for inmates and friends and family members to communicate, which provides facility customers with additional investigative sources as well as an additional revenue stream.

Full mobile support provides an easy and convenient way for Securus Video Visitation users to complete remote video visits with an Apple device or Android smartphone or tablet. The ability to conduct remote video visits with a mobile device provides family and friends with limitless opportunities to visit with their incarcerated loved one from almost anywhere. In addition to visiting remotely with the app, users also have the following features:

- Synchronize visit details with OS (operating system) calendar

- Receive notifications about pending video visits

- Review visit details

- Test Wi-Fi/cellular connection to determine quality of video visit

Securus is the first inmate telecommunications provider with a fully functioning application that allows users to complete remote video visits. Our application eliminates the need for laptops, Web cameras, or any additional hardware. In addition, home internet is no longer needed to complete remote video visits for users with a Wi-Fi hotspot or cellular service.

Sample app screen

Promotions

To help increase SVV adoption success for facility users, inmates, and your constituents, Securus can work with the Division to develop marketing promotions that might include coupon codes, first-visit-free, or other options that best suit the Division's needs.

Securus Video Visitation Advantages

Securus offers a mobile website, iOS application, and Android application that facilitate remote video visitation. This allows for more visitation opportunities and increased revenue sharing. To date:

- Friends/family members have installed the mobile app more than 61,000 times.

- Securus has conducted more than 1.3 million SVV remote sessions and 1.9 million on-site sessions in the past three years

i. **The system must require visitors to provide both a photo of themselves and photo of identification (state issued ID, drivers license, military ID) during registration for Division staff approval prior to a vistiation session.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

SVV requires visitors to provide both a photo of themselves and photo of identification (e.g. driver's license) during registration for Division staff approval prior to a visitation session for user creation.

Photo Identification Approval Page

Visitors can easily register from any Web-enabled device by going to www.securustech.net. When the facility staff approves the account request the visitor receives an email notification that they have been approved and can now schedule their visit.

Attorneys have a separate registration process from the general public. Attorney accounts will require additional verification, such as a Bar ID.

After completing the process, facility personnel must approve and authorize the user's registration before visitation sessions can be scheduled. This process allows the Division to verify a visitor's eligibility to visit with an inmate.

Facility Approval

Facility administrative users will have the capability to review and approve or reject end user access requests. This process was designed with efficiency in mind and takes only minutes to complete. For maximum security, video visitation requires separate approval from SCP's PAN list. All users who have been accepted by one or more sites can access the Securus Video Visitation system by going to www.securustech.net/VideoVisitation and selecting the "Schedule a Visit" button or by going directly to https://www.videovisitation.securustech.net. To view pending user access requests, administrators will click on the "Users" icon.

Once a user account is approved by the specific correctional facility, users can begin scheduling Securus Video Visitation appointments.

Online Approval for User Access Requests

j. **Visitors must be able to pay for the video visitation session using either a credit card or a debit card.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Securus offers payment options using credit and debit cards. Securus does not require funding to register or create a video visitation account.

k. **The system must only display timeslots that meet Division policies.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

SVV displays only available time slots to friends and family members to avoid double-booking appointments. Inmates can easily see appointments scheduled for that day by pressing the Appointments icon on an SVV terminal. To track inmates, SVV interfaces with Jail Tracker and takes data feeds approximately every 15 minutes. If an inmate is moved to court or the infirmary, for example, any sessions scheduled for that inmate during that time period will be automatically cancelled and notification sent to the individual who scheduled the session.

l. **The system must conduct conflict checking and only display times which are available when visits are being scheduled.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

The SVV scheduling system will be integrated with JailTracker, which identifies an inmate's housing location. The system is continually updated to track all inmate movements. Our visitation scheduling system considers the number of available visitation stations, any inmate restrictions, visitation hours, lockdown events, and populates the system with the available visitation dates and times. The system does not allow conflicting visits.

m. **The system must allow users to easily change their personal information (i.e. password, address, phone number, etc.)**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

SVV allows users can easily change their personal information. Each user has access rights assigned by the administrator, allowing the Division to control access based on the facility's security clearance objectives. Administrators can limit individual access to each application, and can also limit access to each function within each application. A user log documents the user, time of access, and accessed modules as an added security measure.

n. **The system must be able to notify a visitor when a visit is scheduled, modified, or cancelled.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

SVV automatically sends an email confirmation whenever a visit is scheduled, modified, or cancelled. Securus online also sends out an activation email prior to scheduling to verify the person's email address.

o. **The system must be able to identify every visit for reporting and tracking purposes.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

All transactions on the Securus Video Visitation system are logged and time-stamped, providing 100 percent traceability. Detailed information about any visit can easily be retrieved. The Recorded Session Details Report provides information on past, present, and future scheduled visitation sessions.

Report results can easily be exported by choosing the file format and clicking on the "Export Data" button or filtered ascending/descending by clicking on the column heading. In addition, the "Info" button can be selected to display more data and the "Search" field can be used to search for any word within the results.

Exported report results include:

- Site Name
- Site ID
- Appointment ID
- Visitation Type
- Recorded
- Inmate Name
- Inmate ID
- Inmate Location
- Inmate Terminal
- Visitor Name
- Visitor User Group
- Visitor PIN
- Visitor Location
- Visitor Terminal
- Scheduled Start Date
- Scheduled Start Time

- Scheduled Duration
- Status
- User (1)
- IP Address (1)
- Date (1)
- Time (1)
- Type (1)
- Message Notes (1)
- User (2)
- IP Address (2)
- Date (2)
- Time (2)
- Type (2)
- Message Notes (2)
- Etc.

**Note: Additional columns are added based on the maximum number of "Notes" in any record included in the report results.

p. **The system must offer customizable set durations (i.e. 20, 30, 40 minutes) for each visit.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Securus' visitation system can easily be configured to accommodate the length of on-site visit that the Division desires. Authorized staff can select the visitation duration.

q. **The system must provide a visual warning message to inform both the visitor and inmate that the session will be ending in XX minutes or provide a visual countdown timer.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

SVV provides a visible, on-screen clock to show remaining time left for visitation for both the inmate and the visitor. The SVV system will also provide onscreen countdown prompts that can be adjusted through the administrative dashboard by authorized staff.
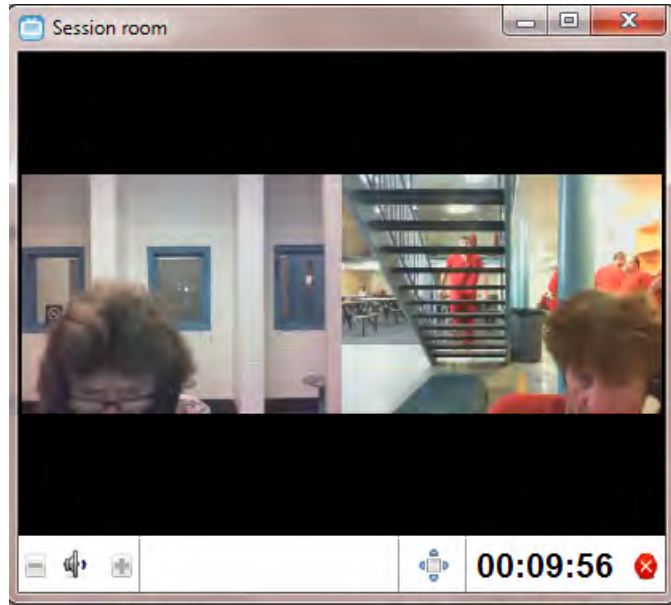
A First Warning Message is defined for each service. It sets the length of time in seconds before the "Buffer Time" begins at which a "First Warning" message is displayed. The content of the message varies depending on the "Priority Action" of the service.

Note: the message shows the number of minutes configured:

Block Action:
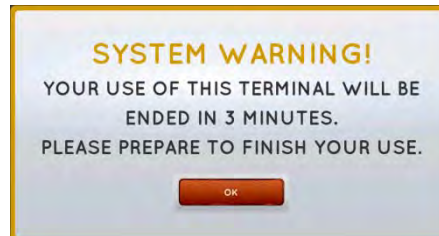
1-Minute Warning Message content varies depending on the "Priority Action" set for the service.

Block Action:
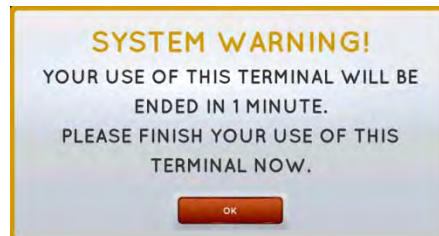
Automatic Closure of Blocked Applications at Buffer Time

When the Buffer Time is reached, all services/applications whose Priority Action has been set to "Block" are forced to close. Additionally, this message is presented:
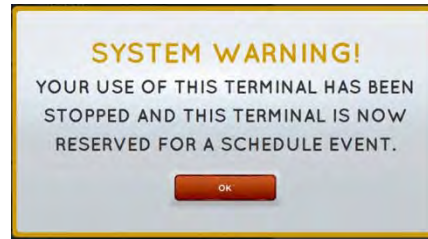
r. **The system must provide different levels of functionality to facility staff users based upon user type**

1) **(Administrators – create/manage/edit – users, schedules, visitation rules, download recorded sessions;**

2) **Users – create/manage scheduled video visits, live monitoring sessions, approve/deny visitors;**

3) **Read – Only can only view scheduled visits).**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Similar to the Securus SCP system's multi-level password scheme, SVV also allows for a multi-level password scheme. This allows for different user levels—such as administrators, users, and read-only users—based on the user's credentials.

s.   **The system will require a unique username/password that will allow access to only assigned features.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

All SVV users must have a unique username/password to access the system. Each user has access rights assigned by the administrator, allowing the Division to control access based on the facility's security clearance objectives. Administrators can limit individual access to each application, and can also limit access to each function within each application. A user log documents the user, time of access, and accessed modules as an added security measure.

t.   **The system shall provide specific information for tracking inmate and visitor activities, provide an audit log of all activity.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

The Division staff will be able to view a log of all user activity by clicking on the **Logs** icon and filter results by clicking on the icon. Logs include the user name, IP address, type of information accessed, and a general message regarding the user's activity. Authorized staff will be able to track users who have viewed and/or downloaded the recording file(s).
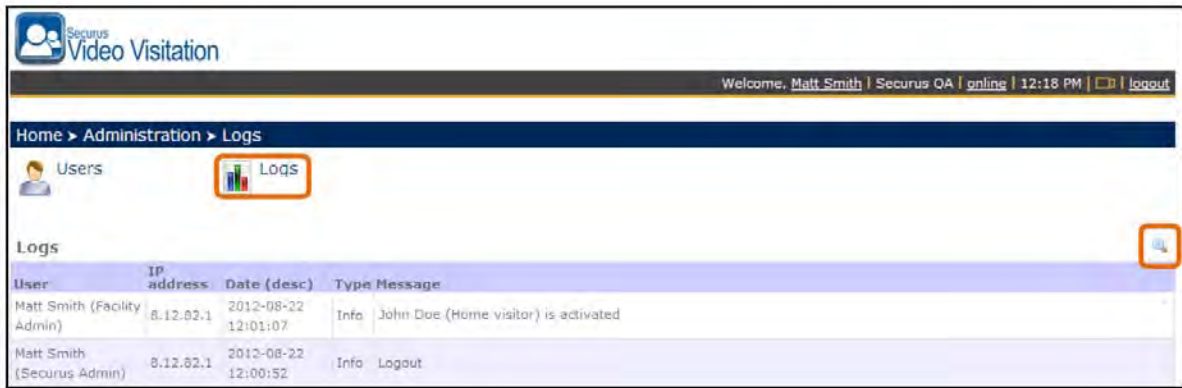
Authorized Division users can run detailed reports on specific information.

Securus Video Visitation Administrator Home Page

SVV offers two types of reports that can be exported in CSV, XLS, and PDF:

- Appointment Report
- Recorded Sessions Report

Securus Video Visitation Detailed Reports - Dashboard
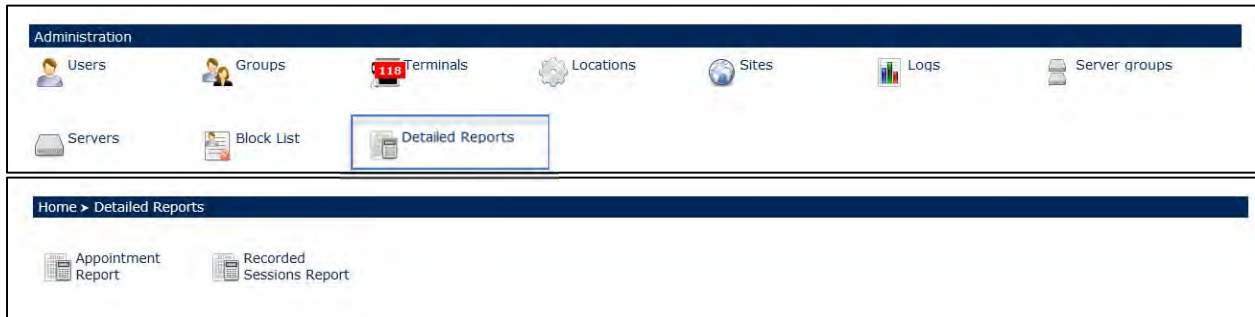
Securus Video Visitation Appointment Report
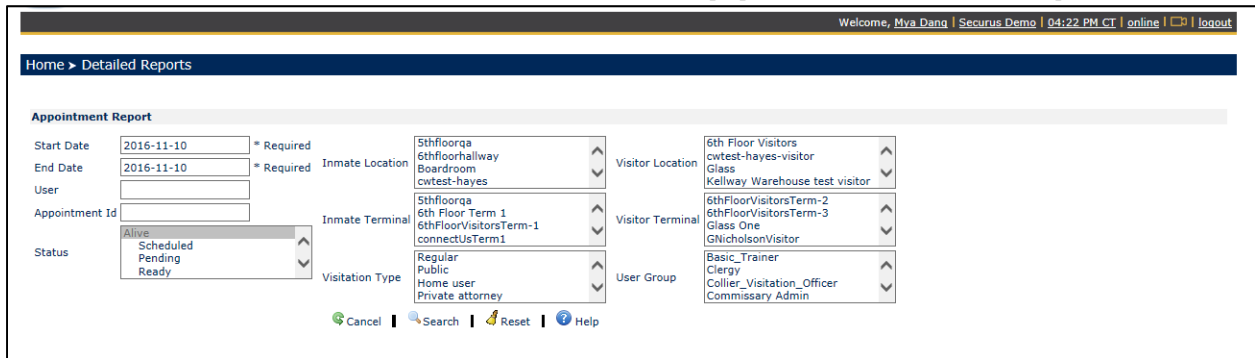
u. **The system will allow for an interface with or data retrieval for the Division's Jail Management System (JailTracker).**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

v. **The system must use the same inmate identification number (jacket number) to identify the inmate.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

The Securus Video Visitation system is compatible with the inmate identification numbers used in the inmate telephone system, created by the Division's Jail Management System.

w. **The system must automatically cancel a visit if the inmate's visitation eligibility status has changed, or if the inmate is relocated to an area that does not allow or does not have visitation available or if the inmate has been released.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

To track inmates, SVV interfaces with JailTracker and takes data feeds approximately every 15 minutes. If an inmate is released or is moved to court or the infirmary, for example, any sessions scheduled for that inmate during that time period will be automatically cancelled and notification sent to the individual who scheduled the session.

x. **The system must send a notice to the visitor if the vistation session is cancelled.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Any visitation conflict due to manual scheduling changes is automatically cancelled. The visitor is notified via email of the cancellation and directed to reschedule their visit.

y. **The system must provide methodology for identifying those persons whom the Division has suspended visitation privileges. The system should be capable of allowing the Division to interrupt ongoing visits and send notification and documentation why the session was cancelled.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

SVV allows the Division staff to monitor ongoing visits and cancel them during the visitation. In addition, if the visit is cancelled, notification will be sent.

SVV allows the Division staff to search for inmates whose visitation privileges have been suspended or have been assigned a rule limiting their visitation frequency. The system will not allow video visits to be scheduled for inmates who have suspended visitation privileges.

z. **Must be able to do searches and create reports.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Securus Video Visitation allows authorized users generate custom **Recorded Session Details** and **Appointment Details** reports and export them in multiple common formats such as Microsoft Excel, CSV and PDF.

To access the reports simply select [Detailed Reports] from th [Administration] Section of the Menu.
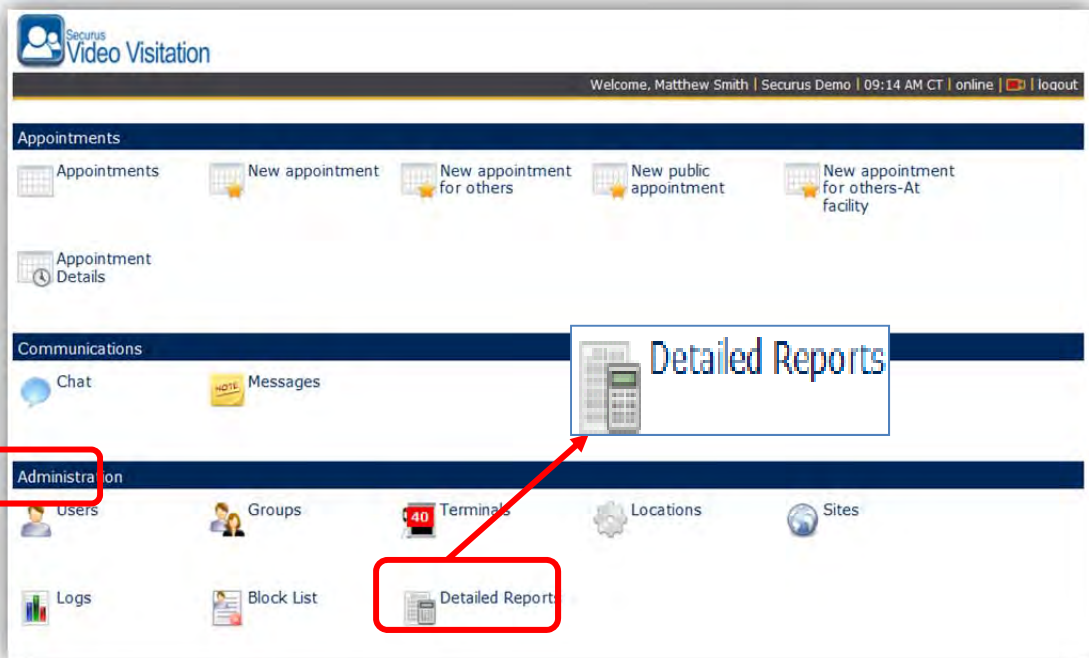
The Detailed Reports application includes two primary reports;Recorded Session Details and Appointment Details. At any time, simply click the "Detailed Reports" breadcrumb at the top of the screen to navigate back to the main reports page or click on "Home" to navigate back to the home page.
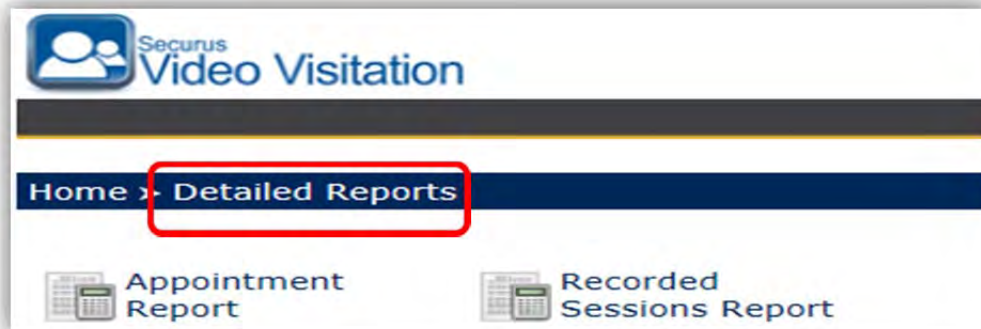
Recorded Session Details Report

The Recorded Session Details Report provides information on previously recorded visitation sessions.

Report filters include:

- Start Date (Required)
- End Date (Required)
- User
- Session ID
- Appointment ID
- Inmate Location

- Inmate Terminal
- Visitation Type
- Visitor Location
- Visitor Terminal
- User Group

Report results can easily be exported by choosing the file format and clicking on the "Export Data" button or filtered ascending/descending by clicking on the column heading.

Exported Reports results include:

- Site Name
- Site ID
- Appointment ID
- Session ID
- Visitation Type
- Inmate Name
- Inmate ID
- Inmate location
- Inmate Terminal
- Visitor Name
- Visitor User Group

- Visitor PIN (null for remote visits)
- Visitor Location
- Visitor Terminal (null for remote visits)
- Scheduled Start Date
- Scheduled Start Time
- Status
- Recording Start Date
- Recording Start Time
- Recording Duration
- Visitor PIN (null for remote visits)

The application will only show the first 1,000 records, however, there will be a notification at the top and bottom of the screen if additional records are available by exporting the report.

Appointment Details Report

The Recorded Session Details Report provides information on past, present, and future scheduled visitation sessions.

Report Filters include:

- Start Date (Required)
- End Date (Required)

- Inmate Terminal
- Visitation Type

- User
- Appointment ID
- Status
- Inmate Location

- Visitor location
- Visitor Terminal
- User Group

Report results can easily be exported by choosing the file format and clicking on the "Export Data" button or filtered ascending/descending by clicking on the column heading. In addition, the "Info" button can be selected to display more data and the "Search" field can be used to search for any word within the results.

Exported Reports Results include:

- Site Name

- Site ID
- Appointment ID
- Visitation Type
- Recorded
- Inmate Name
- Inmate ID
- Inmate Location
- Inmate Terminal
- Visitor Name
- Visitor User Group
- Visitor PIN
- Visitor Location
- Visitor Terminal
- Scheduled Start Date
- Scheduled Start Time
- Scheduled Duration
- Status
- User (1)
- IP Address (1)
- Date (1)
- Time (1)
- Type (1)
- Message Notes (1)
- User (2)
- IP Address (2)
- Date (2)
- Time (2)
- User (2)

**Note: Additional Columns are added based on the maximum number of "Notes" in any record included in the report results

Similar to the Recorded Session Details Report, only 1,000 records are displayed in the application and additional records are available by exporting the report.

    aa. The system shall allow for visitation recording.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

The SVV provides synchronized digital video and audio recording for all visitation sessions.

- Each microphone and camera time-stamps each media packet—that includes an audio and a video packet.

- The timestamp for each media packet is synchronized using a shared reference clock.

- The media packets are then transported to the Securus data center and then back out to the other end.

- When the media packets from one end are received and rendered for viewing at the other end, the audio and video are synchronized by correlating the timestamps from each audio and video packet.

bb. Video Visitation should be conducted on both the tablets and a visitation kiosk.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

cc. The visitation kiosk should have the same capabilities of the inmate tablet.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

dd. The kiosk must have a method that scheduled video visitation sessions take priority over unscheduled events.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

ConnectUs™ manages available applications by the time of the day or day of the week. This allows for information applications, such as an inmate handbook, to be available during non-calling hours. ConnectUs™ automatically prioritizes scheduled communication events higher than non-scheduled communication events. If a video visitation is scheduled and another inmate wants to use the same terminal for a telephone call, ConnectUs™ will limit the call duration to avoid conflict with the video visitation session. Similarly, the Telephone Calling Application is disabled when a video visit is scheduled to begin. We manage usage conflicts, so your staff does not have to.

Automated Information Service –

The Division currently has an automated information service in use that provides general information, inmate information, visitation information, court information. Please explain in detail any automated information services offered to the Division. Include the amount of time required to administer the system and disclose all one time and ongoing costs, if any, to the Division, and cost of intergration with the Division's jail management system (JailTracker)

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Securus will continue to provide, support, and maintain the existing Automated Information Services (AIS). AIS is the industry's first and only hosted, interactive voice response (IVR) system that provides general facility and inmate-specific information to detainees and outside callers over the phone. AIS also can be configured to enable inmate family members and friends to open or fund a prepaid calling account or an inmate's trust using their phone. These additional funding options make it easier for family members and friends to contribute funds, increasing a facility's potential commissionable revenue.

All functionality is available around the clock, allowing constituents to access the system whenever they need it. AIS can be configured to provide callers:

- Criminal charges
- Bond amounts and types
- Court dates, times, and locations
- Projected release date
- Commissary balance
- Visitation eligibility
- General facility information
    - Facility location
    - Directions
    - Hours
    - Mailing policies
    - Visitation policies
    - Money deposit policies

AIS retrieves information from a facility's various management information systems, including jail management and court systems, every 15 minutes. The service offers an English and Spanish interface, text-to-speech playback of inmate names, and a touchtone and speech recognition interface. Family members and friends access AIS by calling the facility's normal telephone number. Inmates access their information by dialing a speed-dial code from any inmate telephone.

Additional AIS benefits include:

- Improved efficiency – quickly answering inmates, family members, and friends while freeing staff to focus on other responsibilities
- Use of phone system already installed – no need for additional hardware or wiring
- Answer 90 percent of inmate questions currently answered by corrections officers
- Reduce calls answered by staff by 80 to 90 percent – AIS provides 24-hour access and eliminates most common calls
- Realize a 200 percent increase in answered calls – able to assist callers who might otherwise hang up because of extended wait times
- Reliable system – 99.9 percent uptime service level agreement
- Usage summary emailed to the facility every month
- Increase commissionable revenue by allowing another funding method

AIS Return on Investment

Most facilities find incoming phone calls to be an administrative burden. Securus estimates that an average facility receives one half telephone call per day, per inmate, with each call averaging four minutes. Inmates ask facility personnel an additional one half question per day. These activities consume administrative resources and take personnel away from their primary responsibilities.

Monthly Time Consumption per Inmate

1 inmate X ½ call X 4 min X 30 days = 60 minutes

AIS 2.0 Value Automation

Incoming Requests: AIS automates 80 percent of administration requests, which results in a savings of 48 minutes per ADP per month

Inmate Requests: AIS automates 90 percent of inmate requests, which results in a savings of 54 minutes per month per ADP

Jail Voicemail

Jail Voicemail is a one-way communication product that allows family members and friends to leave a 45-second voicemail for an inmate. This provides a quick and easy way for the inmate's loved ones to initiate communication or deliver timely information to an inmate. When an inmate calls into AIS, they will be alerted to a new voicemail message. As is the case with all inmate telephone calls, Jail Voicemail is recorded and monitored for investigative purposes.

Additional Jail Voicemail benefits include:

- Enables communication at times other than scheduled telephone calls
- Provided at no cost to the inmate or facility
- Ability to review and save messages for 60 days from the date the it was created

Further, Securus has fully integrated Jail Voicemail into our Secure Call Platform (SCP) to enhance investigative capabilities. SCP has the ability to ensure Jail Voicemail recordings are readily available to the inmate and easily distinguished from other calls.

Testimonials

"The system has drastically reduced the need for staff to handle calls from the public [asking for] information on inmates. The system also is capable of handling many more calls coming in than staff could ever respond to. Inmates can also access their own information which has reduced "kites" by over 50%. Deputies are less distracted by inmates seeking information and can concentrate on their primary duties (Safety and Security of the Facility). The automated system has streamlined inmate information access which has had a direct effect on operational efficiency."

- Lt. Mark Martin, Jefferson County Sheriff's Office

"Someone came back from vacation just after AIS was installed and reported that there was a problem with the phones because they weren't ringing anymore."

- Lt. Hammond, Lorain County

"Our deputies love it, so I love it. We're now saving over two officer's worth of time!"

SECURUS Technologies AIS Web Reporting

connecting what matters

Caller Usage Report for FultonGA

Report Start Date: 7/1/2017   Report End Date: 7/31/2017

PUBLIC USAGE

CALLS

Total Calls	25,628
Forced Transfers	8,416
Automation Rate	67.16%
Total Call Duration	674 hrs 47 mins 51 secs
Average Call Duration	1 min 34 secs
Phone Account Funding Selected	1,549
Voicemail Selected	759

MENUS

Main Menu Played	28,017
General Info Menu Played	3,143
Inmate Specific Menu Played	10,271

GENERAL INFO MENU OPTIONS

Location Option	167
Mail Option	202
Medical Option	74
Phone Funding Option	87
Numbers Option	261
Property Option	116
Visitation Option	188
Money Option	148
Custom offender Option	21

LANGUAGE

English Callers	25,432
Spanish Callers	196

INMATE LOOKUP	
Inmate Lookup Prompt Played	11,811
Inmate Name Confirmed	5,719
Inmate Birth Date Confirmed	5,261

INMATE SPECIFIC	
Charges Played	2,534
Bail Bond Info Played	3,415
Visitation Schedule Played	1,020
Inmate ID Played	679

INMATE USAGE

CALLS	
Total Calls	4,114
Total Call Duration	98 hrs 49 mins 57 secs
Average Call Duration	1 min 26 secs

MENUS	
Main Menu Played	7,105

LANGUAGE	
English Callers	4,012
Spanish Callers	21

INMATE SPECIFIC	
Charges Played	2,002
Bail Bond Info Played	1,644
Court Info Played	1,578
Play Voicemails Selected	635

**If you need assistance please contact Securus Support
Email: aissupport@securustech.net or call 877-677-4225**

212

a. **The system must be bilingual for non-English speaking residents.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

AIS offers an English and Spanish interface, text-to-speech playback of inmate names, and a touchtone and speech recognition interface.

b. **System must use Voice Recognition and Response for interactions.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

AIS is the **industry's first and only** hosted IVR system that automatically provides general facility information and inmate-specific information to detainees and outside callers over the phone using voice recognition and response technology. AIS has over 170 deployments to date.

c. **System must have the ability for customized settings based upon the needs of the facility.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Investigative Tools

Please explain in detail any and all investigative tools available. Include the amount of time required to administer the system and disclose all one time and ongoing costs, if any, to the Division.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Securus will continue to provide, support, and maintain THREADS. THREADS is a powerful, accurate, easy to use, investigative tool that will automatically analyze data such as inmate communication records, public phone records, and data from confiscated cell phones to automatically generate focused leads for investigators. Leads can include suspicious calling

patterns, inner circles, communication events to numbers on a bounce list, associations between multiple inmates, correlations to called parties, and much more. Investigative staff can easily uncover patterns of fraternization between inmates and correctional officers, discover common contacts between inmates and called parties, and customize the information and reporting to exclude

213

irrelevant data such as family or lawyers.

THREADS will detect criminal organizations being run from within jail, detect when multiple inmates are talking to one called party at the same time, find associations of multiple called parties based on who is calling them, and identify inmates who possibly have a contraband cell phone based on calling patterns.

Sources of Information

All SCP calling data (such as call records, phone numbers, billing name and address) is automatically integrated into THREADS the moment THREADS is enabled for a facility. All other sources of data can be imported into THREADS and analyzed together in an investigation. For example, informaion from a confiscated cellular phone can be uploaded to THREADS, and analyzed with the corrections communication data to uncover potential criminal activity.

Access to more investigative data helps solve crimes and close cases. Securus THREADS is the most widely used investigative platform in the industry, with approximately 2,200 facilities installed, more than 1 million inmates served, and more than 1 million calls processed per day. With THREADS, investigators can share information with other law enforcement agencies (including other departments, jurisdictions, and facilities) by granting secure access to your data. Likewise, other agencies can grant your investigators access to their data.

Graphic Representation

All information is presented graphically as well as in text.

Activity and Hole Detection
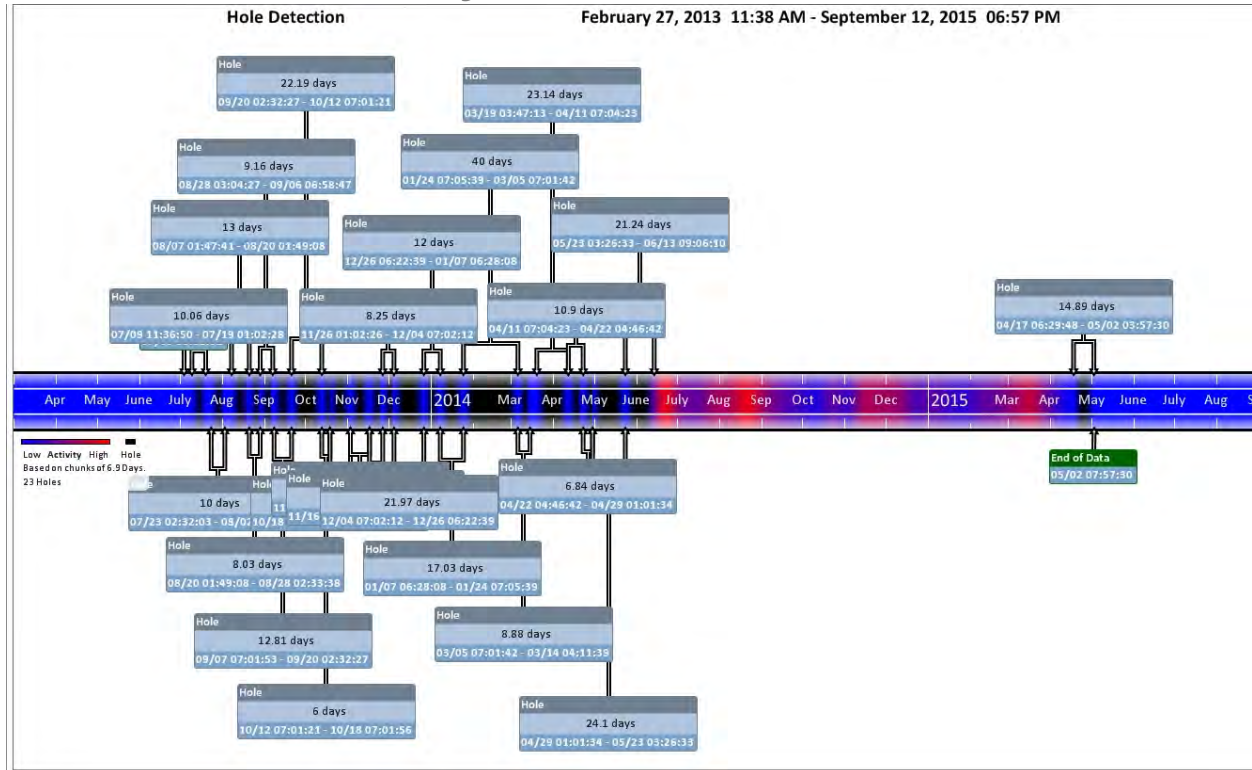
Interactive timeline charts and graphical analysis make it easy to reveal periods of high-intensity calling and other patterns.

THREADS analyzes data and provides interactive visual tools to produce easy-to-understand reports, charts, interactive graphs, maps, and build evidence for use in a trial. Additionally, investigators can create customized alerts so they are notified when THREADS uncovers critical information.

Securus' THREADS is a powerful investigative technology that no other provider can offer the corrections industry.

Additional Investigative features

In addition to maintaining Tift County's current THREADS product, Securus can offer the following investigative features:

- Location Based Services (LBS)
- Continuous Voice Identification (IPRO)
- ICER
- Guardian Exchange

Location Based Services

Location Based Services is exclusively a Securus product and seamlessly integrates into the Secure Call Platform system.

The Securus proprietary Location Based Services (LBS) product allows facilities to determine the true location of a cellular phone. LBS provides the following benefits to correctional institutions:

- Provides the called party's true location at the time of an inmate's call via a link in the call detail record (CDR)
- Able to establish "Geo-Fence" perimeters around any location to notify investigators when an inmate calls a cell phone that is within the set geo-fence
- Identifies the real-time location, on-demand, of a suspect's cell phone, (with appropriate warrant documentation) including the location of where the call started and ended

Location Based Services

Securus' Location Based Services provides correctional facilities, investigators, and law enforcement with the following benefits:

- Cell phone termination location at call acceptance and call end. **This means that LBS will tell you if inmates are calling someone right outside the prison walls.**

- Geo-fence perimeters or unlimited, custom boundaries that allow users to identify call termination locations within that fence

- Covert alerts that provide real-time notifications of call termination within a geo-fence

- CDR mapping of call terminations to wireless points

- Real-time location identification

Reports generated from the CDR contain an icon that identifies calls to a wireless number. LBS provides an additional link that maps the location of a wireless number when the inmate placed the call.

Geo-Fencing

With geo-fencing, correctional institutions can set up a perimeter around individual facilities that identifies when an inmate calls a cell phone that is located within that perimeter at the time of the call. Geo-fencing can generate a Covert Alert notification to investigators that allow them to act quickly on real-time information. This valuable capability helps protect your perimeter and is helpful in preventing escape attempts.

Geo Fence Management

Covert Alert

Covert Alert allows suspicious telephone calls to be sent to a remote site for immediate monitoring. Investigators identify the criteria for the suspect calls, which can include dialed numbers, telephones, inmates PIN, or geo-fence perimeters that are under surveillance. When a call is placed by an inmate that meets the Covert Alert trigger criteria, it automatically routes the to the pre-designated investigator phone number(s).

Once a questionable call has been sent to the remote site, authorized personnel are alerted and can monitor a call while it is in progress. The investigator simply enters the telephone number of the remote site where the suspicious calls are being housed. Any call can be sent to multiple numbers simultaneously allowing multiple investigators to listen in on the call.

Covert Alert on Geo Fence Perimeter
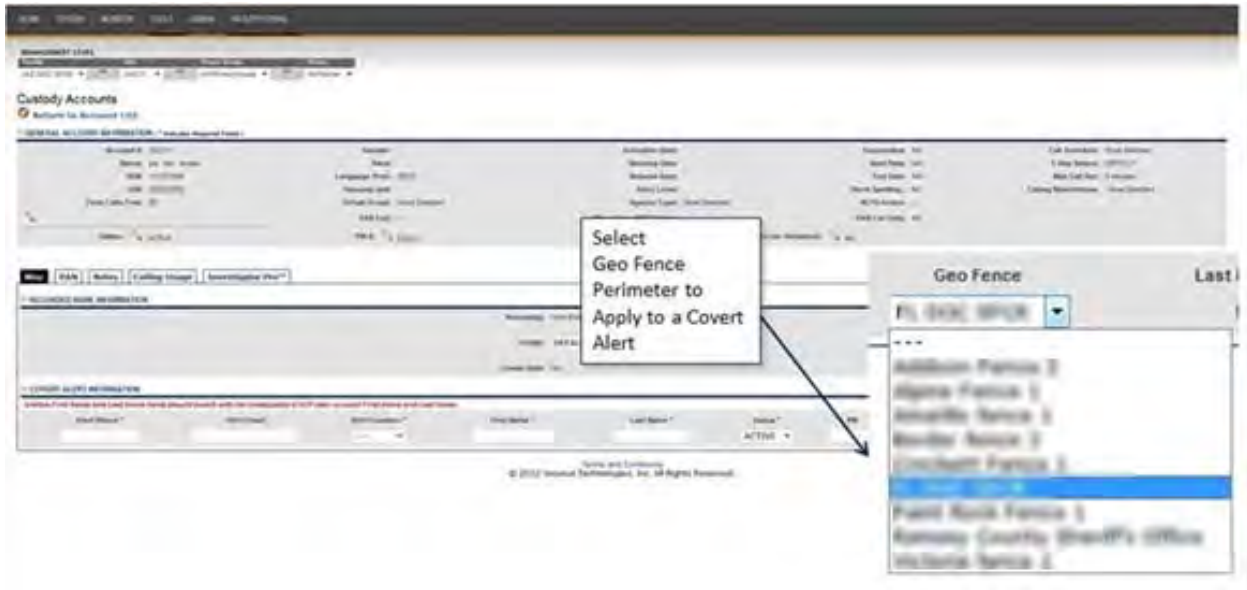
Real-Time Location Services

Real-time cell phone location identifies the location of a suspect's cellular phone, in real-time, regardless of whether or not a call is in progress. This feature aids investigators in locating persons of interest faster and requiring fewer resources.

Location Based Services

LBS provides unmatched investigative value by showing you the geographic location where inmate phone calls are answered. Securus' proprietary Location-Based Services delivers the following benefits:

- Increase the efficiency of your investigative staff

- Prevent and minimize contraband at your facilities

- Increase the safety and security of your community

Continuous Voice Identification

The voice biometric identification capabilities in Investigator Pro (IPRO), together with our Inmate Intercommunications Evaluation & Reporting (ICER) capabilities, will give the Division a well-integrated and focused tool to uncover and identify inmate attempts to hide their identities or to communicate with other inmates either inside a facility or in other facilities across the country.

The Investigator Pro has a firmly established and solid technology foundation. The structure, algorithms, and operational capabilities of the software were in part developed through a $50M support grant to a major technical school by the Department of Defense, with sole licensing of that technology to JLG Technologies. JLG Technologies adapted the core voice identification technology for the Corrections market. IPRO is fully integrated into Securus' Secure Calling Platform (SCP) and does not require any 3rd party software.

The following overview of features is included here to describe the capabilities of IPRO and how they benefit investigators.

- Far More than Just a Voice Biometric Technology: Investigator Pro is not just a voice biometric validation tool, it's a thoroughly laid out set of comprehensive investigative tools that give investigators insight into what is really going on during calls. It provides actionable leads using our patented capability of identifying each inmate's voice by name.

- A Well-Established and Accepted Product Country-Wide: IPRO has a 10-year track record of providing pinpoint voice accuracy capability country-wide in 243 state, county, and local correctional agencies.

- Continuous Call Monitoring - No Gaps at Any Point in Coverage: 100% coverage of not only each and every call, but also 100% coverage of every second of every call for both the inmate and the called party, without gaps in the conversation and without tipping off the inmate or called party.

- Automated Voice Scoring Provides Both Speed and Accuracy in Investigations: Accurate call scoring of each inmate's voice on the call for identification of all inmates on all calls by name, whether or not the inmate initiated the call. IPRO's scoring shows investigators the probability of an inmate's voice matching the voice on a call, e.g. 85%, 95%, 100%, to assist investigators in determining the priority of calls to listen to.

- Automated Identification of Each and Every Call Where an Inmate's or Called Party's Voice Appears: Ability for investigators to submit a sample of an inmate's voice into the entire call database to find every call on which the inmate's voice appears, whether or not he initiated the call. Investigators can also search on a called party's voice and identify the calls on which that voice appears. This feature enables the investigator to search for calls to released inmates.

- A full Screen Call Player that Pictorially Displays Details of Every Call Along with Live Action Buttons: Investigators can view every second of every call from start to finish with the ability to scan and replay call segments, separate, graphically view, and independently listen to either/both the inmate side and called party side without the need for additional switching and listening equipment. They can vary call replay speed, visually pinpoint, identify, and play 3-way calls, and easily make notes related to each call or call segment. If there is a need to forward an entire call or call segment, there is no need to burn to CD as IPRO enables capturing and forwarding calls and call segments via secure email, saving considerable time and handling.

- Automated Location, Isolation, and Forwarding of 3-Way Call Segments Saves a Lot of Repeat Listening Time: Using the CallPlayer as described above, the call path will automatically identify each 3-way call attempt and/or conversation without the investigator having to review the entire conversation, even if there are multiple 3-ways on the same call. The 3-way segment(s) can be isolated, sped up/slowed down, replayed, copied, and forwarded via secure email without having to burn to CD.

- A Lot of Time Saved by IPRO's Automated, Yet-Flexible Reporting Capabilities: Investigation time will be significantly reduced by taking advantage of the system's automated reporting capabilities or by submitting an ad hoc query to find each occurrence of an inmate's or called party's voice at any time on any calls.

High Target Calls Report

IPRO can automatically identify and present an automated list of high interest calls that have occurred since the last query period.

- Managing IPRO Use Within the Department – a Valuable Option: As with any well-developed and mature investigative tool, IPRO offers a host of internally-managed tracking tools which can be used by department management to monitor how efficiently IPRO is being used by department staff. This feature has proved valuable for larger administrations where internal operations monitoring or auditing is employed.

Investigator Pro Highlights – Powerful, Investigator-Requested Tools

- QuickFind™ puts the smartest, most requested analytics on inmates, phone numbers and calls at your fingertips.
- High-Target Calls for Your Review presents the calls inmates most want to hide—ideal for random listening requirements.
- CallPlayer Pro™'s unique investigator-friendly screen features key information along with the ability to control the playback speed, skip over silent portions of the call and make notes.
- VoiceSearch™ finds and ranks any inmate's voice on all calls, placed with or without his PIN. Investigators can also search on a called party's voice and identify the calls on which that voice appears.
- CallFinder™ puts call criteria at your fingertips to find the calls you need for your cases.
- MyCallReview™ lets you find, filter, manage and return to calls you've listened to.
- Suspicious CallFinder™ generates leads from suspicious call activity and lets you validate IPRO's matches.
- NoteManager™ lets you organize, view and report on notes across calls.
- ReportMaker™ effortlessly runs reports to uncover patterns of telephone system use that may indicate illicit activities.
- IPRO flags and tracks high interest groups such as gangs, high profile inmates, institution drug dealers, escape risks, and mail-monitored inmates.

Sample Interactive Display Screens and Reports

Powerful, easy-to-use voice search and reporting tools provide detailed, accurate, and actionable leads for finding calls where inmates were trying to hide their voices. IPRO's ability to automatically search through hundreds of thousands of calls in just a few seconds ensures significant manpower and money savings. A series of reports can be used to highlight and record even the minutest of call details.

Inmate Inter-Communication Evaluation and Reporting system (ICER^TM)

Uncovering Intra-and Inter-Facility Inmate-to-Inmate Telephone Communications

In addition to Investigator Pro, Securus is pleased to continue to provide the ICER^TM (Inmate Inter-Communication Evaluation and Reporting) system. After successfully deploying the Investigator Pro continuous voice verification technology at more than 188 correctional facilities, investigators asked JLG Technologies, a Securus Technologies company, to help them identify inmates illegally communicating with other inmates using the inmate telephone system. Using sophisticated, patented technology, ICER detects and reports inmate-to-inmate phone communications occurring within the same facility, or between inmates in other participating facilities.

The Threat

Until now, inmate-to-inmate communications have essentially gone undetected because there was no practical technology to identify such communications. Inmates use conference bridges and services such as Skype and Google Voice to circumvent blocked calls. They rely on third parties to bridge the calls, place three-way calls, or even put two speaker-phones next to one another to facilitate inmate-to-inmate conversations.

These communications facilitate criminal activities including gang-related murders, drug trafficking, racketeering, and other serious crimes. ICER alerts investigators to these events, so they can listen to and investigate them before it is too late.

How ICER Works

ICER uses advanced voice analysis technology to generate a "call signature" – a representation of the call that does not involve any of the original audio – for each completed inmate telephone call. Call signatures are then automatically encrypted and transmitted to the JLG Technologies data center for analysis. Because ICER does not use any of the original audio, the system is fully compliant with state laws regarding the transmission of call recordings.

ICER call signatures are created, transmitted, and received at the data center, usually within seconds of call completion. The call signature is immediately compared to other call signatures. If an inmate-to-inmate event is detected, it is logged in the ICER database, and an email alert is sent to investigators at the participating corrections agencies. Investigators then log into the ICER system for a detailed report.

To prevent the display of protected inmate data, both parties must provide electronic consent before details of the full report are made available.

ICER Event Report
Event Identified On: Mar 11, 2014
10:14 pm (EDT)

An Inmate Inter-Communications Event has been detected involving an inmate at your facility. The details of which follows below:

Inmate	WILLIAMS, LAURIE	SMITH, DAVID
Agency	Russ County Detention Center	Russ County Detention Center
Site	45678	24781
Inmate ID	0041996769	0042797568
Called Number	17024463043	17022141399
Station Name	OPEN AREA MALE - 25	OPEN AREA MALE - 27
Call ID	4631857072	4318321735
Call Start Time	Mar 11, 2014 10:12 pm (EDT)	Mar 11, 2014 10:13 pm (EDT)
Time into Recording (H:M:S)	04m:21s (261 sec)	03m:30s (210 sec)
Duration of Event (H:M:S)	01m:22s (82 sec)	01m:22s (82 sec)

A sample report with the data investigators see after granting mutual consent. Until mutual acceptance is granted, investigators only see inmate call data for their facility and limited data on the inmate from the other facility.

ICER has played a vital role in hundreds of investigations and helped to prevent crime by detecting inmate-to-inmate communication.

ICER will be provided to your facility at no cost. The cost is born by a consortium of inmate telephone providers and Securus Technologies. We would be pleased to discuss ICER further with the department during contract discussions.

ICER^TM – is a registered trademark of JLG Technologies, a Securus Technologies company.

Guarded Exchange

Monitoring Services

Guarded Exchange (GEX), LLC, is an integrated Investigative Solutions Company providing highly specialized turn-key investigative solutions to corrections and law enforcement agencies. Securus Technologies acquired Guarded Exchange in October 2015 as a primary resource to bring to bear the full potential of Securus' comprehensive suite of investigative and security products and services. Guarded Exchange aids corrections agencies in maintaining a high level of security by developing investigative tools and strategies which identify pattern changes in inmates' behaviors that may signal suspicious activity. Through the use of GEX, users can expect to leverage an extensive list of proprietary technologies that sift through all facility data types to produce investigative opportunities. Call data records and call recordings can be reviewed and correlated against disparate facility data, live call monitoring and cellular data extraction. This investigation management component allows for Investigators and Intelligence Analysts to leverage investigative products from Securus to allow for data from inmate telephone monitoring and cellular forensics to be paired together to provide additional opportunities of interest. These investigative software products are:

- THREADS
- Investigator Pro
- ICER

Through the use of GEX services leads are chosen based on Securus' Actionable Intelligence Potential (AIP™) scoring system. This platform can also leverage additional technologies to mine through phone calls, emails, financial transactions, and other information sources. This service is also used to identify and report variations in offender calling patterns and information based on proven tools and statistical methods. These services on their own will provide investigative leads that can be curated and presented to facilities, allowing them to spend time focusing their efforts on data that is substantiated without spending additional man hours leveraging resources to identify focused leads. Collectively, Guarded Exchange staffing, resources and expertise, coupled with Securus unsurpassed suite of integrated investigative and security tools, provide Yavapai County with unparalleled solutions to combat fraud and enhance security and safety of staff, inmates and the public at large.

National Cellular Forensics

National Cellular Forensics brings the sharing of information through mobile devices directly in to the open by allowing agencies to access device level data. The ability for agencies and organizations to pull information from confiscated cellular devices nationwide is an important next step in identifying and solving a wide of investigative

scenarios. National Cellular Forensics can identify information through any communication method utilized by cellular devices to uncover threats towards public officials, coordination of escape attempts, victim harassment and much more. Many times the equipment, licensing and training required to investigate cell phone data requires large capital investment, time, and resources than agencies are incapable of providing. In many cases phones are damaged and beyond the capability of traditional data extraction methods. In these particular cases, Securus has the ability to forensically extract data from those broken and damaged devices through highly advanced and technical methods. All of this provides facilities with the latest in cellular forensic resources, and allows Securus to deliver cellular data extraction support to any and all customers no matter how unique the request.

a. **Investigation software must be completely intergrated with the calling platform and not require the export and inmport of inmate call records, inmate account information, or called party billing names and address information. Please describe in detail how this solution is provided.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Securus' THREADS investigative software is fully integrated with our SCP calling platform and does not require call records, inmate account information, or called party billing name and address information to be exported or imported.

b. **The investigation software must be able to analyze data between multiple correctional facilities, so as not to limit investigations to the facility. Please describe in detail how this solution is provided.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Securus' THREADS investigative software is designed to allow investigators with appropriate permissions to analyze data across multiple customers and correctional facilities, share reports and analyses between investigators and include relevant information imported into the system.

THREADS provides a community model allowing investigators and correctional facilities to subscribe to the national THREADS investigative community while still providing security for the information they import. Users can choose to share imported data with the community or keep data private to themselves or other specified users.

Investigators can use the THREADS to uncover actionable intelligence from the extensive data set in the national community including, but not limited to:

- National community

- o More than 79 million communication records
- o More than 530,000 current and former inmates
- o More than 430,000 contacts on the outside of the corrections system
- Combined total for all THREADS customers
  - o More than 170 million communication records
  - o More than 1.4 million current and former inmates
  - o More than 1 million contacts on the outside of the corrections system

    c. The investigation software must provide investigators with the ability to share information with other investigators. Please describe in detail how this solution is provided.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

THREADS has a "Shared Reports" capability allowing all authorized users—either within your facility or from other agencies—to share reports and analyses. Users can select other users with whom they wish to share results. Additionally, they can grant other users the ability to change report criteria or limit access to only view reports.

THREADS Shared Reports Screen

In addition to specifying with whom to share the report while setting up the report, THREADS also allows users to share any report after it has been completed.

d. **The investigation software must be able to identify common contact between inmates or people not incarcerated. Please describe in detail how this solution is provided.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

THREADS contact analysis identifies any contacts in common between any two targets or groups of targets, such as:

- Two inmates who have common contacts
- Inmates who have contacts in common with people not incarcerated
- An entire corrections facility with another corrections facility to identify any contacts in common with anyone related to those facilities
- Possible associations common to multiple targets

THREADS Common Contact Reporting

e. **The investigative software must be able to indentify linkages between multiple parties, whether those parties are inmates or general public. Please describe in detail how this solution is provided.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

The Securus THREADS technology provides linkage reports that identify all known connections between any target, whether an inmate or not. The system generates a graphical linkage chart that shows the known connections to a selected set of targets. Connection types are configurable and can consist of communications, mail covers, associations, events, phone book records, and more.

THEADS also produces supporting details related to the linkage chart, such as:

- A list of all entities included in the chart

- Linkage paths (showing the shortest path between each entity)

- Connection reasons (showing why there is a connection)

THREADS Entity Linkage Reporting
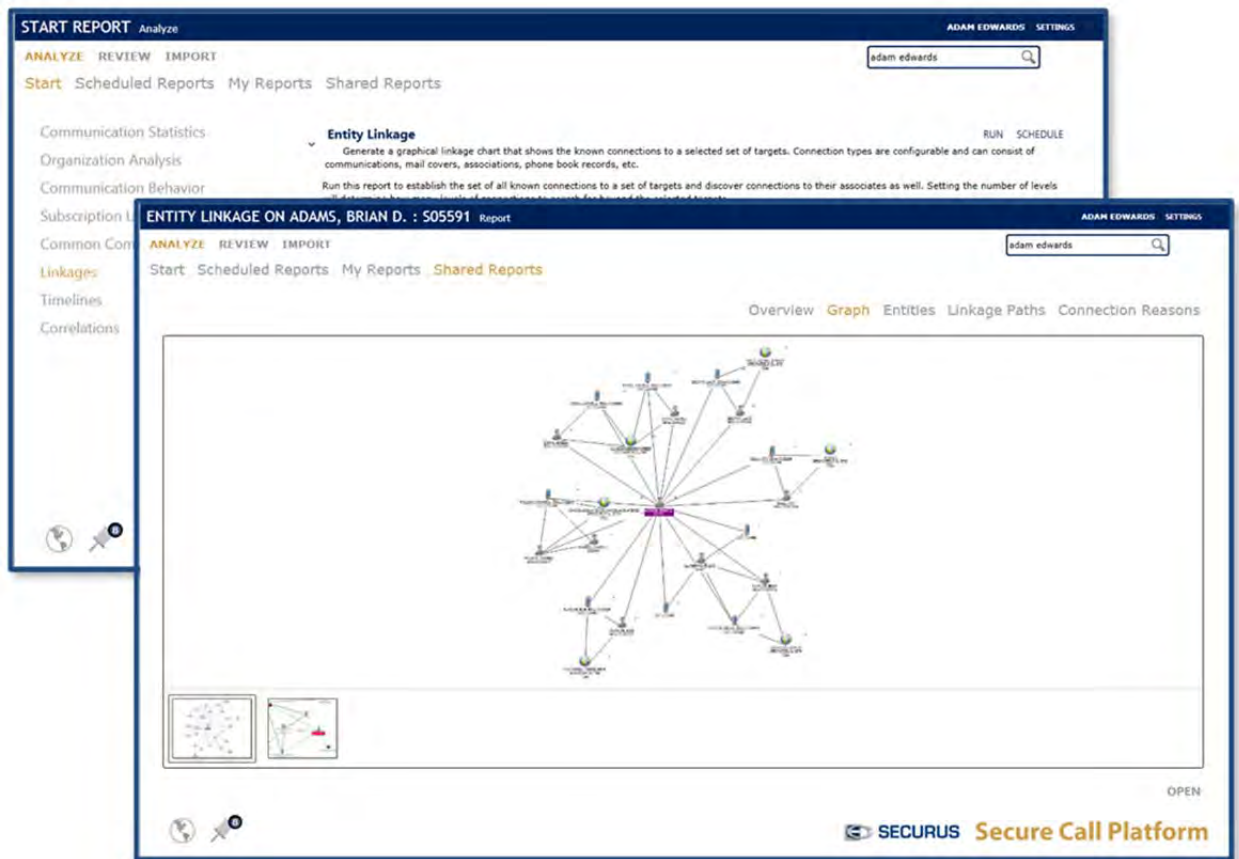
f.   **The investigative software must be able to identify complex connenctions between inmates with multiple degrees of spearation. Please describe in detail how this solution is provided.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Securus' THREADS platform allows investigators to generate a graphical linkage chart showing known connections between two sets of selected targets. Connection types are configurable and can consist of communications, mail covers, associations, phone records, and more. Investigators can discover possible links among any target or set of targets using data automatically imported from SCP and/or any other set of records imported for a specified target. Investigators can also specify the number of levels identified, which limits the number of connections traversed between selected targets.

g.   **The investigative software must allow users to schedule reports on a consistent basis as well as provide a proactive email notification of selected cases.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

THREADS provides the most flexible scheduling tool in the industry, increasing investigators' efficiency. Each THREADS analysis includes a scheduling agent that allows users to specify data to analyze, report frequency and more.

Scheduled reports and completed reports are easily accessible from the THREADS "Scheduled Reports" page.

THREADS Report Scheduling Screens

h. The investigative software must provide the user a way to group items of interest for review and analysis.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Investigators can group any combination of items of interest to review and analyze.

i. The investigative software must allow for users to creat a secure data environment for importing or adding external data during an investigation.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

THREADS platform provides easy-to-use import tools. THREADS allows users to import names, contacts, phone numbers, addresses, cell tower dumps from wireless carriers, latitude and longitude coordinates, and cell phone forensics information such as information pulled from a Cellebrite UFED device.

THREADS Import Screen

B.   Mandatory Equipment Requirements

All equipment, wiring and supporting equipment and hardware must be mounted compatible with standard telephone vendor mountings and existing mounting structures in the offender living areas. The telephones must be line powered, requiring no AC power, backup batteries, and require no electricity to be run to telephones located in the cellblocks.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Securus installs each inmate telephone in an inmate population area with minimum exposed conduit or none at all. The unit mounts directly to the wall or a backboard.

Telephone removal requires the use of a special security tool. All caps are epoxy sealed to eliminate removal.

Per the manufacturer-provided telephone specifications, the telephone units are powder-coated, cold-rolled steel, which provides rugged, vandal-resistant telephone housing specifically designed and built for inmate use.

The telephone units and sPhone video units are line-powered and require no external wiring, backup batteries, or electrical outlets at the telephone locations.

All inmate telephone stations and telephone casings must be designed, engineered and manufactured to guard against inmate abuse and natural elements.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Securus' inmate telephones are the strongest and most reliable units available and are designed specifically for the prison environment. All inmate communication equipment is designed, engineered and manufactured to guard against abuse and natural elements.

All inmate telephones must be heavy duty, institutional-type telephones suitable for use in a detention facility. They must be tamperproof, with steel encased housings and shockproof keypads. All handsets must be of heavy-duty construction with no removable parts. The handset cord must be armored with a stainless steel lanyard. All phone instruments must be waterproof, fireproof and feature DTMF dialing. They must have key-locked mountings to the wall. Explain, in detail, the equipment being proposed. Discuss the security features of the equipment being proposed. Include illustrations.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Securus' inmate telephones are the strongest and most reliable units available and are designed specifically for the prison environment. Securus is proposing Wintel® brand 7010 phone model. All instruments pass rugged tests to guard against natural elements, such as fire and water, and feature Dual Tone Multi Frequency (DTMF) dialing. Securus SCP provides our patented DTMF fraud protection, as described below.

The following information is the manufacturer-provided telephone specifications:

The Industry Standard

These phones are the overwhelming choice for state prison systems, the Federal Bureau of Prisons, county, and city facilities nationwide because of their proven reliability, durability, and flexibility.

Features/Options

The proposed phone models include the following features:

- Built-in user controlled volume "LOUD" button for ADA-mandated volume control (user must have control of volume amplification, AND volume must reset to normal with hang up to meet ADA requirements)
- Cold rolled steel provides rugged vandal resistant telephone housing designed for inmate use
- Confidencer technology, built into every dial, filters out background noise at the user's location, allowing better sound to the called party
- All-in-one electronic dial features modular incoming line and handset connections for quick maintenance. Carbon (HS) and DuraClear® (DURA) Handsets have separate 4-pin connections.
- Heavy chrome metal keypad bezel, buttons, and hook switch lever withstand abuse and vandalism
- Armored handset cord is equipped with a steel lanyard (1000-pound pull strength) and secured with a 14-gauge retainer bracket for maximum vandal resistance
- Handset has sealed transmitter and receiver caps, suitable for heavy use and abuse locations
- Pin-in-head security screws minimize tampering
- Hearing aid compatible and FCC registered US: 1DATE05BITC-254, IC: 3267A-ITC254

sPhone™ Specifications

The sPhone, with a smaller footprint than a traditional video visitation kiosk, uses existing facility telephony wiring. It is available as both PoE (Power over Ethernet) and two-wire connection; this means it can be installed where regular inmate telephones now exist. This makes the sPhone much easier to install and move around.

The housing is strong enough to prevent vandalism and is designed to prevent the introduction of contaminants. The case and touch screen are environmentally sealed and easy to clean. The rounded shell has no sharp edges or corners, providing another layer of protection to prevent the inmate from self-harm. The unit's shape, small footprint, and low profile reduce the amount of leverage available to intentionally damage the unit. Display information will be projected from the processor through a thick, transparent, break- and scratch-resistant screen.

The sPhone uses a reinforced handset cord anchor to meet or exceed AT&T "Gorilla Phone" specifications. ("Gorilla Phone" must meet or exceed tensile pull strength of 1000 pounds.)

The following specifications apply to the Power over Ethernet and two-wire sPhone™ units:

- Minimum data cable type: CAT-3 (for 10BaseT Ethernet), CAT-5e (for 10/100/100 BaseT Ethernet)
- Recommended data cable type: CAT-6 (for 10/100/1000 BaseT Ethernet)
- Maximum data cable length: 328 feet (100 meters) for Power over Ethernet or 4,000 feet (1,524 meters) for two-wire
- Electrical: Type 1 (IEEE 802.3af-2003) for Power over Ethernet or a proprietary method for two-wire
- Power consumption: 7 watts, average; 15 watts peak
- Dimensions: 10.5 inches tall x 13 inches wide x 3.25 inches deep
- Weight: 13 pounds

The following environmental requirements apply to the Power over Ethernet and two-wire sPhone units:

- Operating Temperature   +32°F~+122°F (0°C~+50°C)
- Storage Temperature   -4°F~+140°F (-20°C~+60°C)
- Relative Humidity   10%~90% (non-condensing)

Armored Handset Cord Assembly

The armored handset cord assembly includes a steel lanyard and four 24-gauge Teflon wires with spade conductors, and has the following specifications:

- Grade 304 stainless steel—the standard "18/8" stainless, making it one of the most versatile and widely used stainless steel types
- Interlock style
- 1000-pound (454-kilogram) linear pull test load

DTMF Detection, Collection and Prevention

The Securus Secure Calling Platform (SCP) dual-tone-multi-frequency (DTMF) detection is a fraud prevention tool included with every SCP installation. The system, by default, does not allow the inmate to press additional digits. SCP uses our patented DTMF collection techniques to collect and only act upon digits that the system is expecting. Unlike traditional premises-based systems, SCP controls the call and buffers digits between pressing and sending. For instance, when SCP asks for language selection it expects a one-digit answer; when asking for a PIN it expects the maximum PIN length. SCP does not expect digits after call connection and will not accept any extra pressed digits. This makes it impossible for inmates to receive a secondary dial tone or call anyone by dialing additional digits after call connection. This patented feature is only available on SCP.

The Division will designate those areas that will require cordless, single-piece, non-coin operated, durable, tamper-resistant telephones suitable for use in a detention facility.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Please see equipment specifications above.

The Division requires a minimum of 2 Telephone Device for the Deaf (TDD) units to be provided in the Intake Area. The TDD units must be durable, tamper- resistant, designed specifically for offender use and suitable for use in a detention facility. Vendor's are encouraged to propose reliable solutions to meet these needs.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Securus will provide devices required by the Division of Community Corrections, and accommodations necessary to comply with the Americans with Disabilities Act (ADA). The Securus program for inmates who are deaf or hearing impaired allows those inmates to place outgoing telephone calls using a text telephone (TTY) device integrated with SCP.

TDD and TTY Telephones

The technology provided uses dedicated ports on the SCP system and eliminates the need for a correctional officer or staff member initiating the call process. The inmate placing the handset on the TTY device and entering the speed-dial number initiates the call. The inmate then communicates using the TTY device through the Securus SCP to the state's

telecommunication relay center (TRS). The information includes the option of including the inmate's PIN, along with a pre-set toll-free number that is direct-dialed to the TRS. With TRS, a special operator communicates back to the inmate to confirm the connection and begins the call connection process to the called party who receives the call on a collect basis.

Integrating the TTY call through SCP allows the facility to specify various policy and security measures such as time limits, call recording, redial prevention and more. With TRS, a special operator communicates back to the inmate to confirm the connection and begins the call connection process to the called party. Charges to the called party will be rated and billed by the relay service provider.

Inmate Call Flow Using TTY to Voice
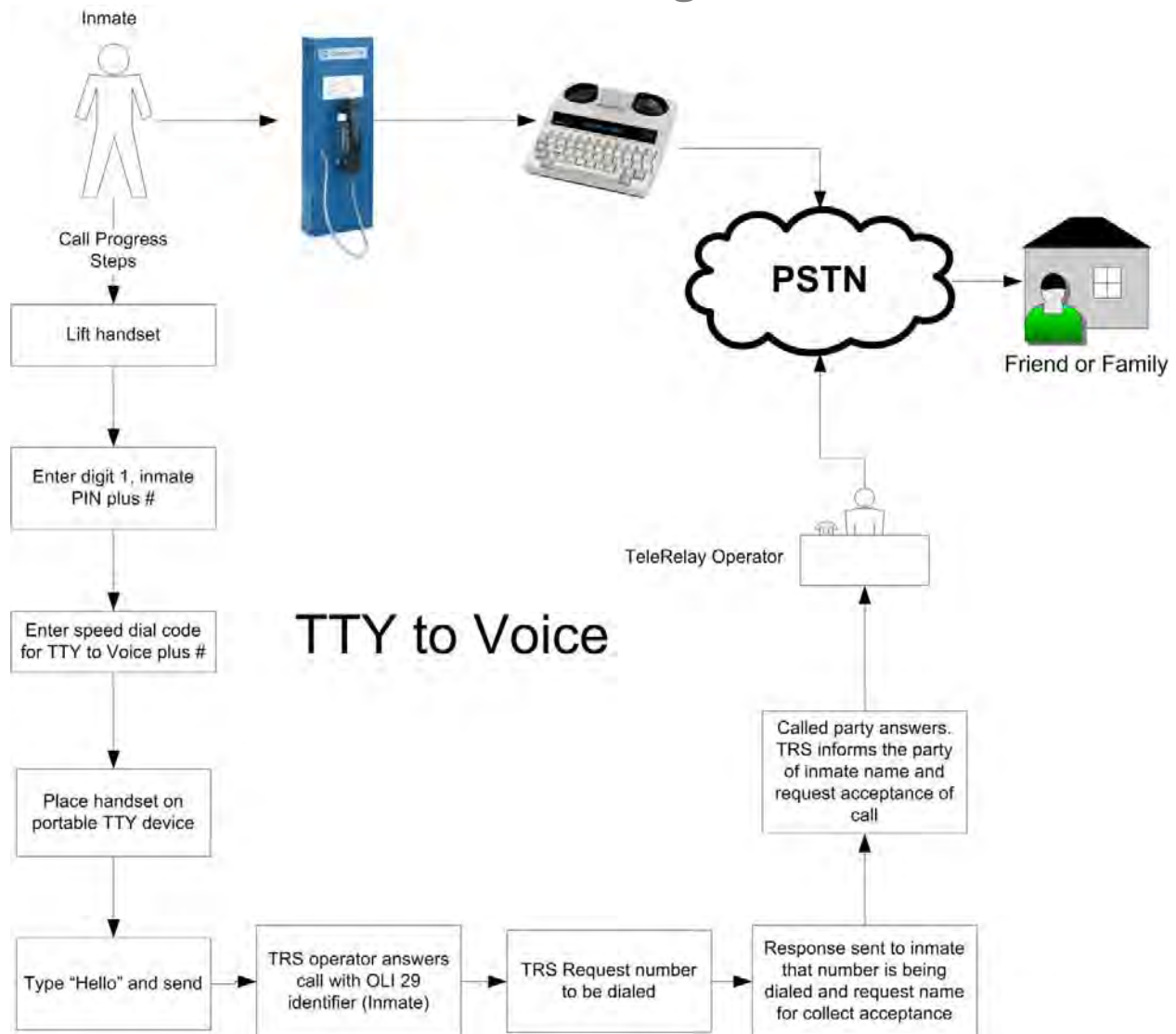
Inmate Call Flow Using Voice to TTY
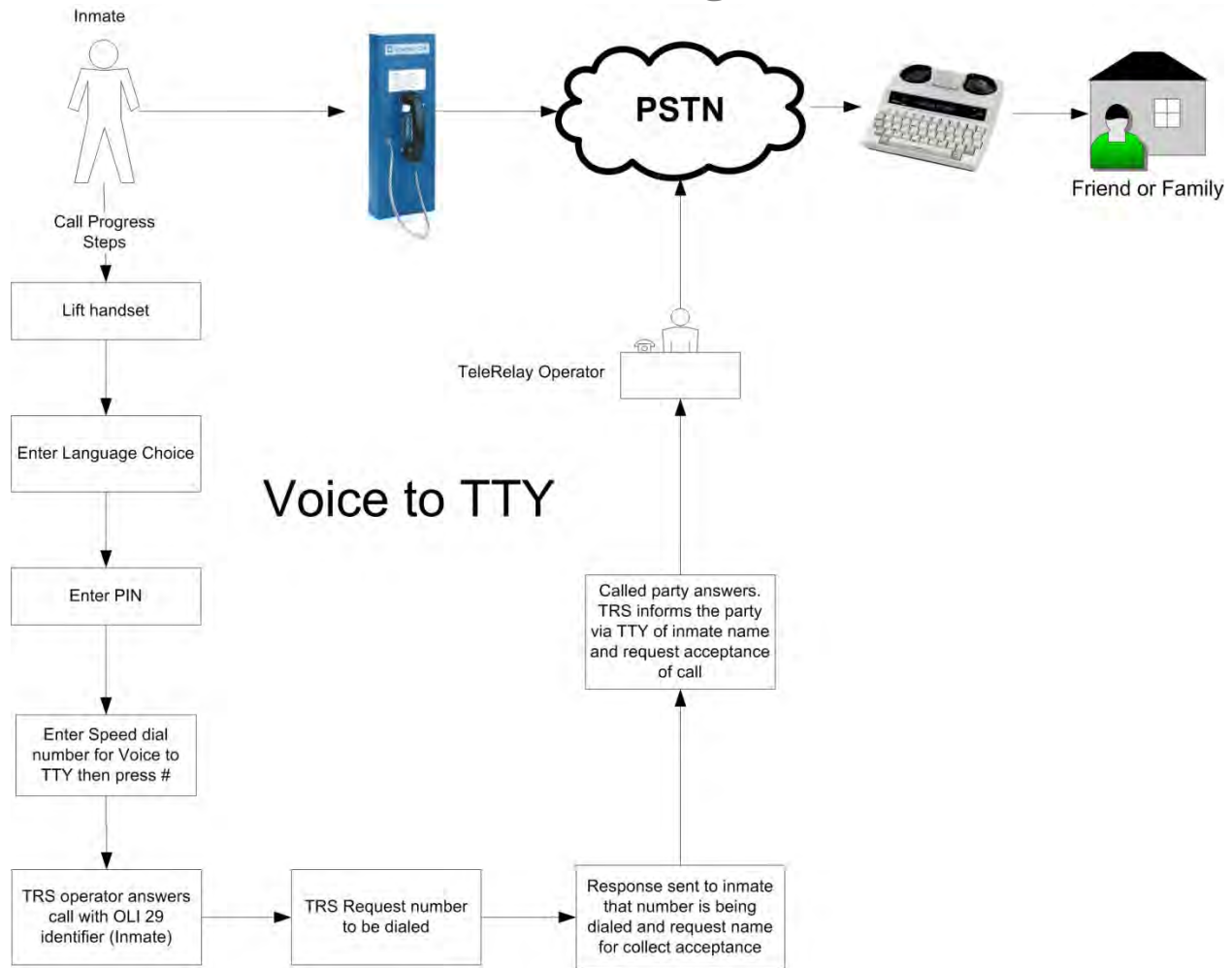
Inmate Call Using TTY Phone Calling Another TTY (TTY to TTY).

When a hearing impaired inmate places a call utilizing a TTY phone to a friend or family member utilizing a TTY phone must include the called party on their PAN list. Facilities can apply the same calling restrictions to hearing and hearing impaired inmates. Charges to the called party will be rated and billed by Securus and inmates can also place debit calls.

Inmate Call Flow Using TTY to TTY

Inmate

Call Progress Steps

```
┌─────────────────┐
│   Lift handset   │
└─────────────────┘
         │
         ▼
┌─────────────────┐
│ Enter digit 1,  │
│ inmate PIN plus #│
└─────────────────┘
         │
         ▼
┌─────────────────┐
│ Enter speed dial │
│ number of called │
│ party then press #│
└─────────────────┘
         │
         ▼
┌─────────────────┐
│ Place handset on │
│ portable TTY device│
└─────────────────┘
```

TTY to TTY

PSTN

Friend or Family

Conversation is typed back and forth from both parties via TTY

Type "Hello" and send → Called Party answers as a free call → Called party responds to inmate Hello

Video Relay Service

SCP provides support for hearing impaired inmates through both VRS (Video Relay Service) and TTY/TDD. The Securus VRS solution is a complete solution for correctional grade VRS services which incorporates FCC regulations as well as the inmate call controls, management, and investigative abilities expected for inmate calls.

Video Relay Services offer unique challenges to the correctional industry due to its reliance on American Sign Language (ASL) which requires visual communication, the automatic insertion of an ASL interpreter when needed, and adherence to FCC regulations which prohibit VRS Service providers from interfering with or recording the communication.

Securus VRS addresses all of these challenges so as to provide the Division with a VRS solution which does more than meet the requirements of ADA compliance – Securus VRS meets these challenges through a high level of integration with SCP. The high level of integration between Securus VRS and SCP provides hearing impaired inmates with "equal access" to communication services while providing the Division the ability to provide, manage, and investigate inmate VRS calls in a manner consistent with traditional inmate calls.

Securus VRS provides equal access by allowing the Division:

- To provide VRS capable inmate calling devices which fully conform to the rigorous needs of the correctional environment
- To manage VRS calls using the same controls as are used for traditional inmate calls
- To record VRS calls in accordance with the same recording controls which govern whether or not to record traditional inmate calls
  - Securus VRS is able to record VRS calls due to the fact that Securus is not a "VRS Provider". Instead, Securus is partnered with ZVRS/Purple to be the "VRS Provider". The nature of this relationship along with the proprietary integration of technologies, allows SCP to record VRS calls while still remaining compliant with FCC regulations.
- To include VRS call recordings in investigations including inclusion in CD Images and individual downloads

Securus VRS call recordings include the visual component of the inmate call for both the inmate and the other end of the video portion of the VRS call. The other end of the VRS call might be the inmate's called party (if they are a registered subscriber to the public VRS service) or the VRS interpreter (if the called party is not a registered subscriber to the public VRS service). Since the public VRS service automatically bridges in a VRS interpreter when necessary, Securus VRS fully accommodates the various scenarios the public VRS service may encounter. These scenarios include the potential that a VRS Service provider supports

Voice Carry Over (VCO). When VCO is supported, the Securus VRS call recording will include the audio component of the VRS call.

Securus VRS highly leverages the standard inmate call management control structures used by SCP for traditional inmate calls, including the following:

- Calling Schedules
- Max Call Duration controls
- Calling Restrictions
- Calling Velocity
- Specific called party phone number controls both globally and on inmate PAN lists
- Control over which calls to record
- Inclusion of VRS calls in inmate calls collected for investigations and evidence

The power of this level of integration between Securus VRS and SCP means that the Division can set "inmate calling policies" which apply equally to all inmate calls including VRS calls or to set unique policies for VRS calls.

Inmate access to Securus VRS is provided as an application available through ConnectUs – the controlled inmate interface provided on inmate kiosks. Because ConnectUs is configurable to include numerous applications to the Division inmates, the same terminal providing Securus VRS calls can also be used for standard inmate calling, Securus Video Visitation, Inmate Forms, and more.

Because VRS calls are required by the FCC to be free, all inmate VRS calls will be provided at no cost to the inmate. To ensure the Division is able to prevent the unauthorized use of Securus VRS to place free calls, the Securus VRS is also integrated with SCP to allow the Division to designate which inmates are allowed to place VRS calls. The Securus VRS ConnectUs application will require inmates to enter both their designated inmate ID as well as their issued calling PIN before being allowed to place calls. To accommodate the needs of the hearing impaired, Securus VRS can be configured in designated booking &/or intake areas to not require the use of inmate PINs to place VRS calls through Securus VRS. By these controls, the Division is provided both security over VRS calling as well as flexibility to allow VRS calls in situations where detainees have not yet been issued a PIN.

Securus VRS represents the ultimate solution for accommodating conformance to ADA compliance and FCC regulations and the necessary call controls and investigative abilities to ensure safe communications

The vendor will provide two (2) movable pedastal mounted telephones on casters for use in designated areas of the facility along with sufficient cord to connect the units to the wall mounted receptacle. See enclosed picture.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

The vendor must be responsible for providing and installing isolation panels, mounting hardware, signage and other ancillary items associated with or necessary to providing the service, at no cost to the Division.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Securus will be responsible for providing and installing isolation panels, mounting hardware, signage and other ancillary items associated with or necessary to providing the service, at no cost to the Division of Community Corrections.

The vendor must provide system capabilities for prevention of power surges and equipment capabilities for prevention of power outages. The vendor must detail the time frame that the system can remain operable in the event of a loss of commercial power, and the method of ensuring operation in the event of a loss of commercial power.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Securus provides traditional inmate telephones and our sPhone video kiosk that is line powered. Securus will also provide the Division of Community Corrections UPS back-up power and power surge prevention.

Uninterruptible Power Supply Facility Backup

Securus will maintain an uninterruptible power supply (UPS) backup for the equipment installed on the Division of Community Corrections premises. The UPS eliminates spikes, sags, surges, transients, and all other over/under voltage and frequency conditions, providing clean power to connected critical loads.

Sample UPS

The rack mount UPS is a high-density backup power protection solution that is ideal for servers, storage systems, network equipment and other critical devices. It also offers the best UPS power protection against five of the nine most common power quality problems. The slim design and wide range of UPS system installation possibilities make this the most versatile UPS power quality solution available.

Calls in Progress

The Integrated Access Device (IAD)s and uninterruptible power supply (UPS) maintain all in-progress telephone calls for up to 30 minutes while blocking additional call attempts after the event. After 30 minutes, the system terminates all calls in progress and powers down to a quiescent state that allows it to resume full operation automatically after the restoration of commercial power.

Any special handsets required for investigative features and/or biometrics shall be provided.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

<u>Video Visitation Kiosk:</u>

    a. **Terminal must include a detention-grade hardened steel enclosure.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Video visitation terminals are configured to meet the Division's requirements.

The Securus Video Visitation terminal is a correctional facility grade, tamper-proof steel enclosure. The wall-mounted terminal has a shatterproof touchscreen, a high-resolution video camera with integrated lighting, and tamper-proof, and a heavy, molded plastic handset with an armor-reinforced cord for audio communication.

The proposed SVV terminals include, at a minimum, the following:

- A correction grade hardened steel enclosure
- One correction grade audio handset per terminal for the inmate, and two detention grade audio handsets per terminal for the public
- A shatterproof LCD monitor with integrated camera
- Spill-proof enclosures
- Terminals without openings exposed to the user, including all wiring and ventilation holes
- Terminals without any external hinges
- Terminals that are powered by 110 VAC
- Rounded tops and corners
- Terminals with built-in LED lighting that automatically activates during video visitation sessions and automatically ends when the video visitation session completes and/or disables during all other functions
- Terminals that use a standards-based video conferencing CODEC
- Options for powering the units on and off

    b. **The terminal must prevent spills from entering the enclosure.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

The terminal prevents spills from entering the enclosure.

c. **Must be able to access the web-based application and be enabled for touch screen inputs.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

The terminal will access ConnectUs and the associated applications, while allowing touch-screen inputs.

d. **Shall not have any opening exposed to the user.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Terminals do not have openings, including all wiring and ventilation holes, exposed to the user.

e. **This includes all wiring and ventilation holes. Shall not have any external hinges.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Terminals do not have openings, including all wiring and ventilation holes, exposed to the user. They will also not have external hinges.

f. **Shatterproof touchscreen LCD display.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

The Securus Video Visitation terminal is a correctional facility grade, tamper-proof steel enclosure. The wall-mounted terminal has a shatterproof touchscreen, a high-resolution video camera with integrated lighting, and tamper-proof, and a heavy, molded plastic handset with an armor-reinforced cord for audio communication.

g. **Built in Camera.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

The wall-mounted terminal has a shatterproof touchscreen, a high-resolution video camera with integrated lighting, and tamper-proof, and a heavy, molded plastic handset with an armor-reinforced cord for audio communication.

h. **Detention grade audio handset.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

The terminals have one correction grade audio handset per terminal for the inmate, and two detention grade audio handsets per terminal for the public.

i. **Powered by 110VAC or power-over-ethernet.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Terminals are powered by 110 VAC or Power Over Ethernet.

j. **Utilize standards based videoconferencing CODEC based on the H.264 video conferencing compressions.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

The terminals use a standards-based video conferencing CODEC.

k. **Must have heat syncs and heat vents located in the back in order to allow for proper cooling.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

The terminals have heat syncs and heat vents located in the back of the terminal to allow for proper cooling.

Technical Requirements for Kiosk:

a. **The system shall be a complete TCP/IP based system.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

SVV is a complete ICP/IP-based system with all video streams being conducted over a TCP/IP Ethernet.

b. **All video and audio streams between the terminals, visitors, and management equipment shall be transmitted over TCP/IP Ethernet.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

SVV is a complete ICP/IP-based system with all video streams being conducted over a TCP/IP Ethernet.

c. **Analog audio/video matrix switching systems are not acceptable.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

d. **Inmate terminals must connect over a 100Mbps dedicated Ethernet network so that any terminal can be connected to any other terminal.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

The system will consist of inmate terminals connected over a 100-Mbps dedication Ethernet, enabling each terminal to be connected to any other terminal.

e. **The terminal must be able to access the video visitation solution via local area network (LAN) or via a broadband internet connection using a computer or laptop that is web camera and enable headset. Provide encryption for all visits.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

The visitor can access our video solution and schedule a visit, as long as they have the proper internet access, comuter and necessary accessories such as a webcam and headset.

C.   **Systems and Operational Requirements**

a. **All equipment must be new, state-of-the-art and completely operational at cutover for the first three (3) year cycle of the contract; and all equipment will be replaced with new, state-of-the-art and completely operational at cutover for the second three (3) year cycle of the contract should the contract be newed.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Securus will provide all new, state-of-the-art completely operational equipment at cutover for the first three (3) year cyle of the contract; and will replace with new state-of-the-art and completely operation equipment for the second three (3) year contract should the contract be renewed.

b. **All equipment must comply with FCC rules and meet or exceed all applicable codes and standards for installation and service.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Securus provided equipment is registered with the FCC and meets and exceeds all FCC rules, codes and standards for installation and service.

c. **All systems proposed must meet American Disabilities Act (ADA) standards. Additional actions or remedies required to bring vendor's system into current or future compliance with ADA standards will be the responsibility of the vendor, who must bear all system-related costs associated with ADA compliance.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Securus' installation engineers will work with the Division to install our physical equipment that conforms to the American Disabilities Act (ADA) standards. In addition, Securus follows a strict development methodology where the user experience is a cornerstone of all our user interfaces and incorporates the accessibility industry standards where applicable. Securus will bear all system-related costs associated with ADA compliance.

d. **All telephone instruments must be line powered and have UPS back-up power capability. Detail the electrical and back-up power supply being proposed.**

Securus provides telephones and our sPhone video kiosk that is line powered. Securus will also provide the Division of Community Corrections UPS back-up power and power surge prevention.

Uninterruptible Power Supply Facility Backup

Securus will maintain an uninterruptible power supply (UPS) backup for the equipment installed on Division of Community Corrections premises. The UPS eliminates spikes, sags, surges, transients, and all other over/under voltage and frequency conditions, providing clean power to connected critical loads.

Sample UPS

The rack mount UPS is a high-density backup power protection solution that is ideal for servers, storage systems, network equipment and other critical devices. It also offers the best UPS power protection against five of the nine most common power quality problems. The slim design and wide range of UPS system installation possibilities make this the most versatile UPS power quality solution available.

Calls In Progress

The Integrated Access Device (IAD)s and uninterruptible power supply (UPS) maintain all in-progress telephone calls for up to 30 minutes while blocking additional call attempts after the event. After 30 minutes, the system terminates all calls in progress and powers down to a quiescent state that allows it to resume full operation automatically after the restoration of commercial power.

e. **The sytem must have the capability of operating on the most current Windows-based platform and be monitored from any terminal on the network, if desired.**

Users can access SCP anywhere at any time from any Windows-based computer with access to the Internet allowing your investigators to follow the leads wherever they may go.

Any authorized user with an approved user name and password can easily, and remotely, access recording and monitoring of inmate calls from any computer or device with access

to the Internet. Securus has tested and certified the playback of calls and live monitoring on:

- Operating Systems/Devices
    - o iOS
    - o Android OS
    - o OS X
    - o Windows
- Browsers
    - o Internet Explorer
    - o Firefox
    - o Chrome

f. The vendor must provide a system that uses a Windows-based grahical user interface (GUI) for system administration, monitoring and reporting functions.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

The system utilizes standard graphical user interface (GUI) that is consistent across products for system administration, monitoring and reporting functions, reducing the need for extensive training in each of the products.

g. All configuration parameters of the system must be able to be modified from selected terminals on the network provided the user has the security clearance.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

The Secure Call Platform (SCP) is a highly featured, flexible, state-of-the-art system designed to provide our customers the ultimate inmate call control, fraud control and tracking, security, reporting, and investigative capabilities.

SCP's user interface is the Division of Community Corrections' window to all of its features. Because it is entirely web-based, authorized users can access the system at any time, from any location. This design delivers investigative recordings with digital clarity and provides easy remote monitoring from any secure web browser with Internet access.

This system is one of the only single-point-access user interfaces in the industry, built to allow our customers complete control over their systems in a simple, reliable, secure environment. Authorized users can easily apply settings and configurations to turn on a phone, restrict a phone, change a blocked number, and turn on or off features and

applications — all in real time. All of the completely integrated features are accessed easily with the click of a mouse. As a result, facilities get the following benefits:

- Increased efficiency for staff
- Increased flexibility
- Quicker "on-demand" access to call detail records and call recordings
- Unequalled investigative access to potential criminal activity

To access the SCP interface, users open Internet Explorer and enter the URL: https://commandcenter.securustech.net and enter a valid username and password.

Each user has access rights assigned by the administrator, allowing the Division to control access based on the facility's security clearance objectives. Administrators can limit individual access to each application, and can also limit access to each function within each application. A user log documents the user, time of access, and accessed modules as an added security measure.

For even more security and control, user access can be programmed to restrict users to specific IP addresses within certain time limits. For example, a user could be restricted to access the SCP user interface from their workstation (and only their workstation) between the hours of 8:00 AM and 5:00 PM and their access blocked outside the facility.

Securus applies a high level of security to protect against cyber-attacks. Applications transmitting data across public networks support SSL, Certs, and encryption. Cisco and Juniper firewalls, used throughout the network to protect SCP and our customers, create DMZ networks. All servers, laptops, and workstations require anti-virus and anti-spyware protection software and the latest operating system patches. Securus supports both AVG and Symantec anti-virus.

Login Screen

h.   **The vendor will establish a relationship with a member of the Division's Administrative Unit to enable that member to monitor and troubleshoot any issues that arise with the system.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Securus has already established a relationship with a member of the Division's Administrative Unit to enable that member to monitor and troubleshoot any issues that arise with the system. We will gladly work with any new members as directed by the Division.

i.   **The vendor will establish a relationship with a member of the Division's Maintenance Unit to enable that member to monitor, troubleshoot and make minor repairs concerning any issues that arise with the system.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Securus has already established a relationship with a member of the Division's Maintenance Unit to enable that member to monitor and troubleshoot and make minor repairs that may arise from the system. Because we have our On-Site Administrator, Drew Young in place today, who knows your system and processes thoroughly, we have a unique insight into the Division to be able to quickly assist in any capacity.

We will gladly work with any new members as directed by the Division.

j.   **The system must provide audio quality, which meets or exceeds industry standards for transmitted and received levels, noise, cross talk and frequency range. Provide information that explains how the vendor monitors audio quality.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Securus is pleased to offer industry-leading digital service. Digital signaling provides vastly superior call quality than the analog signaling used by traditional premised-based telephone systems. With premised-based systems, it can be difficult to hear one or both sides of the conversation, detect and prevent three-way calling, detect call forwarding, or hear background conversations. The Securus centralized Secure Call Platform (SCP) uses private circuits and digital signaling to provide unsurpassed call clarity resulting in a higher accuracy of fraud detection and prevention, voice verification biometrics, and near-perfect sound quality.

Secure Call Platform Voice Quality

According to the Kentucky Department of Corrections: "The clarity of the call is so clear we were able to hear what was going on in the background at the called party's house, which was a domestic dispute. We quickly sent an officer to respond."

Differences between digital and analog call quality are distinct, as are the methods used to compare their quality:

- In the old analog environment, the sound quality is measured by loss, noise, balance and grade of service metrics. Signal loss of each trunk is measured using a 1000 cycle tone (milliwatt) which identifies the total circuit loss that is usually in proportion to circuit length (mileage) and quality of the circuit itself (analog circuits using copper can be very old and may not perform well in wet environments).

- With digital signaling (used by Securus in our packet-based network), the sound quality is measured based a Mean Opinion Score (MOS). MOS is a subjective measurement derived by averaging ratings given by independent auditors to determine an overall score. Scores range from 1 (bad) to 5 (excellent). The standard for digital telephone quality is considered a score of 3.7 or better. Even though digital signaling allows for better detection of security threats, conversations can still be impaired if there is significant (i.e. greater than 100 milliseconds) packet loss or delays. This can happen if signaling uses the public Internet or a private system that does not have the necessary bandwidth to support the voice traffic.

Our SCP uses private Multi-Protocol Label Switching (MPLS) circuits within our network. MPLS is widely accepted to be the premium service available for transporting digitized voice signals. Further, we use a mixture of G.711 and G.729a signaling protocol and we dedicate enough bandwidth for each conversation over our private network to keep packet delays under 100 milliseconds which provides the ability to achieve an MOS of 4.3 (better than digitized telephone quality). The quality is transferred directly to our recordings as we use only digital recording equipment for playback of calls.

> **k. Provide the steps taken by the vendor to ensure that offenders can obtain dial tone during peak calling times. Provide the vendor's plan, if any, to utilize line concentration, and the ratio of lines to phones being proposed and how this will be accomplished. Disclose and explain the vendor's policies and procedures for monitoring access.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

The Securus Secure Call Platform (SCP) is a centralized call management system installed in more than 2,600 correctional facilities. The system and network maintain twice the capacity of normal calling volume to prevent blocking of outbound calls and busy signals.

The central processing system and its network capacity can scale to many times their current capacity within the current architecture and design. Securus monitors the system 24 hours per day, seven days per week, every day of the year. When concurrent telephone call and video visitation volumes reach a predetermined threshold (not at the limit), additional capacity is added. Since the system capacity is managed to keep ahead of call growth, the maximum number of inmate phones is limited only by the connectivity delivered to the facility. Securus adds additional circuit bandwidth to each site and the central data center when necessary.

I. **The telephone system must be flexible and capable of transferring data and timing to and from a hard drive. The architecture must be expandable to accommodate future growth and change outs. Call records stored and sent to billing and collection must match revenue summary reports to the Division.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Securus facilitates anywhere, anytime, immediate access to stored recordings online for the contractually-required length of time. Securus stores call recordings in centralized, disaster-resistant, carrier-class data centers. All equipment used to store recordings is monitored by the Securus Network Operations Center (NOC) 24 hours a day, seven days a week, and 365 days a year.

Call Detail Record Storage

Securus uses Oracle for its database file structure. Oracle Database delivers economies of scale on easily managed grids, making it easier to:

- Reduce downtime with maximum availability
- Partition and compress data to run queries faster
- Securely protect and audit data, and enable total recall of data
- Make productive use of standby resources
- Expand to accommodate future growth

Oracle simplifies the process of linking data in multiple tables. This is a key feature of a relational database management system or RDBMS. Storing data in multiple tables enables Securus to define relationships between the tables, as well as the applications that feed information to those tables.

Oracle allows SCP to link the call data to multiple tables and also maintains consistency between them, ensuring that the data among related tables is correctly matched to maintain referential integrity. Oracle supports all standard relational data types, as well as native storage of XML, Text, Documents, Images, Audio, Video and Location data. Access to

data is via standard interfaces such as SQL, JDBC, SQLJ, ODBC, .NET, OLE, .NET, and ODP .NET, SQL/XML and Xquery and WebDAV.

Securus can use the Oracle database to respond faster to changing business conditions, providing clients a system that is more responsive to their evolving needs.

Call Recording Storage

The Securus SCP provides a unique set of features and advanced technologies to store call recordings. Traditional premises-based calling platforms use local hard drives that may fail and are susceptible to local disasters. Premises-based systems needed manual backup schemes that are no longer necessary with SCP. SCP writes all recorded calls to a Network Attached Storage array (NAS) in our primary Data Center. Each NAS array is also replicated to the secondary Data Center for redundancy and failover. All recordings created on the platform reside in at least two of our Data Centers. Recordings can be downloaded from SCP in various, widely-used formats and copied to a CD, DVD or any portable media.

The NAS architecture makes all storage available to all servers on the network. The NAS solution delivers complete scalability for a facility's storage requirements and supports data migration from one storage device to another and the sharing of data among different servers in a network. The NAS devices provided by EMC can scale simply by adding another node of dense SATA disk to the storage array. Within the NAS, SCP uses a software defined storage platform of very dense disk nodes. Even if three individual hard disk drives fail or one node fails, during the disk or node recovery process, the system will continue to operate without data loss.

The Securus NAS has more than two (2) petabytes of storage space in each carrier-class data center and is continuously monitored and managed through automated processes and storage policies. When these very large storage systems approach designated thresholds, Securus expands capacity to ensure all authorized call records and recordings are retained in secure, disaster-resistant locations.

The Securus data center storage solutions provide facilities with technology that is:

- **Scalable** to meet any facility's contractually required storage demands
- **Resistant** to local disasters through multiple copies stored within the data centers and off-site
- **Highly available** through the unique architecture and design of the data storage model
- **Partitioned** and **compressed** to run queries faster
- **Secure, protected**, **and monitored** to enable total recall of data

SCP records and stores basic call data with the capability to provide management reports. Securus does not limit the call data storage time. Since every site's requirements are different, Securus works with each facility customer to define their optimal data storage timeframe. All recordings are stored online within both carrier-class data centers. Typically, call detail records are stored for seven years.

Sarbanes-Oxley Compliance & SAS 70 Certification

Securus is proud to be Sarbanes-Oxley Section 404 compliant and SOC-1 (formerly known as SAS-70 Type II), certified. These widely-recognized distinctions confirm that the company has effective controls and safeguards in place to manage its financial matters. Unlike our competitors that do not provide transparency or vigor in their financial reporting, the Division of Community Corrections will get accurate and timely reporting and commission payments from Securus. The Division of Community Corrections can be confident billing and collection will match revenue summary reports.

Auditors

McGladrey LLP audits Securus financial statements. McGladrey is the fifth largest U.S. provider of assurance, tax, and consulting services, with nearly 6,500 professionals and associates in more than 75 offices nationwide.

Facility Portal

The Facility Portal allows authorized users to perform functions such as managing user and facility settings, generating administrative reports, ordering materials, and creating and managing service tickets.

Users can access several standard reports through the Facility Portal:

- **Calling Activity Report** - Provides details on the number and type of calls made from a telephone number at the facility(s)
- **Call Type Summary Report** - Provides details on the number and type of calls made from a specific telephone number at the facility(s), broken down by local, intraLATA, interLATA, and interstate
- **Daily Call Volume Snapshot** - Shows a daily snapshot of calls and minutes compared to the daily average
- **Monthly Call Frequency Chart** - Details the most frequently called numbers from the facility
- **Preliminary Monthly Revenue Report** - Details all calls, minutes, and revenue for a specific date range

- **Preliminary Daily Revenue Report** - Details all calls, minutes, and revenue for a specific date
- **Investigation Tool** - Allows for tracking of a specific dialed number from any of the approximately 2,200 facilities serviced by Securus

Facility Portal Access

To access the Securus Facility Portal follow these steps:

Dashboard

Once logged in users can:

- Select a specific facility
- Find contact information for the Securus team

- View call volumes and open service tickets
- Request a password change
- View alerts for maintenance times, new user account approvals, special promotions, and more

Facility Portal Dashboard View

Managing Users and Facility Settings

The Facility Portal allows facilities to manage user accounts and profiles. Site administrators can modify existing user accounts, create new accounts, and update facility account information. Administrator access must be granted by another administrator or by a Securus technical support representative.

Manage Users

Adding or updating user profiles is easy. Simply click on **Add New User** in the left menu to create additional users or click on the edit icon in the user list to modify user information, settings, and permissions.

Add User

The facility profile allows users to update facility contact and shipping information. Administrative access is required to manage this information.

Facility Profile

After initially creating an account, all new users must be approved by the facility administrator and Securus Technologies. The facility administrator is prompted by email alerts to approve new accounts created by the Securus staff. The user receives account approval notification by email.

m. **Explain, in detail, the architecture of the system being proposed. Discuss the system's flexibility and adaptability. Include vendor's policy and procedure for enhancements to the existing system.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

The architecture of SCP is built to implement software upgrades in real time, limiting disruption to the phone service. As new features are generally available, the feature is added to the central processor, making the feature available to all facilities; however, Securus will not turn on the feature unless the Division of Community Corrections authorizes us to do so. Your Account Manager, Trish Auger, who is dedicated to your account, will communicate when new features are available and will schedule additional training, as needed.

While traditional inmate calling systems require a significant amount of physical space for hardware accommodation, the SCP serves a facility (and sometimes multiple facilities) from a single 19-inch rack of equipment. When the time comes to make additions to the inmate calling system, the simple addition of an additional Integrated Access Device (IAD) is most often all that is needed. The centralized architecture of SCP is designed to accommodate the facility's current and future needs, including new facilities or additions, rather than requiring the facility to adapt to the inmate calling system's functionality.

D.   **Data Back-up and Security**

a. **The vendor must describe the steps that will be taken to ensure data integrity both in the local and/or central database(s) including security features that protect data from unauthorized access.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Securus understands the importance of security, particularly in the corrections industry, and takes security concerns seriously.

Securus applies a high level of security to protect against cyber crimes. Applications that transmit data across public networks support SSL, Certs, and encryption. Cisco and Juniper firewalls, used throughout the network to protect SCP and our customers, create DMZ networks. All servers, laptops and workstations require anti-virus and anti-spyware protection and the latest operating system patches. Securus supports both AVG and Symantec anti-virus.

Data Security

The Securus SCP is in a carrier-class data center that has some of the most comprehensive security measures in the telecommunications industry. Multiple layers of security control physical access to the Securus network facilities.

Security personnel maintain the following procedures for allowing entry into the data centers:

- Security personnel are on premise 24x7x365
- Cardkey reader (electronic badge) access for entry
- All persons having a business need to access company premises must carry identification badges at all times
- Man traps at each entry and exit point in the data center. Man traps use two sets of doors that both require electronic badge entry. The first set of doors must close before the second can open.

Access Procedures

All visitors, customers, contractors, and repair personnel must gain access from the security officer on duty.

Customers, contractors, repair personnel, maintenance personnel, and non-local employees can access buildings and critical areas only with an escort. Vendors may access buildings and critical areas only during working hours and also require an escort.

Securus takes the security and access to our software/application very seriously and hence have implemented one of the strongest controls in the industry. Securus access controls for all systems are audited for compliancy with the following accreditations/certification:

- SSAE16; (SOC1, SAS70): Statement on Standards for Attestation Engagements (SSAE) No. 16, Reporting on Controls at a Service Organization
- SOX: The Sarbanes–Oxley Act of 2002, is a United States federal law that set new or enhanced standards for all U.S. public company boards, management and public accounting firms.

The applicability and adherence to access policies are applied across all systems with regular frequency control (Daily, Weekly, Quarterly, Semi-annual, and Annual) and overall Security protocol process flow is audited on a yearly basis.

Our customer facing applications use a combination of Microsoft Active Directory and Databases for authorization and authentication controls. This combination of technologies helps us implement the above mentioned access controls seamlessly in our environment for customer peace of mind.

On intrusions, every incident is evaluated individually and appropriate action is taken based on severity. The escalation process is commensurate to the event, and each event is documented and communicated for review by senior management. Securus administrators adhere to our "Cyber Security Incident Response Plan" when Network anomalies are escalated. The plan is documented within our corporate Information Security policy. Breaches, should they occur, are handled in accordance with our "Data Breach Policy" which is also defined in the Master Information Security Policy.

Disaster Recovery

Securus Technologies has designed and implemented a robust network architecture that provides for quick disaster recovery, minimalizing downtime for the Securus platform and its customers. Securus has demonstrated its ability to recover efficiently under extreme circumstances, restoring service to our customers with no data loss.

Risk Mitigation

Securus has implemented a platform and infrastructure designed to minimize potential outages and protect customer data. Multiple data centers, diverse network paths, redundant platform systems and proactive monitoring mitigate the majority of risks.

Data Centers

Securus maintains a presence in three data centers in three geographically diverse locations. Our data centers are designed to withstand worst case events and maintain 99.95% availability. The data centers, managed and staffed by a carrier-class data center host, meet or exceed the Telecommunications Industry Association's (TIA) standard number 942 for Tier IV (highest availability) data centers including:

- Ability to withstand a 96-hour power event

- 2-hour fire protection

- Multi-layer physical security

- Multiple power delivery paths.

Tier 1 – Basic Small Business	Tier 2 – Redundant Medium Business
• 99.671% availability • Susceptible to disruptions • Single path for power • No redundant components	• 99.741% availability • Less susceptible to disruptions • Single path for power • Redundant components
Tier 3 Large Business	**Tier 4 Multi-Million $ Business**
• 99.982% Availability • Planned activity without disruption • Multiple paths for power • Redundant components	• 99.95% Availability • Can withstand at least one worst-case event • Multiple paths for power • Redundant components

TIA-942 Infrastructure standards for data centers
Telecommunications Industry Association

Additionally, Securus data centers have redundant uninterrupted power systems, N+1 generator redundancy, and N+1 cooling redundancy. All systems and network equipment have redundant power paths. Multiple telecommunications carriers also serve each data center for load balancing and path diversity. Securus data centers are manned 24x7x365 for immediate physical assistance inside the data center.

Multiple checks ensure data center physical security including guarded, photo-verified check-in, dual door authentication (card and biometric), and a mantrap (interlocking door controller) at the data center suite entrance.

Redundancy

Redundancy is a key component of the Secure Call Platform (SCP). While operating on a single platform, Securus' SCP runs on duplicate environments in separate data centers in Atlanta, GA and Dallas, TX. Each component has N+1 redundancy meaning that a failure of any one component does not result in downtime because there is a backup available to resume its function. In addition to the inherent redundancy of SCP, Securus has also designed redundancy into all support systems either through N+ 1 configuration, database clusters, virtual machines, load balancing or other failover methods. All network transport has redundant network equipment and routing to allow traffic to reroute in the event of a failure.

The SCP platforms in Dallas and Atlanta were designed and built to the same specifications. This standardization allows rehoming of systems from their primary data center to an alternate data center in the event of a failure.

All circuits coming into Securus data centers use multiple diverse carriers, including the interconnections between data centers. In the event of a failure, traffic will reroute across a redundant circuit or path. Additionally, Securus utilizes multiple carriers for inmate calls from the SCP platform. Calls to family and friends will immediately reroute upon failure of any carrier.

Securus utilizes multiple methods of storage to minimize the risk of data loss. All critical systems and data are backed up at regularly scheduled intervals and stored offsite for retrieval if needed. In addition to offsite storage, Securus replicates voice clips, call recordings and validation data between the data centers.

Securus uses industry leading vendors for all platform and network hardware including Dell, Cisco, Oracle, EMC, Big IP and Intel. In addition to the redundancy designed into the platform and network, Securus also maintains a spare parts inventory onsite at each of our data centers to expedite repair of a failed component. Securus also maintains premium-level support contracts with each vendor that define stringent service level agreements in the event of failure.

Securus maintains an inventory of spare parts for our facility-based components at our headquarters in Dallas, Texas and has distribution agreements with multiple vendors to provide expedited national delivery service. The corporate headquarters maintains a standardized emergency recovery package of frequently used spare parts and equipment that will be available for shipment to support restoral efforts at our customer sites. Our technical field representatives located throughout the country also carry an inventory of the most commonly needed spare parts. With spare parts on board our service vehicles, most facility-based equipment malfunctions can be resolved with a single site visit.

Proactive Monitoring

Data Centers and Network

Securus continuously monitors all data centers, infrastructure components, platform systems and Inmate Telephone Systems (ITS) using the SolarWinds® suite of network performance monitors. The SolarWinds® performance monitors are highly configurable to provide real-time monitoring, event notification, alert history and statistical information. An alarm condition creates immediate visual alerts and email notifications.

The Securus Network Operations Center (NOC) provides 24x7x365 monitoring for all Securus systems, including SCP, network, back-office systems and data centers. The NOC proactively monitors these systems to ensure performance is optimal and uninterrupted. In addition to system and network level monitoring, the NOC also monitors real-time video surveillance and environmental alerts for our data centers. Securus maintains a fully redundant backup NOC at a separate physical location, should services be disrupted at the primary location.

SolarWinds® Typical Monitored System & Application Elements

Securus Primary Network Operations Center

Securus Backup Network Operations Center

Premise Equipment

The Securus Technical Support team provides 24x7x365 monitoring of all facility-based equipment and directly supports facility installations via telephone and email. Technical Support monitors connectivity for all installations and all installed equipment including Integrated Access Devices (IADs), Visitation Phone Monitoring (VPM) units, switches and Uninterrupted Power Supply (UPS) systems. The systems are polled every two minutes to ensure and their vital operating statistics sent every 10 minutes. Upon receiving an alert indicating network failure, Securus will open a trouble ticket with the appropriate circuit provider. In the case of a premise-based equipment failure, a Securus Field Technician is dispatched to the facility for on-site repair.

SolarWinds® Device Monitoring Example

Bandwidth & Network Latency Monitoring Example

In addition to real-time monitoring and alerting, Securus Technical Support also leverages the SolarWinds® network performance monitor to gather and evaluate historical data for network alerts, bandwidth usage, packet loss and hardware performance. The detailed

level of monitoring available via our network performance monitor allows the Technical Support group to take proactive steps to prevent or mitigate facility outages and to ensure the correct resources are engaged if dispatch is necessary.

Restoration

Platform and Network

In the event of a disaster impacting SCP or our network, Securus immediately assembles a team of engineers to begin investigation and restoration of services. Securus maintains a schedule of on-call personnel for immediate response to service-impacting events and will also engage 3rd party vendors if required. If a state of emergency is declared, the Securus Business Continuity Plan will be activated.

Facility-installed Systems

Securus prioritizes recovery of premise-based equipment by facility type and equipment location. Maximum-security institutions and institutions with high inmate phone usage receive priority. Prioritization also considers customer requirements and preferences. Securus has developed procedures (checklists) to protect personnel and equipment in the event of an emergency situation. Securus will combine headquarters and field staff efforts to expedite service recovery wherever possible. Securus coordinates each checklist to ensure compliance with each facility's guidelines.

Securus has a field support department with more than 165 field service associates supported by a centralized field dispatch team. The Field Service Technicians (FST) are strategically located to support ongoing maintenance as well as any disaster recovery situations. The FSTs are supported by senior technical support resources and engineering to expedite repairs and minimize customer downtime. The Division of Community Corrections will benefit from the continued field service support of Herb Lee, Ralph Sawtelle and Joe Vieira who are intimately familiar with the Lexington-Fayette Urban Detention Center. <u>The Division of Community Corrections staff will never see an unfamiliar face report in response to a trouble ticket.</u>
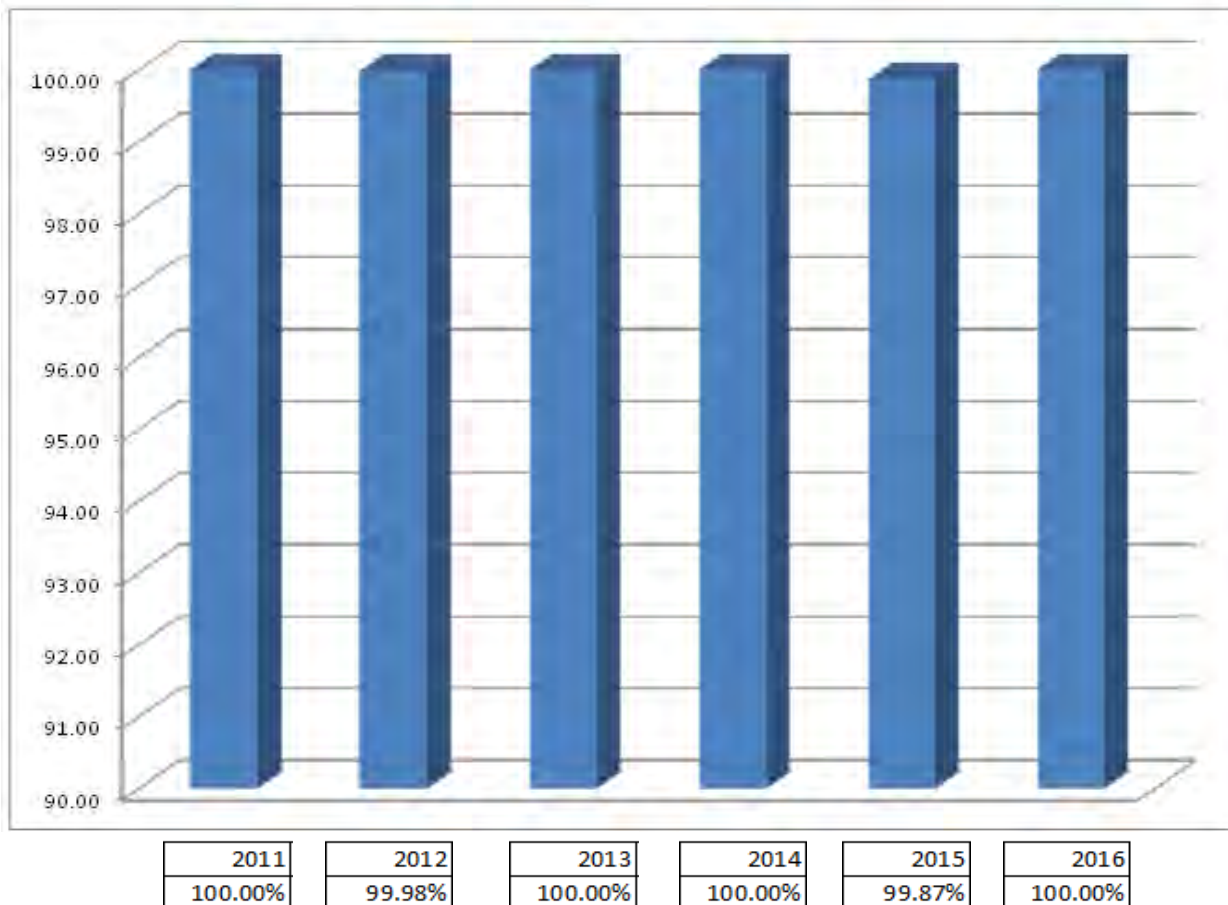
Reporting

Upon confirmation of a service impacting event, the Network Operations Center will issue an internal Service Interruption Report (SIR). The SIR will include the nature of the outage, impact to facilities and estimated time of restoration if known. Each incident is assigned an urgency level based on the level of customer impact.

Customer contact personnel receive SIRs, so they can communicate with customer facilities proactively or reactively as required by the facility. Additionally, when possible, Technical Support may communicate a service impacting event via a splash screen in the SCP user interface, the customer interface to SCP. Regular updates ensure that information provided

is always current. Securus executives also receive all SIRs, so they are aware of all customer-impacting events.

The NOC will issue a final SIR upon issue resolution. Securus investigates each incident and completes a root-cause analysis (RCA) following all service impacting events. Once the root cause is determined, Securus makes RCA documents available customers upon request.

Performance

2011	2012	2013	2014	2015	2016
100.00%	99.98%	100.00%	100.00%	99.87%	100.00%

The Securus Secure Call Platform is one the most stable calling platforms in the industry with nearly perfect, 100% availability. Through design, proactive monitoring, and rapid-response procedures, Securus minimizes customer-impacting outages. Data storage with multiple layers of redundancy minimizes the risk of losing critical data and recordings.

When disasters strike, Securus responds quickly and methodically to ensure the fastest restoration of service possible. And we have been tested.

The Division of Community Corrections will remember when in the spring of 2015, the Dallas, TX area, home of two Securus data centers, was impacted by weeks of significant storms resulting in 27 deaths and more than a billion dollars of property damage due to

flooding. Early one morning, lighting struck a Securus data center damaging cooling units. Normally, this cooling would have been restored within minutes, but the roads leading to the data center were closed due to flooding causing a longer response time for service technicians. Securus' equipment rapidly overheated and began to fail. More than a quarter million dollars of components suffered fatal damage and needed replacement. Even with this once-in-a-lifetime series of compounding events, calling services were restored the same day for most facilities, and there was no loss of customer data, investigative data or recordings.

b. The vendor must provide all archival hardware, software and supplies and must perform all system and database backups and archiving.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Securus will provide all archival hardware, software, and supplies and will perform system and database backups and archiving.

c. The vendor must provide a system that maximizes the storage of data on a medium while minimizing the amount of Division labor required in changing the medium when reaching full capacity.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Securus facilitates anywhere, anytime, immediate access to stored recordings online for the contractually-required length of time. Securus stores call recordings in centralized, disaster-resistant, carrier-class data centers. All equipment used to store recordings is monitored by the Securus Network Operations Center (NOC) 24 hours a day, seven days a week, and 365 days a year.

The Securus SCP provides a unique set of features and advanced technologies to store call recordings. Traditional premises-based calling platforms use local hard drives that may fail and are susceptible to local disasters. Premises-based systems needed manual backup schemes that are no longer necessary with SCP. SCP writes all recorded calls to a Network Attached Storage array (NAS) in our primary Data Center. Each NAS array is also replicated to the secondary Data Center for redundancy and failover. All recordings created on the platform reside in at least two of our Data Centers. Recordings can be downloaded from SCP in various, widely-used formats and copied to a CD, DVD or any portable media.

The NAS architecture makes all storage available to all servers on the network. The NAS solution delivers complete scalability for a facility's storage requirements and supports data migration from one storage device to another and the sharing of data among different servers in a network. The NAS devices provided by EMC can scale simply by adding another

node of dense SATA disk to the storage array. Within the NAS, SCP uses a software defined storage platform of very dense disk nodes. Even if three individual hard disk drives fail or one node fails, during the disk or node recovery process, the system will continue to operate without data loss.

The Securus NAS has more than two (2) petabytes of storage space in each carrier-class data center and is continuously monitored and managed through automated processes and storage policies. When these very large storage systems approach designated thresholds, Securus expands capacity to ensure all authorized call records and recordings are retained in secure, disaster-resistant locations.

The Securus data center storage solutions provide facilities with technology that is:

- **Scalable** to meet any facility's contractually required storage demands
- **Resistant** to local disasters through multiple copies stored within the data centers and off-site
- **Highly available** through the unique architecture and design of the data storage model
- **Partitioned** and **compressed** to run queries faster
- **Secure, protected**, **and monitored** to enable total recall of data

SCP records and stores basic call data with the capability to provide management reports. Securus does not limit the call data storage time. Since every site's requirements are different, Securus works with each facility customer to define their optimal data storage timeframe. All recordings are stored online within both carrier-class data centers. Typically, call detail records are stored for seven years.

d. **The vendor must provide a system that allows for the efficient transfer of archived data (recorded telephone calls) utilizing the newest, state-of-the- art hardware, software and storage medium (CD, DVD, etc.). Such a medium must be able to be read in the typical desktop workstation using software such as Windows Media Player or compatible. The vendor is responsible for ensuring that the compatible with the most common personal computer operating systems.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Securus will provide a system that allows for the efficient transfer of archived data utilizing the newest, state- of-the-art hardware, software and storage. The archived data will be able to be read in the typical desktop workstation using software such as Windows Media Player or compatible. Securus will be responsible for ensuring that the data is compatible with the most common personal computer operating systems.

e. **The vendor must be capable of recovering all system data using a system back up. Disclose and explain the vendor's procedures for ensuring integrity of all system data in the event of any of these cases and the manner and length of time in which the proposed system will recover from an emergency shutdown.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

The infrastructure supporting SCP was built for high availability and redundancy. Devices (such as routers, switches, servers, SAN, power, and circuits) within the infrastructure are both fault- tolerant (down to the component level) and physically redundant. As an example, our routers and servers have dual CPUs, NICs, power supplies, and A & B power feeds. The telecommunications circuits provided by our service providers for network access are redundant.

In the event of a temporary local outage of commercial power at the facility, an uninterruptible power supply (UPS) is provided to back up operations of all equipment installed on-site for up to three hours. Additionally, the UPS self-charges and self-initializes without manual intervention when commercial power is restored.

Given its centralized design, the SCP remains unaffected during local disasters such as hurricanes, floods, fires, and localized security breaches. The following table presents the SCP system's several levels of redundancy.

Disaster Recovery

Securus Technologies has designed and implemented a robust network architecture that provides for quick disaster recovery, minimalizing downtime for the Securus platform and its customers. Securus has demonstrated its ability to recover efficiently under extreme circumstances, restoring service to our customers with no data loss.

Risk Mitigation

Securus has implemented a platform and infrastructure designed to minimize potential outages and protect customer data. Multiple data centers, diverse network paths, redundant platform systems and proactive monitoring mitigate the majority of risks.

Data Centers

Securus maintains a presence in three data centers in three geographically diverse locations. Our data centers are designed to withstand worst case events and maintain 99.95% availability. The data centers, managed and staffed by a carrier-class data center host, meet or exceed the Telecommunications Industry Association's (TIA) standard number 942 for Tier IV (highest availability) data centers including:

- Ability to withstand a 96-hour power event

- 2-hour fire protection

- Multi-layer physical security

- Multiple power delivery paths.

Additionally, Securus data centers have redundant uninterrupted power systems, N+1 generator redundancy, and N+1 cooling redundancy. All systems and network equipment have redundant power paths. Multiple telecommunications carriers also serve each data center for load balancing and path diversity. Securus data centers are manned 24x7x365 for immediate physical assistance inside the data center.

Multiple checks ensure data center physical security including guarded, photo-verified check-in, dual door authentication (card and biometric), and a mantrap (interlocking door controller) at the data center suite entrance.

Redundancy

Redundancy is a key component of the Secure Call Platform (SCP). While operating on a single platform, Securus' SCP runs on duplicate environments in separate data centers in Atlanta, GA and Dallas, TX. Each component has N+1 redundancy meaning that a failure of any one component does not result in downtime because there is a backup available to resume its function. In addition to the inherent redundancy of SCP, Securus has also designed redundancy into all support systems either through N+ 1 configuration, database clusters, virtual machines, load balancing or other failover methods. All network transport has redundant network equipment and routing to allow traffic to reroute in the event of a failure.

The SCP platforms in Dallas and Atlanta were designed and built to the same specifications. This standardization allows rehoming of systems from their primary data center to an alternate data center in the event of a failure.

All circuits coming into Securus data centers use multiple diverse carriers, including the interconnections between data centers. In the event of a failure, traffic will reroute across a redundant circuit or path. Additionally, Securus utilizes multiple carriers for inmate calls from the SCP platform. Calls to family and friends will immediately reroute upon failure of any carrier.

Securus utilizes multiple methods of storage to minimize the risk of data loss. All critical systems and data are backed up at regularly scheduled intervals and stored offsite for retrieval if needed. In addition to offsite storage, Securus replicates voice clips, call recordings and validation data between the data centers.

Securus uses industry leading vendors for all platform and network hardware including Dell, Cisco, Oracle, EMC, Big IP and Intel. In addition to the redundancy designed into the platform and network, Securus also maintains a spare parts inventory onsite at each of our data centers to expedite repair of a failed component. Securus also maintains premium-level support contracts with each vendor that define stringent service level agreements in the event of failure.

Securus maintains an inventory of spare parts for our facility-based components at our headquarters in Dallas, Texas and has distribution agreements with multiple vendors to provide expedited national delivery service. The corporate headquarters maintains a standardized emergency recovery package of frequently used spare parts and equipment that will be available for shipment to support restoral efforts at our customer sites. Our technical field representatives located throughout the country also carry an inventory of the most commonly needed spare parts. With spare parts on board our service vehicles, most facility-based equipment malfunctions can be resolved with a single site visit.

Proactive Monitoring

Data Centers and Network

Securus continuously monitors all data centers, infrastructure components, platform systems and Inmate Telephone Systems (ITS) using the SolarWinds® suite of network performance monitors. The SolarWinds® performance monitors are highly configurable to provide real-time monitoring, event notification, alert history and statistical information. An alarm condition creates immediate visual alerts and email notifications.

The Securus Network Operations Center (NOC) provides 24x7x365 monitoring for all Securus systems, including SCP, network, back-office systems and data centers. The NOC proactively monitors these systems to ensure performance is optimal and uninterrupted. In addition to system and network level monitoring, the NOC also monitors real-time video surveillance and environmental alerts for our data centers. Securus maintains a fully redundant backup NOC at a separate physical location, should services be disrupted at the primary location.

SolarWinds® Typical Monitored System & Application Elements
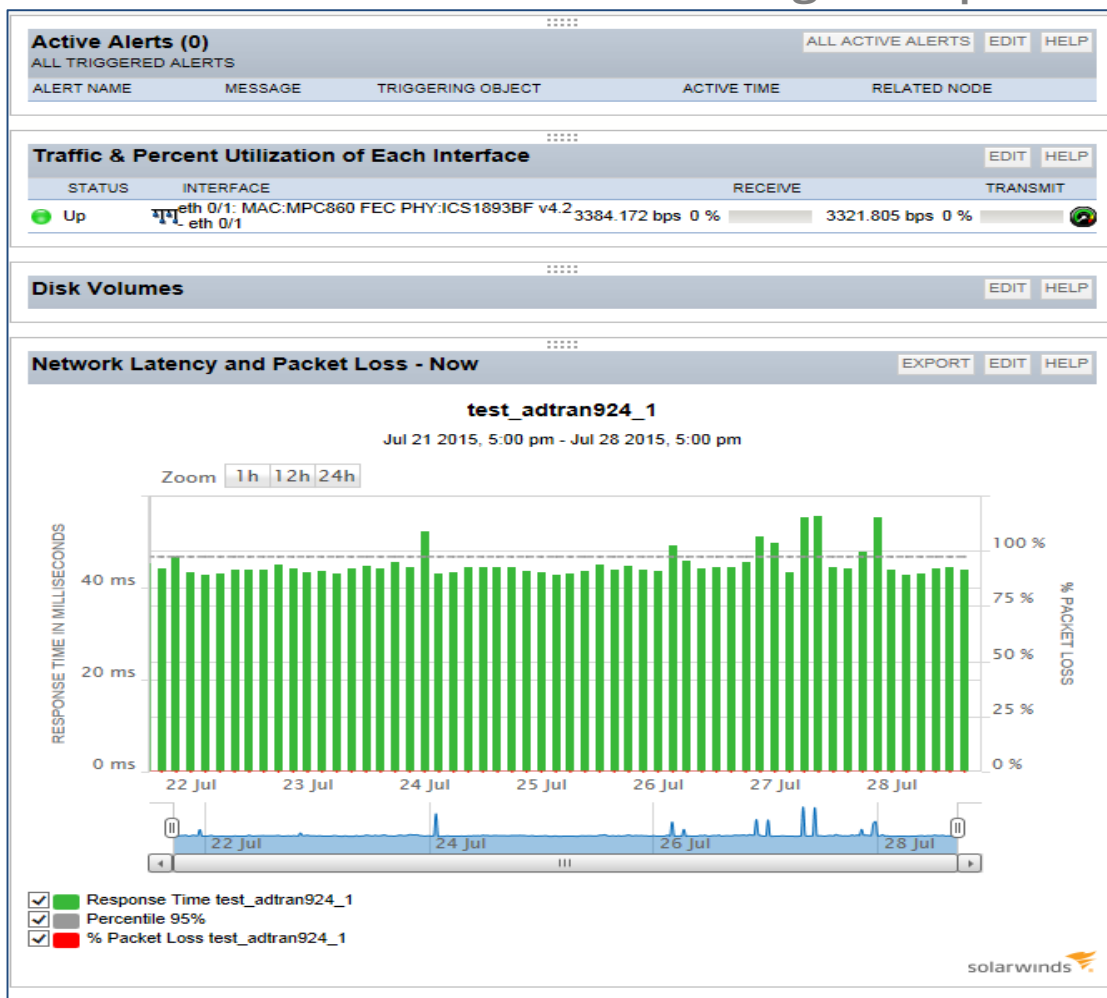
Securus Primary Network Operations Center

Securus Backup Network Operations Center

Premise Equipment

The Securus Technical Support team provides 24x7x365 monitoring of all facility-based equipment and directly supports facility installations via telephone and email. Technical Support monitors connectivity for all installations and all installed equipment including Integrated Access Devices (IADs), Visitation Phone Monitoring (VPM) units, switches and Uninterrupted Power Supply (UPS) systems. The systems are polled every two minutes to ensure and their vital operating statistics sent every 10 minutes. Upon receiving an alert indicating network failure, Securus will open a trouble ticket with the appropriate circuit provider. In the case of a premise-based equipment failure, a Securus Field Technician is dispatched to the facility for on-site repair.

SolarWinds® Device Monitoring Example

Bandwidth & Network Latency Monitoring Example

In addition to real-time monitoring and alerting, Securus Technical Support also leverages the SolarWinds® network performance monitor to gather and evaluate historical data for network alerts, bandwidth usage, packet loss and hardware performance. The detailed

level of monitoring available via our network performance monitor allows the Technical Support group to take proactive steps to prevent or mitigate facility outages and to ensure the correct resources are engaged if dispatch is necessary.

Restoration

Platform and Network

In the event of a disaster impacting SCP or our network, Securus immediately assembles a team of engineers to begin investigation and restoration of services. Securus maintains a schedule of on-call personnel for immediate response to service-impacting events and will also engage 3rd party vendors if required. If a state of emergency is declared, the Securus Business Continuity Plan will be activated.

Facility-installed Systems

Securus prioritizes recovery of premise-based equipment by facility type and equipment location. Maximum-security institutions and institutions with high inmate phone usage receive priority. Prioritization also considers customer requirements and preferences. Securus has developed procedures (checklists) to protect personnel and equipment in the event of an emergency situation. Securus will combine headquarters and field staff efforts to expedite service recovery wherever possible. Securus coordinates each checklist to ensure compliance with each facility's guidelines.

Securus has a field support department with more than 165 field service associates supported by a centralized field dispatch team. The Field Service Technicians (FST) are strategically located to support ongoing maintenance as well as any disaster recovery situations. The FSTs are supported by senior technical support resources and engineering to expedite repairs and minimize customer downtime.
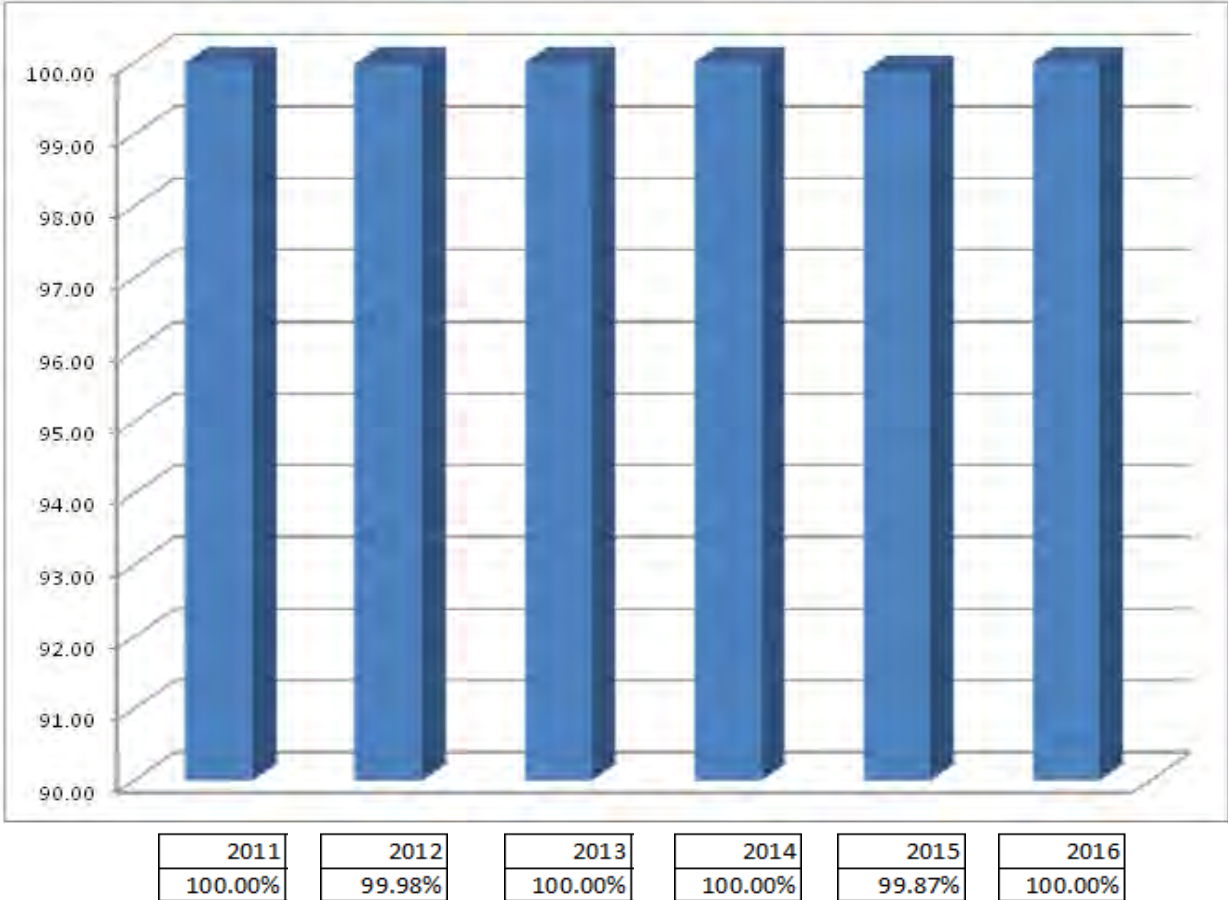
Reporting

Upon confirmation of a service impacting event, the Network Operations Center will issue an internal Service Interruption Report (SIR). The SIR will include the nature of the outage, impact to facilities and estimated time of restoration if known. Each incident is assigned an urgency level based on the level of customer impact.

Customer contact personnel receive SIRs, so they can communicate with customer facilities proactively or reactively as required by the facility. Additionally, when possible, Technical Support may communicate a service impacting event via a splash screen in the SCP user interface, the customer interface to SCP. Regular updates ensure that information provided is always current. Securus executives also receive all SIRs, so they are aware of all customer-impacting events.

The NOC will issue a final SIR upon issue resolution. Securus investigates each incident and completes a root-cause analysis (RCA) following all service impacting events. Once the root cause is determined, Securus makes RCA documents available customers upon request.

Performance

2011	2012	2013	2014	2015	2016
100.00%	99.98%	100.00%	100.00%	99.87%	100.00%

The Securus Secure Call Platform is one the most stable calling platforms in the industry with nearly perfect, 100% availability. Through design, proactive monitoring, and rapid-response procedures, Securus minimizes customer-impacting outages. Data storage with multiple layers of redundancy minimizes the risk of losing critical data and recordings.

When disasters strike, Securus responds quickly and methodically to ensure the fastest restoration of service possible. And we have been tested.

In the spring of 2015, the Dallas, TX area, home of two Securus data centers, was impacted by weeks of significant storms resulting in 27 deaths and more than a billion dollars of property damage due to flooding. Early one morning, lighting struck a Securus data center damaging cooling units. Normally, this cooling would have been restored within minutes, but the roads leading to the data center were closed due to flooding causing a longer response time for service technicians. Securus' equipment rapidly overheated and began

to fail. More than a quarter million dollars of components suffered fatal damage and needed replacement. Even with this once-in-a-lifetime series of compounding events, calling services were restored the same day for most facilities, and there was no loss of customer data, investigative data or recordings.
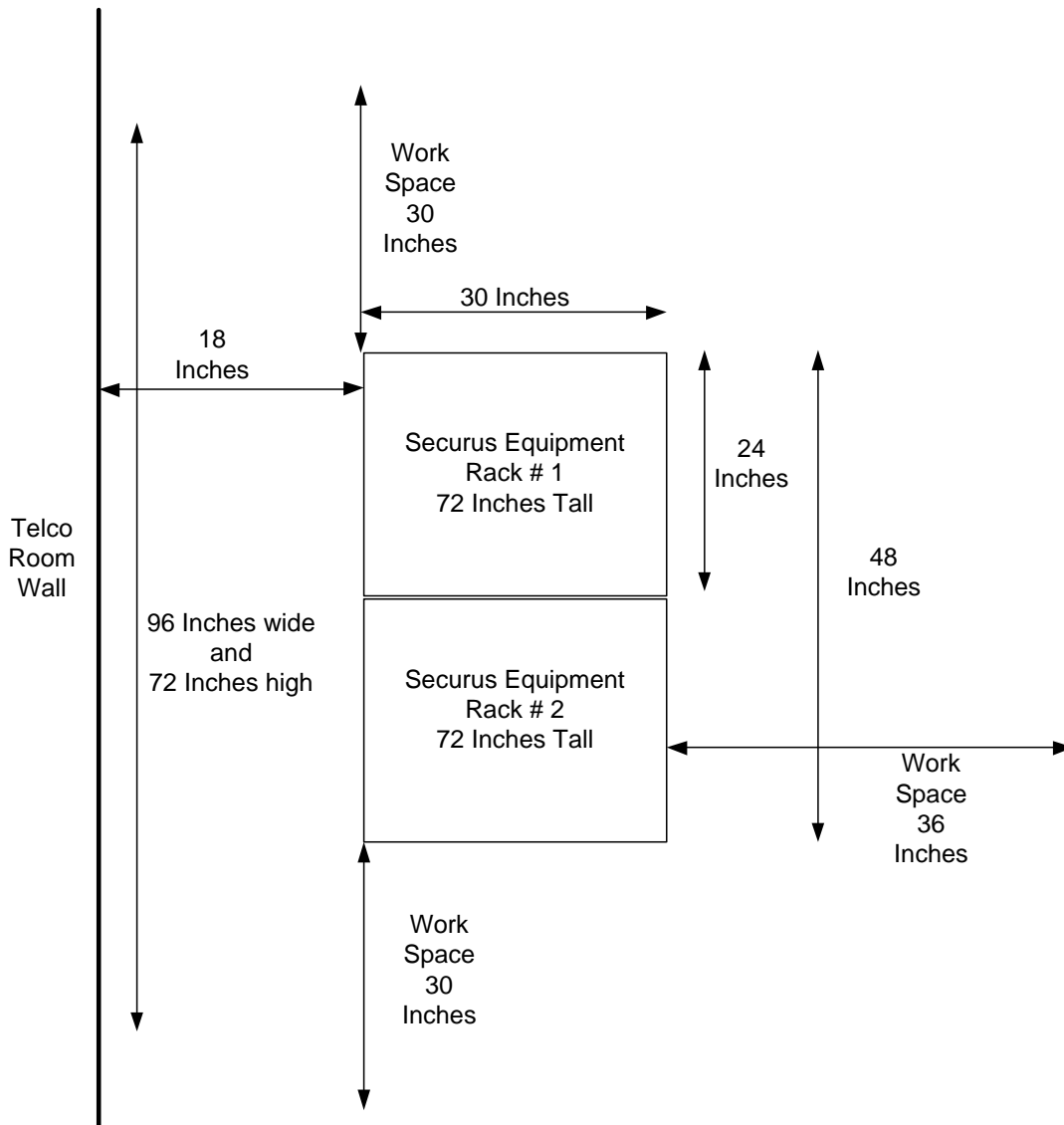
E. **Installation Requirements**

a. **List the space, environmental and electrical power requirements for the offender phone system.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

The following sample floor diagram illustrates the space requirements for our SCP system.

Sample Floor and Wall Space Requirements

Work
Space
30
Inches

30 Inches

18
Inches

Securus Equipment
Rack # 1
72 Inches Tall

24
Inches

48
Inches

Telco
Room
Wall

96 Inches wide
and
72 Inches high

Securus Equipment
Rack # 2
72 Inches Tall

Work
Space
36
Inches

Work
Space
30
Inches

The proposed Securus solution includes equipment housed at the Division of Community Corrections facility that has the following environmental requirements:

- Operating temperature: 32°F to 104°F
- Storage temperature: -4°F to 122°F
- Relative humidity: Up to 95% non-condensing
- Air conditioning total BTUs per hour: 11,130.63 BTUs

The required power for our system is 3,262 volt-ampere.

b. **The vendor must provide a detailed implementation plan designed to improve installation efficiency and minimize disruption during peak offender calling periods.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

We believe our partnership with the Division has proven we bring technology capabilities that set Securus Technologies apart from any other vendor. We have worked closely with Division of Community Corrections to deploy new and existing technologies to meet the needs of the Division and its constituents. As the existing vendor, no other provider can promise a more seamless and low impact transition than Securus.

We know this RFP is about the future and choosing a supplier that will meet your needs over the next 6 years. We believe our track record and our response to this RFP demonstrate that we will continue to bring value to the partnership going forward. We also ask that you consider the following additional advantages of continuing to work with Securus versus selecting another provider:

1. **Our knowledge of your needs gained from working together for over past 18 years.** Through our experience in working together, we understand your operation. You know our employees, and we know you. We understand your internal operating procedures and how things get done within your facility. There is no substitute for the experience we've both gained in working together.

2. **Integration with existing processes and vendors.** Through our partnership, we've developed specific ways to handle day-to-day issues. We've integrated processes, systems, and applications. We know how to work with your existing vendors and equipment. By selecting Securus, you will avoid the difficult process of re-mapping, re-engineering, re-developing, and re-training integration links. Vendor continuity prevents system interoperability issues during the transition.

3. **Immediate Transitioning To RFP Offer.** If you choose Securus as your future vendor, we can immediately transition you to our offer—no need to wait for project plans and installation schedules.

4. **No Impact on Inmates or Their Family Members and Friends.** No need to establish new accounts, no need to arrange for refunds of existing accounts, no need to work through call blocking problems or answer questions about how to set up new accounts from confused end-users. No two competitors have the same rules or programs in place for completing calls—stay with Securus and avoid inmate frustration and called party complaints.

5. **Avoid Reductions in Call Revenues.** Since call volume will continue uninterrupted, your commission payments will not be adversely impacted. Realize immediate improvement in your commissions by staying with Securus.

6. **Eliminate Unnecessary Work By Staff.** Staying with Securus means your staff does not need to learn to work with a new vendor. No extra training and no new contacts to establish. Your staff will continue to work with the same account team and field service technicians who already know your operation and already have security clearances for your facility.

7. **Avoid Having to Work With Multiple Systems and Recordings For Investigative Work.** Staying with Securus, you gain continuity between current and stored recordings. You avoid losing existing investigative history the need to re-train investigators and do not adversely impact open cases.

8. **Eliminate Risk of Performance.** Does your RFP address all your needs? Are you sure? Could a potential new provider misinterpret what you are asking for in your requirements? Can they deliver what they promise? Do they have the proper licenses to provide you the technology they claim they can provide—what will happen if they get shut down? Your experience with Securus provides greater certainty that you are going to get what you need—from a company that you know can deliver.

Securus has extensive experience installing and maintaining inmate telephone systems and has developed installation and cut-over procedures that minimize disruptions and errors and maximize customer satisfaction. Securus has developed a preliminary implementation plan that includes all of the required components.

Implementation Plan

Securus has a proven track record of providing successful turnkey installations for mega-county, county, and city agencies, as well as large State Department of Corrections agencies. Over the last three years, our team has completed nearly 2,600 quality installations of our Secure Call Platform (SCP) and has averaged a 4.6 (out of 5) customer satisfaction rating every year.

Recent customer testimonials include:

> "I could not be more pleased with the quality and professionalism of the SECURUS personnel associated with the installation of our inmate telephone system."
>
> *- Captain John Donegan – Suffolk County Jail, Riverhead, NY*
>
> "Securus delivered on the promises made in the Request for Proposal response and contract negotiations with a cutover that was seamless and efficient for everyone involved. The transition for friends and family of inmates has been very easy with few, if any, serious complaints over Securus service or response."
>
> *-- Armando "Eddie" Valeriano, Deputy Warden, Connecticut DOC*
>
> "The Securus installation team is the most professional group of people that I have ever had the pleasure of working with on this type of project. Their attention to detail and dedication to customer satisfaction allowed them to complete a statewide, multi-location installation well under the projected completion date with virtually no unforeseen problems. I would love to work with them on another project."
>
> *-- Karl Prince, IT Manager, Louisiana DOC*

The Securus Project Team consistently demonstrates project management expertise that simply cannot be matched by any other service provider. We look forward to the opportunity to continue to provide the Division of Community Corrections with industry leading project support and services.

Project Description

The Division of Community Corrections implementation project includes a complete, turnkey installation of all equipment , and telephony connectivity for inmate telephone services.

Project Plan Overview

The project plan identifies the deployment of specific technologies under a phased-in schedule that delivers efficiencies where the Division of Community Corrections needs efficiencies first. Securus proposes a preliminary implementation plan that transitions all inmate telephone services within 10 calendar days from the date of award. This includes complete, turn-key installation of all hardware, software, and configurations for the Inmate Telephone System (ITS).

The project begins with Securus representatives on-site at a designated Division of Community Corrections location to kick-off our implementation plan within days of contract execution.

Degree of Involvement from the Division of Community Corrections

Securus makes every effort to limit the administrative burden that can occur during a transition of service providers. We have experience installing our SCP at nearly 2,600 customer locations. This level of experience ensures that we do not waste any of your time.

At the beginning of the project, the Securus Project Team will meet with the Division of Community Corrections team on site at a Division of Community Corrections location. These well-organized meetings introduce project team members and review the project plan and timetables with the Division of Community Corrections team in person to ensure a successful project kick-off.

Our project managers work with the Division of Community Corrections team to coordinate equipment deliveries and facility access. When Securus technicians arrive on site, they may require escorts to the phone and equipment locations. The majority of project activity will occur during normal business hours. However, Securus can accommodate late-night/overnight cut-over activities. Some customers choose this method to eliminate service interruptions.

After each facility transitions to SCP, our Project Manager, and Field Service Technician review our quality checklists with the Division of Community Corrections team.

The Securus Project Team hosts weekly stakeholder meetings with participation from the Division of Community Corrections team.

At the beginning of the implementation project, the Securus Project Management Team will work with the Division of Community Corrections team to identify key stakeholders and primary points of contact. The team defines roles and responsibilities for the duration of the project.

The Securus Project Management Team will establish regular meeting forums and communication protocols that accommodate the requirements of the Division of Community Corrections team.

Throughout the project, our Project Management Team will provide weekly installation progress reports. The reports will include updates on all active, completed and pending installation activities.

In addition to the personal communication from our project managers, Securus can set-up automated e-mail notifications for the Division of Community Corrections team. The automated e-mail notifications the communication of updates and status changes for major milestones and other tasks.

Implementation Procedures

The project plan consists of:

- Project Initiation Phase

- Project Planning Phase

- Project Execution Phase

- Project Monitoring/Controlling Phase

- Project Closure Phase

Project Initiation Phase

Immediately after contract award, the Securus Project Management Team hosts a meeting with the Division of Community Corrections team to review project scope, critical success factors, and the implementation timeline. Site survey activities are coordinated to ensure project information matches the latest physical characteristics of each location.

Project Planning Phase

During the Project Planning Phase, the Securus Project Management Team coordinates material and human resources required for the project. This phase includes the coordination of travel, facility access, deliveries, and customer training. Securus works directly with all interstate, intrastate, and Local Exchange Carriers (LECs) to coordinate the installation of network services and equipment required for the project. The Securus Project Management Team coordinates all activities and timelines with the Division of Community Corrections team.

Project Execution Phase

During the Project Execution Phase, Securus Technicians will travel to each location and complete pre-installation activities in preparation for the cut-over. The pre-installation activities include pre-wiring, hardware staging, and telecom test & turn-up activities that can be done in advance to reduce the time and complexity of the actual cut-over.

The Securus Project Management Team coordinates cut-over activities with the Division of Community Corrections team and the current service provider to ensure a seamless transition of service. The transition of service can be coordinated after hours or during

inmate lockdown to limit service interruptions. If a service interruption is required, the activity will be coordinated with the Division of Community Corrections team at least five business days in advance.

During the cut-over, the Securus team performs a thorough inspection of the installation and resolves any issues before finalizing the implementation. The installation technicians perform a walk-through with the Division of Community Corrections team to review all installation documentation and checklists. The Securus Project Management Team hosts a customer acceptance review meeting with the Division of Community Corrections team after finalizing the cut-over at each location.

Onsite training and web-based training activities (if applicable) occur during this phase of the project.

Project Monitoring/Controlling Phase

During the Project Monitoring/Controlling Phase, the Securus Project Management Team focuses on completing any outstanding action items. The Securus Installation and Site Engineering Team will conduct daily diagnostic checks and monitoring to ensure the installed equipment is working well and meeting the requirements of the Division of Community Corrections.

The Securus Project Management Team maintains frequent communication with the Division of Community Corrections team through the resolution of all outstanding action items and final receipt of customer acceptance for the implementation project.

Project Closure Phase

During the Project Closure Phase, the Securus Project Management Team ensures there are no outstanding action items or deliverables. Securus reviews the full implementation project with the Division of Community Corrections team to obtain final acceptance.

The Securus Project Management Team transitions support responsibilities to the Securus Account Management Team for long-term, ongoing account support. The Securus Project Management Team completes all internal updates and project closure activities.

Project Quality Management Plan

The Implementation Project Plan includes quality control checkpoints at important stages throughout the project. The quality control checkpoints are essential elements of the Securus project that ensure consistent, high-quality implementations. The Securus Installation Support team uses a Six Sigma quality measurement technique that identifies and removes the causes of errors and minimizes variability in the installation process. Each installation project follows a defined sequence of steps with quantifiable targets. These targets can be financial or any other measure that is important to our customers. The

current process sigma is 4.12 (meaning less than five errors per 1,000 checks), with first-pass quality scores exceeding 90 percent.

Securus truly provides a level of quality assurance unmatched in our industry.

Implementation Plan

Please refer to Appendix I for a detailed preliminary implementation timeline.

c. The vendor must conduct a thorough inspection of all inmate telephones and equipment to ensure that they are 100% operational prior to cutover at each facility. Describe the vendor's testing and inspection procedures.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

As the Division of Community Corrections' provider, Securus will continue to conduct a thorough inspection of all inmate communications system equipment and ensure all equipment is 100% operational. All new installed equipment will follow strict implementation plan procedures as described above.

Project Quality Management Plan

The Implementation Project Plan includes quality control checkpoints at important stages throughout the project. The quality control checkpoints are essential elements of the Securus project that ensure consistent high-quality implementations. The Securus Installation Support team uses a Six Sigma quality measurement technique, which identifies and removes the causes of errors, and minimizes variability in the installation process. Each installation project follows a defined sequence of steps with quantifiable targets. These targets can be financial or any other area that is critical to our customers. The current process sigma is 4.12, with first pass quality scores exceeding 90 percent. Securus truly provides a level of quality assurance that is unmatched in our industry. This attention to detail, combined with our time working inside some of the largest, and oldest facilities, in our Country, has provided us with real experience we use to exceed our customer's expectations every day.

> The Securus transition process into our facility proved to be seamless, due to the professionalism and the attention to detail of their assigned transition team.
> *-Donald J. Lombardo, Warden for Cape May County, New Jersey*
>
> A key factor in our levels of satisfaction with Securus was the seamless transition from our previous inmate phone service provider. Securus was very organized and went the extra mile to ensure that we experienced limited interruption in services.
> *-Major David Bell, Chief Deputy at Roanoke City Jail, Virginia*
>
> Securus was extremely efficient and effective in the implementation of their system. The planning, design and installation of the equipment was expertly completed within their scheduled timeline. The installation team worked well with both my custody and maintenance staff to accomplish this task. The installation of the equipment was completed in a professional manner, the wiring was neat and secure, and the installation was completed with little down-time for the transfer over to the new system.
> -Raymond C. Skradzinski, Warden for Salem County, New Jersey

Quality Control Checkpoint 1: Customer Provisioning

Prior to any onsite installation activity, Securus Installation Support Technicians provision the SCP. SCP provisioning activity prepares our system to support the Division of Community Corrections' inmate calling traffic, and ensures that all of the necessary applications and calling features are configured. After the customer provisioning is complete, the Installation Technician submits a quality control review form to the Engineer, Project Manager, and Account Manager for the Division of Community Corrections project. Each of these Securus Associates must review the customer provisioning "pre-cut" record, and provide verification and approval.

Quality Control Checkpoint 2: Customer Pre-Installation

While onsite, the Securus Field Service Technicians complete a checklist to ensure that the physical installation characteristics meet or exceed Securus' standards. Equipment inventory, equipment location, electrical, network/telecom, and telephone installation standards are reviewed during this checkpoint.

Quality Control Checkpoint 3: Equipment Testing / Functional Validation

At this stage of the project, the SCP is online and test calls can be performed. This quality control checkpoint ensures that all SCP calling options are set up to meet the requirements of the Division of Community Corrections. Test call scenarios are completed and phone labels, call durations, on/off times, administrative terminals, and other customer configurations are verified.

Quality Control Checkpoint 4: Customer Acceptance

The final quality control checkpoint includes a review by the Division of Community Corrections Team. During this review, the Securus Project Team will provide copies of all quality control documents, equipment inventory records, and network diagrams. The Securus Project Management Team will host a review of these documents with the Division of Community Corrections Team. Any remaining deliverables or service issues will be resolved prior to completing the Customer Acceptance checkpoint.

Post-Implementation Communications

For the duration of the contract, Securus' Field Services Manager will be the primary point of contact for ongoing maintenance and support needs.

Securus' Field Services Manager and Account Manager are accessible by telephone and email 24 x 7x 365.

The Division of Community Corrections is provided with Securus' escalation procedure and appropriate contact information, which may include telephone numbers, email addresses, fax numbers, or other requested information.

Division of Community Corrections facility personnel will be provided with Securus' toll free Technical Support number and email address. Our Technical Support number is answered 24 x 7x 365 by a Securus Technical Support Representative.

Securus will provide the Division of Community Corrections with the required or requested reports based on information in inmate telephone system databases, such as inmate call details, call traffic statistics, call revenue, system usage and performance reports. If desirable, Securus will provide periodic system service reports to demonstrate system uptime. Based on the Division of Community Corrections' preference, service reports can be provided via mail, email, or Internet download from our Secure FTP Report Server.

Quarterly Performance Reviews

Securus has assigned a dedicated account management team, which includes not only the sales and support staff, but also the Division of Community Corrections' assigned Account Manager, Trish Auger, who will monitor the ongoing service and maintenance request and will conduct regularly scheduled site visits to ensure that you are receiving the highest level of customer service. In addition to these site visits, Securus offers quarterly Operational

Reviews in which your Account Manager, Trish Auger, will meet with the Division of Community Corrections staff and discuss operational performance, successes, and opportunities for improvement. Securus uses the information from these meetings to improve our service delivery platform.

    d. **Explain how the Division is kept informed of installation progress and when and how the Division is notified of any delays.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Securus makes every effort to limit the administrative burden that can occur during a transition of service providers. We have experience installing our SCP at over 2,700 customer locations. This level of experience ensures that we do not waste any of your time.

At the beginning of the project, the Securus Project Team that will include Drew Young, on site field technician and Trish Auger, account manager for the Division will meet with the Division of Community Corrections team on site at a Division of Community Corrections location. These well-organized meetings introduce project team members and review the project plan and timetables with the Division of Community Corrections team in person to ensure a successful project kick-off. Your account manager, Trish Auger, is also a member of your Securus Project Team and will be in constant contact with the Division of Community Corrections during the implementation process.

Our project managers work closely with the Division of Community Corrections team to coordinate equipment deliveries and facility access. When Securus technicians arrive on site, they may require escorts to the phone and equipment locations. The majority of project activity will occur during normal business hours. However, Securus can accommodate late-night/overnight cut-over activities. Some customers choose this method to eliminate service interruptions.

Our Project Manager, and Field Service Technician review our quality checklists with the Division of Community Corrections team.

The Securus Project Team hosts weekly stakeholder meetings with participation from the Division of Community Corrections team.

At the beginning of the implementation project, the Securus Project Management Team will work with the Division of Community Corrections team to identify key stakeholders and primary points of contact. The team defines roles and responsibilities for the duration of the project.

The Securus Project Management Team will establish regular meeting forums and communication protocols that accommodate the requirements of the Division of Community Corrections team.

Throughout the project, our Project Management Team will provide weekly installation progress reports. The reports will include updates on all active, completed and pending installation activities.

In addition to the personal communication from our project managers, Securus can set-up automated e-mail notifications for the Division of Community Corrections team. The automated e-mail notifications the communication of updates and status changes for major milestones and other tasks.

e. **Each telephone installed will be "tagged" with the telephone number at the demarcation point within two days of installation.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Securus provides identification of all installed equipment, and will provide additional identification numbers at the demarcation point within two days of installation.

F. **Maintenance, Service and Support Requirements**

a. **The vendor will be responsible for all ongoing and routine maintenance of the system hardware and software. Describe in detail, the vendor's maintenance, service and support policies. The proposal should include a proposed preventative maintenance schedule for all hardware and software, and a log for telephone inspections and maintenance work performed that would be submitted to the Division on a monthly basis. Provide a sample log with the proposal.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Securus provides superior customer service from a state-of-the-art operations center located in Carrollton, Texas. More than 50 technicians staff the Securus Technical Support Center (TSC) to ensure prompt problem resolution. The average tenure of our technicians is 8 years and the average tenure for our technical support management is 10 years.

Securus Maintenance and Technical Support Services

The Securus TSC serves as a single point of contact for facility staff to request service **24 hours a day, seven days a week, 365 days per year.** There are four ways to contact the TSC:

- Telephone: 866-558-2323
- E-Mail: technicalsupport@securustech.net
- Fax: 800-368-3168

- Web portal @ http://www.securustech.net/facility.asp

The TSC uses a call distribution system to manage the flow of inbound customer calls automatically routing calls directly to our support technicians in a skills-based, platform specific manner. Securus establishes response times and service level agreements that accomplish our objective of providing timely resolution to each request.

Technicians assign each service request one of three initial priority levels, each with resolution and escalation timelines. Every effort is made to resolve the problem remotely within the designated timeframes, and Securus resolves most service requests during the initial request. If necessary, a field service technician is dispatched to the facility to expedite resolution.

The TSC uses an event tracking system that logs, tracks, manages and assures appropriate response to all service requests. The service request generates a trouble ticket with priority level assignment that drives diagnosis and response processes. The support technician performs initial problem diagnosis and isolation procedures, determines the nature of the problem and either resolves the problem or engages an appropriate party for problem resolution. The TSC retains ownership of all service requests and is responsible for the escalation and update functions.

Service Response Times and Escalations

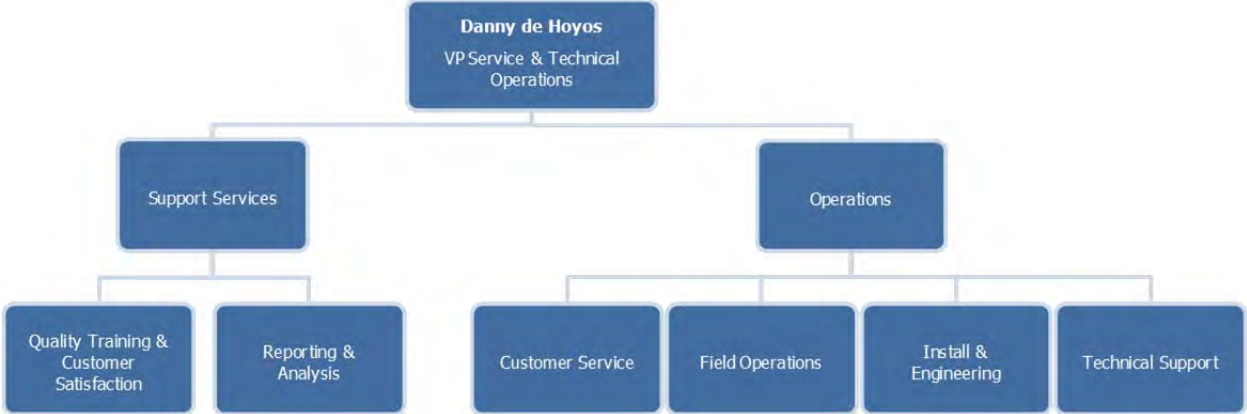| Priority Level	Service Priority Description	Response Time	Customer Communication Guideline	Escalations
P1	A P1 is our highest service level defined as 30% or more of the functionality of the System being adversely affected by the System Event. Examples of P1 service assignments would include items such as no voice prompts, features not operating appropriately, inability to burn CD's, issues with listening to live calls, inability to access SCP UI, all phones down.	2 hours	• Securus Technical Support Center notifies the facility when the service issue is resolved • If a technician is required, Securus Dispatch or Field Service Technician contacts the customer with an estimated time of arrival	• If response is delayed, escalation procedures within Securus' Management Team are activated to ensure appropriate resources are allocated to resolve the service request • Technical Support Manager & Field Service Manager • Technical Support Director & Field Service Director • VP Service & Operations
P2	A P2 assignment defined	24 hours	• Securus	• If response is

	as 5% to 29% of the functionality of the System being adversely affected by the System Event. Examples of a P2 service assignments would include items such as workstation, specific system ports, LEC circuits, unblocks, block numbers, missing CDRs, call searching.		Technical Support Center notifies the facility when the service issue is resolved • If a technician is required, Securus Dispatch or Field Service Technician contacts the customer with an estimated time of arrival	delayed, escalation procedures within Securus' Management Team are activated to ensure appropriate resources are allocated to resolve the service request • Technical Support Manager & Field Service Manager • Technical Support Director & Field Service Director • VP Service & Operations
P3	A P3 assignment defined as less the 5% of the functionality of the System being adversely affected by the System Event. Single and multiple phones related issues. Examples of P3 service assignments would include items such as static on the phone, a party not being able to hear, unable to dial, a broken phone, dial pad not working, cutoff switches not working, and inability to generate reports.	72 hours	• Securus Technical Support Center notifies the facility when the service issue is resolved • If a technician is required, Securus Dispatch or Field Service Technician contacts the customer with an estimated time of arrival	• If response is delayed, escalation procedures within Securus' Management Team are activated to ensure appropriate resources are allocated to resolve the service request • Technical Support Manager & Field Service Manager • Technical Support Director & Field Service Director • VP Service & Operations

Centralized Services Operations Model

All Securus services and operations are managed centrally, from our Service and Operations organization in Dallas, Texas. The Operations team's responsibility is supporting external customers, including Customer Service, Field Services, Installation and Engineering, and Technical Support. The Support Services team provides internal support services including Quality, Training and Customer Satisfaction, and Reporting and Analysis.

The following figure illustrates the Securus Service and Operations organization, which is staffed by full-time Securus employees.
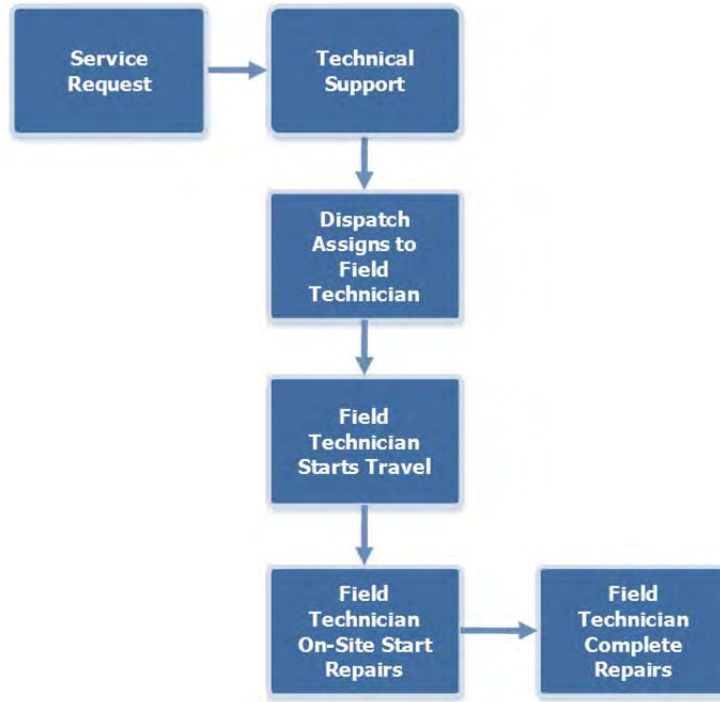
Services and Operations Organization

Securus adopted this operational model because of the natural interaction between functional groups. Having our support services integrated and centrally managed enables cross-functional group interaction, improving the response time, and efficiencies of our services.

Call Routing

The TSC manages the flow of inbound calls through a call distribution system that routes calls directly to our support technicians in a skills-based, platform specific manner. Securus establishes response times and service level agreements that accomplish our key objective of providing timely resolution to each request. Service calls are answered 24x7x365 by live technicians to provide timely and quality customer service.

Trouble Ticketing Process

In all instances, service will be requested through the TSC and field service personnel will be dispatched through trouble ticketing system to ensure documentation and timely resolution of all service tickets.

Event Tracking System

The Securus event tracking system logs, tracks, manages, and assures an appropriate response to all service requests. The service request generates a unique trouble ticket number linked to each facility's service history and provides real-time updates. Each ticket has a priority level assignment, which drives diagnosis and response processes. The support technician performs initial problem diagnosis and isolation procedures, determines the nature of the problem, and resolves the problem or engages the appropriate party for problem resolution.

The TSC maintains ownership of all service requests and responsibility for the escalation and update functions. Every effort is made to resolve problems remotely and within the framework of resolution timeframes. However, if the problem requires on-site service, a technician is dispatched. Securus will contact the facility to arrange for the on-site service at the convenience of the facility.

D facilities can also open and track trouble tickets through our convenient facility portal.

Facility Portal

Securus provides customer facilities with one of the only anywhere, anytime, single-point-of-access customer portals in the industry. Approved users can access all calling activity, including all call detail reports. The Facility Portal also serves as the user interface to the Securus electronic trouble ticket system. Authorized users can initiate trouble tickets for repairs, track the real-time ticket status, and generate current and historical reports of trouble tickets with the Facility Portal. The facility Portal generates a tracking number for each ticket opened. Users can search for service tickets by ticket number or by date search. All updates are sent electronically in real-time to the originator of the ticket, as well as to the Division designee.

Open Service Ticket

Manage Your Service Tickets

Clicking the ticket number in the service history generates a report with ticket detail. Users can review all the notes and the final resolution of any closed ticket at any time. If the ticket is currently open, users can create a new journal note. Consent to close a ticket can also be performed using the notes section.

Example of ticket detail:

Ticket Detail

Facility Portal Reports

Users can view or download several reports from the Facility Portal:

- **Calling Activity Report** – This report provides details on the number and type of calls made from a telephone number at the facility.

- **Call Type Summary Report** – This report provides details on the number and type of calls made from a specific telephone number at the facility. Calls will be broken down by local, intraLATA, interLATA and interstate.

- **Daily Call Volume Snapshot** – This report shows a daily snapshot of calls and minutes compared to the daily average

- **Monthly Call Frequency Chart** – This chart details the most frequently called numbers from the facility.

- **Preliminary Monthly Revenue Report** – This report details all calls, minutes and revenue for a specific date range.

- **Preliminary Daily Revenue** – This report details all calls, minutes, and revenue for a specific date.

- **Investigation Tool** – This tool allows for tracking of a specific dialed number from any of the approximately 2,600 facilities serviced by Securus.

Preventive Maintenance

The Securus Technical Support team has primary responsibility for resolution when a problem occurs. If the issue requires on-site service, our dispatch team contacts the assigned FST and establishes an estimated time of arrival. The Dispatcher or the FST immediately communicate the time of arrival to the facility. Upon arrival at the facility, the FST will meet with the primary site contact to review the problem and perform the necessary repairs. Repairs typically involve repairing or replacing a defective part or wiring or correcting configuration settings.

Upon resolving the primary issue, the Field Service Technician will perform a system check to detect any unreported issues and conduct preventative maintenance checks while on-site, including:

- Cleaning out the system filters
- Testing system features and functionality
- Testing of individual phones
- Performing workstation(s) inspections.

Problems identified during this check are addressed by the Field Service Technician during the same visit unless additional parts are required to resolve the issue.

Upon completion of the repairs, the FST will validate problem resolution with the primary site contact and obtain sign-off on the repairs performed. After obtaining sign-off, the FST will record the transaction in our problem management system through his or her laptop.

Service Parts

Securus field service technicians maintain a working level of spare parts for minor repairs consisting of telephone sets, handsets, dials, and replacement circuit boards, either on-site or in their truck. If a technician does not have required a part, Securus will drop-ship the item to the site. Securus will ship counter-to-counter on the same day in critical situations.

Quality

Securus sends an e-mail customer satisfaction survey to the primary site contact following each service event. Customer concerns are immediately escalated to the Regional Service Manager and the National Service Director. The Regional Service Manager is required to contact the customer within 24 hours to better understand the concern and implement a correct action plan. Securus executives review the summary of each issue along with the corrective actions on a monthly basis. Our current survey results show 94% satisfaction with Field Service with 77% indicating they were "delighted" with the service they received.

Sample Log

PM Version 1.0

SECURUS TECHNOLOGIES™

Ticket # _____

Date _____

Securus Preventative Maintenance Form

Field Tech _____

Facility Name: _____ Site Code: _____
Facility Address: _____ State and Zip _____
Site POC: _____ POC Phone # _____

Inmate Phones/cut off switches

1 ID Phone Port and verify it is correct.   SCP dial *1776 and press 1 for port.   _____

2 Test Handstet - SCP *1776 and press 2 to test handset.   _____

3 Test Dial Pad - SCP * 1776 and press 3.   _____

4 Check Physical Condition -no missing screws, no exposed wiring   _____

5 Take handset off cradle and make sure hook switch springs all of the way up.   _____

6 Check for proper Voice Prompts   _____

7 Cable Termination and Routing - No Splices   _____

8 Cabling to Cut Off Switch - Ensure both tip and ring are run to station side of Switch & Back   _____

9 Proper Mounting- Ensure Switch is mounted correctly   _____

10 Test Switch by flipping switch off-verify no voice prompts   _____

11 Make Sure there are no lose connections   _____

12 Lableing - Make sure all cut off switches labled correctly and EAR left on site.   _____

Blocks & Workstations

13 Make Sure all Cables connected and secure   _____

14 Check for Voice Prompts using test set and verify all ports have prompts   _____

15 Check for alarms on T-1 smart jacks   _____

16 Check Test UPS - shut down phones and unplug UPS from power source-Once per Month   _____

17 Clean Equipment(filters, remove dust) and Surrounding Area   _____

18 Reboot System if confident system is stable. Make sure and notify facility and get approval to take down phones. ONCE per month only.   _____

19 SCP UI Funtionality from site. Verfify with site admin that monitoring and reports run correctly   _____

SCP-MPLS

20 Check Smart jack for Error Lights   _____
21 Check Adtran for Error Lights and connectivity Issues   _____
22 Make Test Calls from Each Adtran   _____

Networking Equipment

23 Make sure that equipment is not in alarm or showing any errors   _____
24 Make sure equipment is connected to network via hub or switch   _____

Notes: _____

_____

306

b. **The vendor will designate a single point of contact (of a technical nature) that will provide one-on-one, in-depth technical assistance for the maintenance of the system for all issues that may rise related to the operation, maintenance and support of the system.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Drew Young has been the single point of contact for the Division of Community Corrections for the past 3 years.. He will provide the preventative maintenance as well as perform routine inspections and maintenance work. In addition to Drew, Trish Auger, account manager and Terry Sims, Client Manager, are always available to assist with operation, maintenance and support of the system.

c. **At all times, while at the Detention Center, the Vendor staff shall comply with all the rules, regulations, directives and Operational Orders of the Division of Community Corrections. The Vendor staff vehicles, if located on the grounds of the Detention Center, shall be subject to search. Said rules shall be made available by the Division's staff.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Securus staff will comply with all the rules, regulations, directives and operational orders of the Division of Community Corrections at all times while at the Division of Community Corrections. We understand that our vehicles, if located on the grounds of the Division of Community Corrections are subject to being searched. As the incumbent, we understand and agree to the rules.

d. **The Division reserves the right to restrict access to the facility or require immediate removal of any person(s) without prior notification.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

e. **There is no smoking inside Division facilities. The Division facilities are tobacco free and its use in any form is prohibited inside.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

f. Explain, in detail, the vendor's non-emergency response procedure, including the response times in the event of a non-emergency service call. Define non-emergency. Describe how the Division is kept informed of progress.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

A Priority 3 (P3) assignment—our lowest priority assignment—occurs when a system event adversely affects 5 percent or less of system functionality. System events adversely affecting some of available facility phones. Examples of P3 service assignments include:

- Static on the phone
- A party's inability to hear
- An inmate's inability to dial
- A broken phone
- Non-functioning dial pad
- Non-functioning cutoff switches
- An inability to generate reports

The response time for a P3 event is 72 hours. If a dispatch is not required, Securus notifies the facility upon issue resolution. If a dispatch is required, Securus contacts the facility and provides an estimated time of arrival. Terry Sims, CMT keeps the Division informed of progress on all open tickets. Additionally, Securus proactively updates its Facility Portal for tracking of any service tickets.

P3 events escalate to the Technical Support Department.

g. Explain, in detail, the vendor's emergency response procedure, including the response time for an "emergency" service call. Define "emergency". Describe how the Division is kept informed of progress when an outage occurs.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

When a facility calls Securus, an event tracking system assigns a trouble ticket, with one of three initial priority levels—P1, P2, or P3. Each level is designed to address specific system events and has a prescribed resolution timeline and escalation procedure. In all cases, Technical Support will respond to the customer within the required timeframe. The Division's account manager, Trish Auger, and Terry Sims, CMT, will also be made aware of an emergency event at the facility and will be in constant contact with technical support throughout the event.

Priority 1 Service Level

A Priority 1 (P1) assignment—our highest priority assignment—occurs when a system event adversely affects 30 percent or more of system functionality. Examples of P1 service assignments include:

- Voice prompts not operating
- Features are not operating appropriately
- CD-burning abilities disabled
- Live call monitoring is not operating appropriately
- SCP access denied
- All phones out-of-service

The response time for a P1 event is two hours. If a dispatch is not required, Securus notifies the facility upon issue resolution. If a dispatch is required, Securus contacts the facility and provides an estimated time of arrival.

A P1 events escalate to:

- Technical Support Department
- Technical Support Manager
- Technical Support Director
- Regional Field Manager
- Executive Director of Service

If the problem resolution is delayed, escalation procedures within the Securus Management Team are activated to ensure appropriate resources are allocated to resolve the problem.

Priority 2 Service Level

A Priority 2 (P2) assignment—our mid-level priority assignment—occurs when a system event adversely affects 5 to 29 percent of system functionality. Examples of a P2 service assignment include problems or errors with related to:

- Workstation
- Specific system ports
- Local Exchange Carrier (LEC) circuits
- Unblocks
- Blocked numbers
- Missing call detail records (CDRs)
- Call searching

The response time for a P2 event is 24 hours. If a dispatch is not required, Securus notifies the facility upon issue resolution. If a dispatch is required, Securus contacts the facility and provides an estimated time of arrival.

P2 events escalate to the Technical Support Department.

Escalations

If a dispatch is not required, Securus notifies the facility upon issue resolution. If a dispatch is required, Securus contacts the facility and provides an estimated time of arrival.

The supervisory escalation chain is:

- Technical Support Department
- Technical Support Manager
- Technical Support Director
- Regional Field Manager
- VP Service and Technical Operations

> h. **The vendor will be required to provide a toll-free telephone number with access to a live operator twenty-four hours per day, seven days per week to Division staff for reporting trouble calls, nonscheduled maintenance and requests for system administration. Vendor must include the process it uses to respond to such calls, the average length of time Division staff must wait on hold before being connected with a vendor representative, and the average length of time it takes to resolve trouble calls Include the toll-free number in the proposal.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

In 2009, Securus made a strategic decision to centralize management of all technical support. Today, Securus provides superior customer service capabilities from a state-of-the-art technical support center located in Dallas, Texas.

Approximately 50 technical professionals staff the Securus Technical Support Center (TSC) which handles approximately 8,000 inbound queries per month. The TSC provides a single-point-of-contact for Securus customers for issues ranging from minor maintenance issues to service outages. Clients can contact the TSC 24x7x365 by any of the following convenient methods:

- **Telephone** – 866-558-2323
- **E-Mail** – technicalsupport@securustech.net
- **Fax** – 800-368-3168
- **Web portal** - http://www.securustech.net/facility/Default.asp

The technical service center offers our clients:

- Technical support and field dispatch 24x7x365
- Fully trained staff of support professionals to answer calls
- Trained professionals to provide quick problem resolution and a higher level of customer service
- Service event tracking to drive resolutions
- Prioritized calls and analyzed reports to ensure achievement of Service Level Agreements
- Certified technicians to provide quick problem resolution
- System and individual site connectivity monitored 24x7x365

24x7x365 Securus Technical Support Center
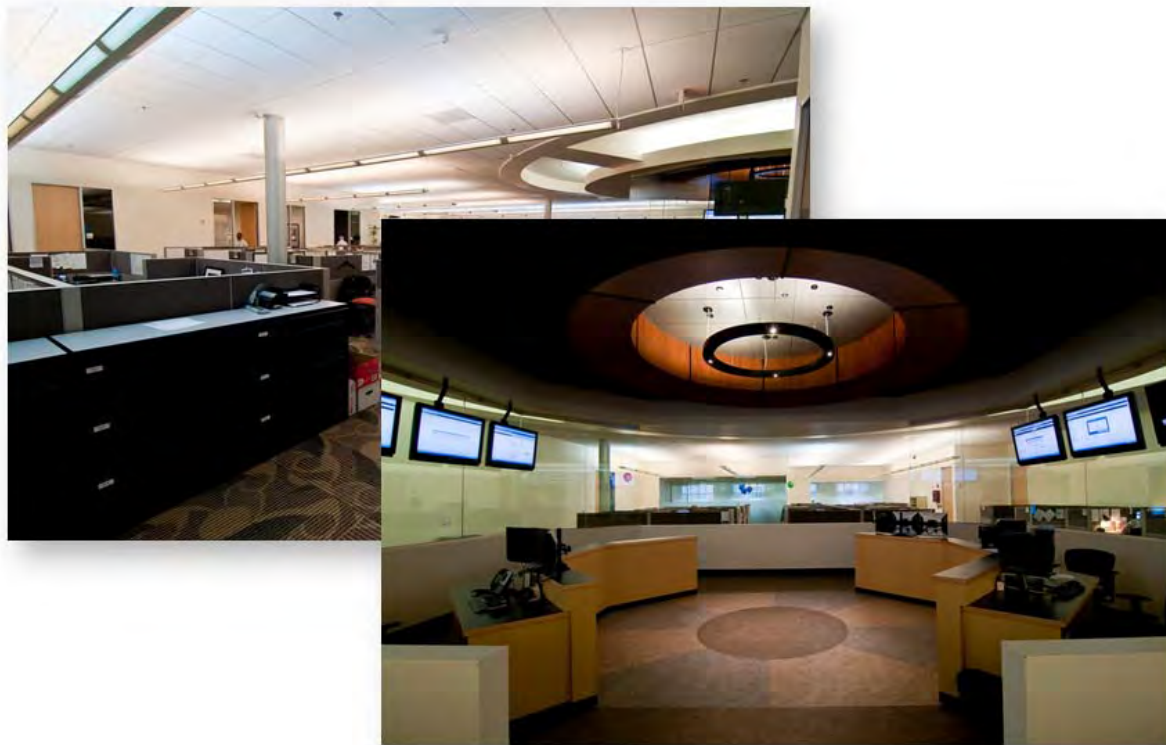
Securus technicians receive internal Securus certifications, based on our business and the products and services we support.

Service Levels

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A Priority 2 (P2) assignment—our mid-level priority assignment—occurs when a system event adversely affects 5 to 29 percent of system functionality. Examples of a P2 service assignment include problems or errors with related to:

- Workstation
- Specific system ports
- Local Exchange Carrier (LEC) circuits
- Unblocks
- Blocked numbers

- Missing call detail records (CDRs)
- Call searching

The response time for a P2 event is 24 hours. If a dispatch is not required, Securus notifies the facility upon issue resolution. If a dispatch is required, Securus contacts the facility and provides an estimated time of arrival.

P2 events escalate to the Technical Support Department.

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- An inability to generate reports

The response time for a P3 event is 72 hours. If a dispatch is not required, Securus notifies the facility upon issue resolution. If a dispatch is required, Securus contacts the facility and provides an estimated time of arrival.

P3 events escalate to the Technical Support Department.

Escalations

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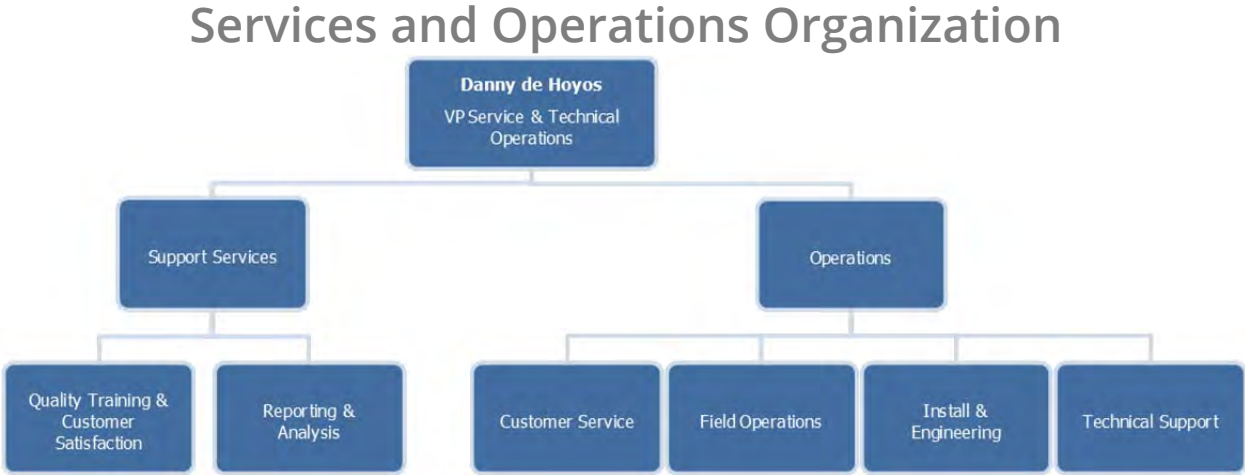
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County facilities can also open and track trouble tickets through our convenient facility portal.

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Open Service Ticket

Manage Your Service Tickets

Clicking the ticket number in the service history generates a report with ticket detail. Users can review all the notes and the final resolution of any closed ticket at any time. If the ticket is currently open, users can create a new journal note. Consent to close a ticket can also be performed using the notes section.

Example of ticket detail:

Ticket Detail

Facility Portal Reports

Users can view or download several reports from the Facility Portal:

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- **Preliminary Daily Revenue** – This report details all calls, minutes, and revenue for a specific date.

- **Investigation Tool** – This tool allows for tracking of a specific dialed number from any of the approximately 2,600 facilities serviced by Securus.

i. **Provide an escalation plan for resolution of complaints or problems that are not handled within normal response times. Identify the name, title and telephone number of management-level employees to be contacted above the person responsible for the account. Disclose and explain the procedure for notifying the next level, including the timetable for notification.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

When a service ticket reaches the halfway point of the allotted timeframe of the service level agreement (SLA), the Technical Support Manager and assigned Field Service Managers are automatically notified. For example, if a P1 priority level has a 2-hour response time, the Technical Support Manager and Field Service Managers are notified if the issue has not been resolved one hour after the ticket is opened.

If the ticket reaches the maximum SLA timeframe, another notification is sent to the Technical Support Director and Field Service Director who can then further escalate resolution procedures.

Escalations

If a dispatch is not required, Securus notifies the facility upon issue resolution. If a dispatch is required, Securus contacts the facility and provides an estimated time of arrival.

The supervisory escalation chain is:

- Technical Support Department
    - **Telephone** – 866-558-2323
    - **E-Mail** – technicalsupport@securustech.net
    - **Fax** – 800-368-3168
    - **Web portal** - http://www.securustech.net/facility/Default.asp
- Technical Support Manager, Jeffrey Hixon, 240-527-9812
- Regional Field Manager, Johnny Hagins, 803-445-5876
- VP Service and Technical Operations, Aaron Bacher, 972-277-0451

Timetable for Notifications

Priority Level	Service Priority Description	Response Time	Customer Communication Guideline	Escalations
P1	A P1 is our highest service level which is defined as 60% or more of the functionality of the System being adversely affected	4 hours	• Securus Technical Support Center notifies the facility	• If response is delayed, escalation procedures within Securus' Management Team

	by the System Event.		when the service issue is resolved • If a technician is required, Securus Dispatch or Field Service Technician contacts the customer with an estimated time of arrival	are activated to ensure appropriate resources are allocated to resolve the service request • Technical Support Manager & Field Service Manager • Technical Support Director & Field Service Director • VP Service & Operations
P2	A P2 assignment is defined as 30% to 59% of the functionality of the System being adversely affected by the System Event.	12 hours	• Securus Technical Support Center notifies the facility when the service issue is resolved • If a technician is required, Securus Dispatch or Field Service Technician contacts the customer with an estimated time of arrival	• If response is delayed, escalation procedures within Securus' Management Team are activated to ensure appropriate resources are allocated to resolve the service request • Technical Support Manager & Field Service Manager • Technical Support Director & Field Service Director • VP Service & Operations
P3	A P3 assignment is defined as 5% to 29% of the functionality of the System being adversely affected by the System Event.	24 hours	• Securus Technical Support Center notifies the facility when the service issue is resolved • If a technician is required, Securus Dispatch or Field Service	• If response is delayed, escalation procedures within Securus' Management Team are activated to ensure appropriate resources are allocated to resolve the service request • Technical Support Manager & Field Service Manager

			Technician contacts the customer with an estimated time of arrival	• Technical Support Director & Field Service Director • VP Service & Operations
P4	A P4 assignment is defined as less than 5% of the functionality of the System being adversely affected by the System Event.	36 hours	• Securus Technical Support Center notifies the facility when the service issue is resolved • If a technician is required, Securus Dispatch or Field Service Technician contacts the customer with an estimated time of arrival	• If response is delayed, escalation procedures within Securus' Management Team are activated to ensure appropriate resources are allocated to resolve the service request • Technical Support Manager & Field Service Manager • Technical Support Director & Field Service Director • VP Service & Operations

j. **Due to the high number of lightning strikes that the facility incurs the vendor must provide a description of how it intends to provide adequate surge/strike protection for the proposed system. The use of traditional "power strips" will not suffice for this requirement.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Uninterruptible Power Supply Facility Backup

Securus will maintain an uninterruptible power supply (UPS) backup for the equipment installed on Division of Community Corrections premises. The UPS eliminates spikes, sags, surges, transients, and all other over/under voltage and frequency conditions, providing clean power to connected critical loads.

Sample UPS

The rack mount UPS is a high-density backup power protection solution that is ideal for servers, storage systems, network equipment and other critical devices. It also offers the best UPS power protection against five of the nine most common power quality problems. The slim design and wide range of UPS system installation possibilities make this the most versatile UPS power quality solution available.

Calls In Progress

The Integrated Access Device (IAD)s and uninterruptible power supply (UPS) maintain all in-progress telephone calls for up to 30 minutes while blocking additional call attempts after the event. After 30 minutes, the system terminates all calls in progress and powers down to a quiescent state that allows it to resume full operation automatically after the restoration of commercial power.

     k.   **The vendor will maintain on-site at the Division a stock of commonly used telehone parts (such as handsets, keypads, etc.)**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Securus will continue to maintain replacement parts on-site at the Division of Community Corrections facility.

     l.   **The vendor will agree to refrain from using the Division system as a beta- testing site or for the training of service technicians.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

     m.   **State the location of the vendor's nearest service center to the Division detention facilities. Indicate where additional or replacement parts are stored and the location of the person(s) responsible for monitoring operations and responding to maintenance or service calls. Vendor must guarantee that it will provide telephone equipment personnel who have been   fully   trained,   manufacturer certified,   and/or qualified   on   the equipment and software to be serviced.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Securus employs approximately 170 field service associates including 9 Regional Managers and a centralized Field Dispatch team to support our national customer base. The Field Service Technicians (FST) are strategically positioned to meet the response time requirements of our customer's and reside near each customer location. FSTs are all

required to have extensive telecommunication background and are Securus-certified to service our product offerings. The FTSs have direct access to senior technical support and engineering resources to expedite repairs and minimize customer downtime.

The Division of Community Corrections will continue to benefit from the relationship of the onsite service technician, Drew Young who is intimately familiar with the infrastructure of the Division and who has worked closely with Captain Randy Jones and Ms. Gina Dulin and other Division staff members for the past three (3) years. Drew is also supported by Jon Glauer, Roger Swofford and Ed Clifford who also are very familiar with the Division of Community Corrections. The Division also has the added benefit of Patrick Robertson, Regional Manager of Field Service who lives in Louisville and is also very familiar with the Division. Your account manager, Trish Auger, is a 20+ year Securus employee who had developed relationships with the staff and will continue to manage and support the Division of Community Corrections as a trusted advisor.

Workflow

Once our centralized Technical support operation determines that an issue requires on-site service, our dispatch team contacts the assigned FST and establishes an estimated time of arrival. The Dispatcher or the FST immediately communicate the time of arrival to the facility. Upon arrival at the facility, the FST will meet with the primary site contact to review the problem and perform the necessary repairs. Repairs typically involve repairing or replacing a defective part or wiring or correcting configuration settings.

Upon resolving the primary issue, the Field Service Technician will perform a system check to detect any unreported issues and conduct preventative maintenance checks while on-site, including:

- Cleaning out the system filters
- Testing system features and functionality
- Testing of individual phones
- Performing workstation(s) inspections.

Problems identified during this check are addressed by the Field Service Technician during the same visit unless additional parts are required to resolve the issue.

Upon completion of the repairs, the FST will validate problem resolution with the primary site contact and obtain sign-off on the repairs performed. After obtaining sign-off, the FST will record the transaction in our problem management system through his or her laptop.

Service Parts

Securus field service technicians maintain a working level of spare parts for minor repairs consisting of telephone sets, handsets, dials, and replacement circuit boards, either on-site or in their truck. If a technician does not have required a part, Securus will drop-ship the item to the site. Securus will ship counter-to-counter on the same day in critical situations.

Quality

Securus sends an e-mail customer satisfaction survey to the primary site contact following each service event. Customer concerns are immediately escalated to the Regional Service Manager and the National Service Director. The Regional Service Manager is required to contact the customer within 24 hours to better understand the concern and implement a correct action plan. Securus executives review the summary of each issue along with the corrective actions on a monthly basis. Our current survey results show 94% satisfaction with Field Service with 77% indicating they were "delighted" with the service they received.

Implementation

Our preliminary implementation plan includes transitional meetings that detail the setup of proposed applications and tasks associated with the transition from the current system to Securus' Secure Call Platform (SCP). Securus has extensive experience preparing locations for system implementation without disrupting the facility's existing service. All hardware, phone lines, and workstations will be in place before replacing the telephone instruments and cutting over to SCP.

n. **Define the features and/or functions of the system that are controlled, programmed or implemented from remote facilities. State how often functions are updated and by whom. Describe how the telephones are polled by the system, how often this occurs and the information gathered during remote diagnostics. Indicate the point in this process the vendor and the Division are informed that one or more phones may be down. Include vendor's track record in remote diagnostics, and the vendor's policies and procedures for notifying the Division of scheduled service or maintenance that may result in a service interruption to any offender telephone or service.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Since SCP is a web-based service, all features and functions of the system are controlled, programmed or implemented from Securus' headquarters. Certain administrative controls can be accessed by authorized Division staff through SCP's user interface from any internet-connected computer with proper authorization.

Securus SCP technicians can apply patches to the system daily or as often as necessary. These updates are applied to all of our clients' systems at the same time nationally. Product upgrades occur three-to-four times a year and Division staff will be notified in advance of these upgrades with appropriate instruction on these advancements.

Network Operations Center (NOC)

Securus continuously monitors all data centers, infrastructure components, platform systems and Inmate Telephone Systems (ITS) using the SolarWinds® suite of network performance monitors. The SolarWinds® performance monitors are highly configurable to provide real-time monitoring, event notification, alert history and statistical information. An alarm condition creates immediate visual alerts and email notifications.

The Securus Network Operations Center (NOC) provides 24x7x365 monitoring for all Securus systems, including SCP, network, back-office systems and data centers. The NOC proactively monitors these systems to ensure performance is optimal and uninterrupted. In addition to system and network level monitoring, the NOC also monitors real-time video surveillance and environmental alerts for our data centers. Securus maintains a fully redundant backup NOC at a separate physical location, should services be disrupted at the primary location.

Premise Equipment

The Securus Technical Support team provides 24x7x365 monitoring of all facility-based SVV equipment and directly supports facility installations via telephone and email. Technical Support monitors connectivity for all installations and all installed equipment including SVV network equipment and SVV terminals. The systems are polled every two minutes to ensure connectivity and their vital operating statistics are sent every 10 minutes. Upon receiving an alert indicating network failure, Securus will open a trouble ticket with the

appropriate circuit provider. In the case of a premise-based equipment failure, a Securus Field Technician is dispatched to the facility for on-site repair.

o. **The vendors must provide a system that does not need to be taken "off- line" in order to make changes, additions or retrieve reports.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Securus provides the Division of Community Corrections with a system that does not need to be taken off-line in order to make changes, additions, or retrieve reports.

p. **Explain the vendor's policy on call traffic analysis. How often does the vendor analyse call traffic? What are the steps included in the analysis?**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

The Securus capacity engineering team reviews call traffic volume reports and storage requirements throughout all systems to ensure sufficient network capacity.

Network Operations Center (NOC)

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SolarWinds® Typical Monitored System & Application Elements

Securus Primary Network Operations Center

Securus Backup Network Operations Center

Premise Equipment

The Securus Technical Support team provides 24x7x365 monitoring of all facility-based equipment and directly supports facility installations via telephone and email. Technical Support monitors connectivity for all installations and all installed equipment including Integrated Access Devices (IADs), Visitation Phone Monitoring (VPM) units, switches and Uninterrupted Power Supply (UPS) systems. The systems are polled every two minutes to ensure and their vital operating statistics sent every 10 minutes. Upon receiving an alert indicating network failure, Securus will open a trouble ticket with the appropriate circuit provider. In the case of a premise-based equipment failure, a Securus Field Technician is dispatched to the facility for on-site repair.

SolarWinds® Device Monitoring Example

Bandwidth & Network Latency Monitoring Example

In addition to real-time monitoring and alerting, Securus Technical Support also leverages the SolarWinds® network performance monitor to gather and evaluate historical data for network alerts, bandwidth usage, packet loss and hardware performance. The detailed

329

level of monitoring available via our network performance monitor allows the Technical Support group to take proactive steps to prevent or mitigate facility outages and to ensure the correct resources are engaged if dispatch is necessary.

Infrastructure Inspections

System Administrators make scheduled inspections of all systems and routinely perform preventive maintenance and software enhancements as directed by a Production Change Control steering group. Additionally, change control practices have been reviewed and are compliant with Sarbanes-Oxley.

The following are a few examples of the NOC monitoring views:

NOC-Monitoring View

q. **Disclose and explain the vendor's policy/procedure to add, move, upgrade and/or change equipment hardware and software. Include the procedures that would be used by the Division to obtain upgrades/enhancements and any costs, if any, to the Division.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

The architecture of SCP is built to implement software upgrades in real time, limiting disruption to the phone service. As new features are generally available, the feature is added to the central processor, making the feature available to all facilities; however, Securus will not turn on the feature unless the Division of Community Corrections authorizes us to do so. Your Account Manager, Trish Auger, who is dedicated to your account, will communicate when new features are available and will schedule additional training, as needed.

While traditional inmate calling systems require a significant amount of physical space for hardware accommodation, the SCP serves a facility (and sometimes multiple facilities) from a single 19-inch rack of equipment. When the time comes to make additions to the inmate calling system, the simple addition of an additional Integrated Access Device (IAD) is most often all that is needed. The centralized architecture of SCP is designed to accommodate the facility's current and future needs, including new facilities or additions, rather than requiring the facility to adapt to the inmate calling system's functionality.

r. **The vendor must provide all necessary labor, parts, materials and transportation to maintain all proposed telephones and related service equipment in good working order, and in compliance with the equipment manufacturer's specifications throughout the term of the contract. The equipment installed at the Division's facilities will remain the sole and exclusive property of the vendor. The Division will not be responsible for any damage to equipment.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Securus offers a complete, turn-key inmate telephone system. We install 100% of the system hardware for all facilities and maintain the hardware for the life of the contract.

The Division of Community Corrections will not be responsible for damage to equipment.

G. **Reporting Requirements**

    a. **Upon request the vendor must provide call detail records (CDR) related to calls originating from the Division's detention facilities, on a monthly basis, for Local, IntraLATA, InterLATA, Intrastate, Interstate, and International calls for auditing purposes.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

The Securus Secure Call Platform (SCP) retains call detail records on all call attempts. Authorized users can quickly run reports to spot calling trends, assess monitoring efforts, investigate suspicious activities, and manage phone usage.

Users can customize reports by changing search criteria such as date, time, call duration, telephone number, originating telephone, destination, inmate ID, termination reason, and much more.

The following steps show the ease of producing valuable, customized reports:

1. Place the cursor over Tools. A drop down menu will appear.

2. Move the cursor over Reports to see a menu of standard reports.

3. Click on the type of report you want. SCP will display the appropriate fields associated with that report.

4. Verify the correct Management Level is displayed or make changes as necessary. (This setting allows you to select the facilities, sites, phone groups, or phones you want to search.)

5. Enter your search criteria in the appropriate fields and click Search.

The records matching the search criteria will display. With a single click, the data can be instantly exported to Excel, CSV (Comma Separated Values), or Adobe PDF format.

Users will be able to sort on any of the following data elements.

- Site
- Phone Location
- Country Code
- Dialed Number
- Start Date/Time
- End Date/Time
- Duration
- Account #
- PIN
- Continuous Voice

- Agency Type
- Call Type
- Call Status
- Termination Category
- Block Reason
- Privacy
- Watched
- International
- 3-way Detected
- Remote Call Forward

- Promotional Call
- Text Call
- Language
- DTMF Detection
- DTMF Digits
- Text2Connect Call
- Prepaid
- First Name
- Promotional Call
- Voice Biometrics

| Verification | Detected | • Amount |

The resulting report can easily be saved, printed out, or emailed to others.

Selecting a Report to Run

b. **At the request of the Division, vendor must provide correct and accurate Call Detail and Management Reports for all inmate telephone calls. Reports must include, but are not limited to the destination number, date, time and location from which the call was made, number of call minutes, type of call (Local, IntraLATA, InterLATA, Intrastate, Interstate, and International), reason for disconnect, and total billed revenue. Provide a sample Call Detail Report.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Securus will provide correct and accurate Call Detail and Management Reports for all inmate telephone calls. Reports include the destination number, date, time, and location from which the call was made, number of call minutes, type of call (such as Local, IntraLATA, InterLATA, Intrastate, Interstate, and International), reason for disconnect, and total billed revenue.

Please refer to Appendix B for Sample SCP Reports.

Call Detail Report

c. **The system must have the ability to provide reports on a daily, weekly, monthly, yearly, or real time basis as per following examples. The data should be archived for a minimum of two years and capable of being retrieved within a twenty-four hour period when requested.**

1) **Calls** by date; state; out of state; international; per hour per telephone; per hour per housing unit; per hour per system; by time of day; by duration; by type of call; and by number called.

2) **Blocked Number Report** by inmate telephone, housing unit, facility, system and blocked telephone number.

3) **Frequently called numbers** by inmate telephone from which the calls were made, housing unit, facility and system and by called telephone numbers.

4) **Target/Hot numbers** by telephone, housing unit and system.

5) **Free legal calls** by inmate telephone, housing unit, system and by telephone number.

6) **<u>Private legal calls</u>** by inmate telephone, housing unit, system and by telephone number.

7) **<u>Collect calls</u>** by telephone, housing unit, and system.

8) **<u>Prepaid/debit calls</u>** by telephone, housing unit and system.

Explain, in detail, the system's architecture and ability to achieve this requirement.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

The Securus Secure Call Platform (SCP) retains call detail records on all call attempts. Authorized users can quickly run reports to spot calling trends, assess monitoring efforts, investigate suspicious activities, and manage phone usage.

Users can customize reports by changing search criteria such as date, time, call duration, telephone number, originating telephone, destination, inmate ID, termination reason, and much more.

The Securus Secure Call Platform (SCP) has a dedicated report writer that provides investigative information based on the call detail records. This sophisticated reporting tool provides a reporting interface into all calling activities.

Users can search and analyze call details on all calls placed from each inmate telephone through SCP. These details include date, time, duration, telephone number, origination, destination, inmate ID, termination reason, and more. SCP retains call details on all call attempts. Users can customize the standard reports by varying search criteria, such as date range, facility, or call length.

SCP provides standard reports with parameter fields that allow the user to define the information content of each report based on the following criteria options:

- Per phone, per location, and per offender
- Destination number (partial or full number entry)
- Date and time range
- Call frequency
- Call type (completed, incomplete, blocked)
- Number restriction and/or status assignment
- Personal allowed number cross-referencing
- Graphical display of call fluctuation
- Broad search with no data entry
- Suspected fraudulent call activity
- Offender name

- Offender PIN (if used) and/or account number
- Prepaid calling card number
- Destination zone (local, interLATA, interstate, intraLATA, international)

The Investigative Reports section compiles data and opens the information in a report format, on the workstation monitor. Investigative Reports provides multiple functions for call playback and copying call recordings to remote media. Authorized personnel can use this unique application to generate a report even when only a little information is available.

A full set of reports that administrative users need daily, as well as a full set of investigative reports, makes Securus' Standard Reports generator anything but standard.

Call Detail Report

The Call Detail Report (CDR) provides investigators an intuitive and user-friendly report to view or search virtually anything related to an inmate call, including:

- Site name from which the call originated
- Phone location as labeled in the system
- Facility code
- Dialed number
- Start date/time
- End date/time
- Duration of call
- Inmate Account Number
- Inmate PIN
- Prepaid card number if used
- Inmate first, middle, and last name
- Type of call (voice mail, person call, prepaid call, debit call)
- Status of call (complete/incomplete)
- Reason for call termination
- Reason for block
- Call properties (watched number, RCF detected, three-way attempt, private number)
- Destination zone
- Desired results per page

Call Detail Report

Also, Call Detail Record (CDR) reports allow users to:

- Add notes to a call record or a tracking number
- Mark the notes private or public
- Play the call
- Copy the call to a management folder for download
- Download the call immediately with a one click operation
- Extend the call expiration date if it is approaching the agreed upon storage threshold
- Export the report results (users can export all SCP reports)
- Select a single site, all sites, or allowed sites, and specify information by phone, phone group, or the entire customer profile.

Call Frequency Report

The Frequently Called Number (FCN) feature allows investigators to generate a report by entering a frequency threshold to find only those numbers called more than the specified number of times. Investigators can use this report to determine specific call patterns, detail suspicious activity, and selectively assign a watched number status to potential fraudulent numbers. Search criteria include:

- Threshold (Number of times a phone number was called)
- International
- Watched
- Private
- Termination Category
- Call Type
- Call Status
- Date Range

Call Frequency Report

Call Tracker Report

The Call Tracker Report allows users to track CDR notes (made by themselves or other investigators). Authorized users can export report results to Excel, PDF, and CSV file formats. Search criteria include:

- Not Shared (when checked, shows the user's notes that are flagged "not share" with others)
- Tracking number
- First and last name
- Custody Account and PIN

- Dialed number
- Notes (allows users to conduct a search using keywords included in the notes)
- Date range
- Results per page

Call Tracker Report

Hourly Usage Report

The Hourly Usage Report shows users the number of phone calls that have taken place within a given date and time range. Users may export the data to Adobe PDF. Search criteria include:

- International
- Watched
- Private
- Call Status (Complete and/or Incomplete Calls)
- Date and Time (Maximum one week search)

Hourly Usage Report

Secure Call Platform

Facility Routing Number: 99001

HOME   SYSTEM   MONITOR   TOOLS   ADMIN   FACILITY PORTAL

MANAGEMENT LEVEL

Facility	Site	Phone Group	Phone
Securus Demo Site	All Sites	All Phone Groups	All Phones
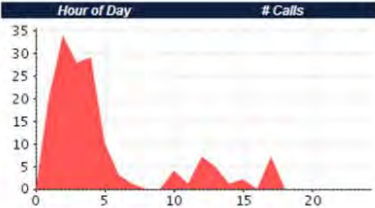
Hourly Usage Report

FILL IN SEARCH CRITERIA (* Indicates Required Fields)

(Use * for wild card / partial searches)

Call Status: Complete

Date Criteria: Date/Time Range (Note: Date Range Search Criteria is restricted to 1 week)

Start: 04/20/2011 00:00:00 *   End: 04/25/2011 23:59:59 *
Format: mm/dd/yyyy hh:mm:ss   Format: mm/dd/yyyy hh:mm:ss

International: ☐
Watched: ☐
Private: ☐

Search   PDF   Reset

Results

Hour of Day   # Calls
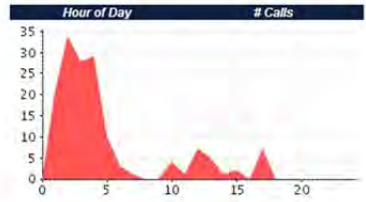
Hour	# Calls
00:00	0
01:00	20
02:00	34
03:00	28
04:00	29
05:00	10
06:00	3
07:00	1
08:00	0
09:00	0
10:00	4
11:00	1
12:00	7
13:00	5
14:00	1
15:00	2
16:00	0
17:00	7
18:00	0
19:00	0
20:00	0
21:00	0
22:00	0
23:00	0

Hourly Usage Report – is a valuable administrative report that displays the number of phone calls that have taken place within a given date and time range. Search criteria includes international, watched, private, call status, and date/time.

Covert Alert Call Detail Record Report

The Covert Alert Call Detail Record Report shows users any Covert Alerts triggered during a specified date and time range. Results can be exported to Excel, PDF and CSV file formats. Search criteria include:

- Alertee Phone Number (The person that the phone call was forwarded to i.e. investigator)
- Alertee first and last name
- Dialed Phone Number
- Custody Account and PIN
- First and last name
- Termination Category
- Call Status
- Date/Time range

Covert Alert Call Detail Record Report

Officer Check-In Report

The Officer Check-In Report shows when officers have "checked-in" at different phones and any messages they have left. Users can listen to recorded messages from the report. Results are exportable to Excel, PDF, and CSV file formats. Search criteria include:

- Account number (Of the officer)
- PIN (PIN number associated with an officer)
- Officer ID
- User Name (SCP user ID of the officer if he/she has one)
- First and Last Name
- Call Status
- Date and Time Range
- Results per page

Officer Check-In Report

Personal Allowed Number Frequency Report

The Personal Allowed Number (PAN) Frequency Report shows phone numbers that appear in multiple PAN lists. Users enter threshold numbers to define search criteria. For example, a threshold of "four" will show phone numbers that appear on more than four PAN lists.

Personal Allowed Number Frequency Detail Report

The PAN Frequency Detail Report allows users to search PAN lists to see phone numbers that appear more than once.

Personal Allowed Number Frequency Report

CrimeTIP Report

The CrimeTIP report allows users to search for and listen to any anonymous crime tip messages left by inmates, outside parties, or officer replies. Search criteria include:

- Mail Box ID
- Call Type
- Date / Time Range
- Results per page

CrimeTIP Report

Informant Line Report

The Informant Line Report allows users to search for calls placed to the informant line and distinguish these calls from regular inmate calls. Search criteria include:

- Site name from which the call originated
- Phone location as labeled in the system
- Facility code
- Dialed number
- Start date/time
- End date/time
- Duration of call
- Offender Account Number
- Offender PIN
- Prepaid card number if used
- Offender first, middle, and last name

- Type of call (voice mail, person call, prepaid call, debit call)
- Status of call (complete/incomplete)
- Reason for call termination
- Reason for block
- Call properties (watched number, RCF detected, three-way attempt, private number)
- Destination zone (local, intrastate, interstate, international)
- Desired results per page

Informant Line Report

Secure Call Platform Debit Report

The SCP Debit Report allows users to:

- Query Offender Debit/Prepaid call detail records (CDRs) by user-specified criteria
- View all debits and credits that occurred during a specific period for an individual inmate, for all inmates in a facility, or for all facilities

Secure Call Platform Debit Report

Export capabilities for reports

Authorized users have fast and convenient access to SCP reports. They can save, retrieve, and share reports in the following file formats:

- Adobe® PDF
- Microsoft® Excel
- Comma Separated (CSV)

Users can also save reports to multiple destinations or upload data from the report into their other databases for further analysis.

If additional reports are available on an "as needed" basis, provide the procedure required to furnish the report to the facility and the length of time to produce the reports.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

If additional reports are available and required, The Division would make the request thru Trish Auger, Account Manager. A typical turnaround time to furnish the report is less than 7 days.

H.   Monitoring Requirements

    a. **The vendor must provide the Division with the capability to turn off inmate telephones by phone, by sub-dayroom or by system. Please explain in detail the methodology provided.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

The Securus Secure Call Platform (SCP) has automated calling schedules if the facility needs to shut off the telephones during certain times of the day or night without staff intervention. Calling schedules can have multiple on and off times during the day, within a week, and by day of the week. Calling schedules can be configured and applied to individual telephones, groups of telephones, individual inmates, and globally.

Programming Calling Schedules

The SCP is compatible with manual cut-off switches that are typically located in the main control room, officer substations, or guard towers, as required.

b. The vendor must provide a full-scale, state-of-the-art telephone security monitoring system that, when in use, is undetectable by the inmate at the facility. Provide monitoring, recording, and call logs (at a minimum) will be provided in the administrative office. Please explain in detail the methodology provided.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

The Securus Secure Call Platform (SCP) has an integrated recording and monitoring system. The automated system is designed to be a cost-effective solution for all correctional facilities of any size. Multiple levels of security provide that only authorized personnel can access and monitor the inmate recordings. Authorized personnel can listen to live or archived recordings via multi-media PC interfaces connected over local area networks (LANs).

Call Monitoring

The SCP Live application allows for real-time monitoring of calls in progress via a multi-media PC workstation. Facility personnel (with appropriate privileges) can monitor live calls by highlighting the call in progress and clicking on the speaker icon. This process is undetectable by the inmate or the called party and does not disrupt the recording process. Concise descriptions of activity appear for each phone in use. For example, the system

shows the specific telephone location, inmate PIN, the destination number dialed, city and state of the destination, and start time and duration of each call. SCP also diplays any restrictions such as "watched" or "private," and the status of the call, such as "in progress," "calling destination," or "getting acceptance."

SCP can also automatically eliminate all monitoring or recording of special calls, such as calls to legal counsel, by designating the number as a "private" number. SCP prevents all unauthorized attempts to listen to private calls—the user interface will not display the speaker icon to play private calls. The call record also lists the call as "private" on the user interface.

Call Monitoring, Silent

When monitoring occurs, the system incorporates analog suppression/amplification hardware that allows monitoring of calls without inmate or called party detection. There is absolutely no noise, volume loss, or other indication of monitoring to assure complete investigator anonymity.

The Secure Call Platform (SCP) includes the Covert Alert feature that will call an investigator on their cellular or another phone when a specific inmate places a call and offer them real-time monitoring of that call.

Covert Alert Overview

SCP's Covert Alert feature enables the Division of Community Corrections to assign a "Covert Alert" status to inmate PINs, phones, or dialed numbers. When a call with a Covert Alert status takes place, SCP connects it to an investigator's phone number, allowing real-time monitoring of the call.

Summary of Additional Covert Alert Features

- Covert Alert can send calls to multiple phone numbers simultaneously, allowing multiple investigators to monitor a call.
- Covert Alert can send calls to any phone number within the facility or across the United States.
- For extra security, Coverts Alert can be configured to require a PIN to listen to the call. If activated, a customizable message will state, "This is a Covert Alert call from John Smith, an inmate at Lexington-Fayette Urban Detention Center. To accept this Covert Alert call, please enter your investigator PIN now."
- Covert Alert can send E-mails to the investigator(s) with information about a Covert Alert call including date, time, inmate PIN, originating telephone, and dialed number immediately after the called party accepts the call.

- Covert Alert mutes the investigator telephone, so the inmate and the called party are not alerted to call monitoring.

- Covert Alert can be configured to allow investigators to enter a predetermined code and "Barge In" to the call to speak to both the inmate and called party.

- Covert Alert allow investigators to immediately disconnect a call.

- Covert Alert calls may be configured to be excluded from SCP Live Monitoring, restricting the monitoring of Covert Alert calls to only those investigators who are programmed to receive them.

- Covert Alert can be configured to bridge to investigators to the call before connection to the called party or upon called party acceptance.

- Authorized staff can run Covert Alert reports to view alerts triggered during a specified date and time range. Users can export results to Excel, PDF, and CSV file formats. Search criteria includes: "alertee" phone number (the investigator receiving the Covert Alert call), dialed phone number, inmate PIN, inmate first and last name, call termination category, call status, date and time range of call.

Covert Alert Call Detail Report

Customize Covert Alert reports by changing search criteria— such as facility, site, phone, phone group, date range, call type, call termination, reason, call length, and much more.

Listen to the call or save to Call Tracker case notes.

Covert Alert Used with Other SCP Features

Covert Alert is an invaluable tool for investigators, allowing them to monitor live conversations of inmates and called parties from anywhere in the world while they are taking place. This feature can be used in conjunction with many other SCP features to enhance investigations. Examples include:

- Billing Name and Address Lookup – Investigators can run a Covert Alert report in SCP and click on the dialed number to access a pop-up box providing the billing name and address of the dialed number. This turns a simple phone number into usable data. By using simple mapping features, investigators can even view the address on a map.

- Call Tracker – Investigators can run a Covert Alert call and then add it to an investigation or case through Call Tracker. From there, staff can add a tracking number, gang affiliation, and any other notes to the call. Additionally, this feature allows authorized users to either keep the note private or selectively share the note with other users. Users can also view previous notes associated with the same call from the easy to use notes screen.

- Security Templates and System Logs – Use Security Templates to customize Covert Alert security. Investigators can be authorized to view all reported Covert Alert events in SCP or only those forwarded to their phone numbers. Administrators can view and manage user activity of Covert Alert reports and recordings through user-friendly System Logs.

Guarded Exchange

Monitoring Services

Guarded Exchange (GEX), LLC, is an integrated Investigative Solutions Company providing highly specialized turn-key investigative solutions to corrections and law enforcement agencies. Securus Technologies acquired Guarded Exchange in October 2015 as a primary resource to bring to bear the full potential of Securus' comprehensive suite of investigative and security products and services. Guarded Exchange aids corrections agencies in maintaining a high level of security by developing investigative tools and strategies which identify pattern changes in inmates' behaviors that may signal suspicious activity. Through the use of GEX, users can expect to leverage an extensive list of proprietary technologies that sift through all facility data types to produce investigative opportunities. Call data records and call recordings can be reviewed and correlated against disparate facility data, live call monitoring and cellular data extraction. This investigation management component allows for Investigators and Intelligence Analysts to leverage investigative products from Securus to allow for data from inmate telephone monitoring and cellular

forensics to be paired together to provide additional opportunities of interest. These investigative software products are:

- THREADS
- Investigator Pro
- ICER

Through the use of GEX services leads are chosen based on Securus' Actionable Intelligence Potential (AIP™) scoring system. This platform can also leverage additional technologies to mine through phone calls, emails, financial transactions, and other information sources. This service is also used to identify and report variations in offender calling patterns and information based on proven tools and statistical methods. These services on their own will provide investigative leads that can be curated and presented to facilities, allowing them to spend time focusing their efforts on data that is substantiated without spending additional man hours leveraging resources to identify focused leads. Collectively, Guarded Exchange staffing, resources and expertise, coupled with Securus unsurpassed suite of integrated investigative and security tools, provide the Division with unparalleled solutions to combat fraud and enhance security and safety of staff, inmates and the public at large.

> "To date, our experience with the Securus Guarded Exchange service has proven both positive and informative. We have been able to receive information regarding the introduction of contraband, potentially suicidal inmates, and possible cases of child abuse. Use of The Guarded Exchange service allows our investigators more opportunities to pursue leads, prevent negative actions and maintain security, due to not having to spend valuable time listening to phone conversations. The email notifications we get provide us with verified dates, times, numbers and identities of the persons involved along with a transcript of the call. We are looking forward to our continued usage of the Guarded Exchange service as it has become one of the most useful tools provided to the Suffolk County Sheriff's Office Security and Gang Intelligence Units."
>
> *Lt. Phil Trocchio, Commanding Officer Gang Intelligence/Internal Security*
> *Suffolk County, New York*

National Cellular Forensics

National Cellular Forensics brings the sharing of information through mobile devices directly in to the open by allowing agencies to access device level data. The ability for

agencies and organizations to pull information from confiscated cellular devices nationwide is an important next step in identifying and solving a wide of investigative scenarios. National Cellular Forensics can identify information through any communication method utilized by cellular devices to uncover threats towards public officials, coordination of escape attempts, victim harassment and much more. Many times the equipment, licensing and training required to investigate cell phone data requires large capital investment, time, and resources than agencies are incapable of providing. In many cases phones are damaged and beyond the capability of traditional data extraction methods. In these particular cases, Securus has the ability to forensically extract data from those broken and damaged devices through highly advanced and technical methods. All of this provides facilities with the latest in cellular forensic resources, and allows Securus to deliver cellular data extraction support to any and all customers no matter how unique the request.

c. **The monitoring system must have the capability of controlling and restricting inmate telephone usage according to Division requirements. Management and monitoring of inmate telephone usage are critical components of offender telephone services. As such, vendors responding to this RFP <u>must </u>include a narrative that explains how its system and staff will accomplish performance and accountability in this area. The monitoring system must allow the Division to turn an offender telephone on or off with an automated cut-off switch; monitor an inmate telephone conversation via speakerphone; and record an inmate telephone conversation.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

The Securus Secure Call Platform (SCP) has an integrated recording and monitoring system. The automated system is designed to be a cost-effective solution for all correctional facilities of any size. Multiple levels of security provide that only authorized personnel can access and monitor the inmate recordings. Authorized personnel can listen to live or archived recordings via multi-media PC interfaces connected over local area networks (LANs).

Call Monitoring

The SCP Live application allows for real-time monitoring of calls in progress via a multi-media PC workstation. Facility personnel (with appropriate privileges) can monitor live calls by highlighting the call in progress and clicking on the speaker icon. This process is undetectable by the inmate or the called party and does not disrupt the recording process. Concise descriptions of activity appear for each phone in use. For example, the system shows the specific telephone location, inmate PIN, the destination number dialed, city and state of the destination, and start time and duration of each call. SCP also diplays any

restrictions such as "watched" or "private," and the status of the call, such as "in progress," "calling destination," or "getting acceptance."

SCP can also automatically eliminate all monitoring or recording of special calls, such as calls to legal counsel, by designating the number as a "private" number. SCP prevents all unauthorized attempts to listen to private calls— the user interface will not display the speaker icon to play private calls. The call record also lists the call as "private" on the user interface.

Call Monitoring, Silent

When monitoring occurs, the system incorporates analog suppression/amplification hardware that allows monitoring of calls without inmate or called party detection. There is absolutely no noise, volume loss, or other indication of monitoring to assure complete investigator anonymity.

Call Recording

The integrated SCP recording application works independently, so there is never a need for integration of a third-party manufacturer's product. This allows the facility to deal with a single vendor if any issues arise.

SCP writes all recorded calls to a Network Attached Storage array (NAS) in our primary Data Center. Each NAS array is also replicated to the secondary Data Center for redundancy and failover. All recordings created on the platform reside in at least two of our Data Centers. Recordings are stored on-line for immediate access for 12 months. The SCP can also burn the information to CD or DVD for additional back up, if necessary.

The SCP can record all calls simultaneously and allows personnel to listen to pre-recorded calls while active calls continue to be recorded. The system records the entire conversation from call acceptance to termination.

Remote Access to Recording and Monitoring

With integrated recording and monitoring applications, other agencies, such as the local police departments, can also access these functions. Any authorized user with an approved user name and password can easily, and remotely, access recording and monitoring of inmate calls from any computer or device with access to the Internet. Securus has tested and certified the playback of calls and live monitoring on:

- Operating Systems/Devices
  - iOS

- o Android OS
- o OS X
- o Windows
  - Browsers
    - o Internet Explorer
    - o Firefox
    - o Chrome

Video Monitoring

Securus offers Multi-Session Live Monitoring (MSM) with Securus Video Visitation (SVV). MSM allows facility administrators to view a "slideshow" of all active video visitation sessions.

How it Works

MSM streams multiple, in-progress video visitation sessions to allow the viewer to monitor multiple sessions at the same time, which is ideal for facilities with a centralized monitoring room with multiple concurrent live visits.

A Division of Community Corrections user can configure his or her filter parameters (preferences) to view all live visits according to their access credentials and preferences.

Filter Parameters

Sessions are displayed in the order in which they began, beginning in the upper left corner. For example, if a Division of Community Corrections facility has 12 sessions all scheduled to begin at 1:00 p.m., the first session in the upper left of the MSM window will be the visit where both the visitor and inmate joined first.

Multi-Session Monitoring Window

Multi-Session Live Monitoring Zoom-In Window

Authorized Division of Community Corrections users can zoom in on an individual SVV session, allowing for even more capabilities, such as listening to the audio or immediately disconnecting a visit. Once zoomed in, a user can stop monitoring that specific session or cancel the visitation session by selecting the icon in the lower right of the screen, if inappropriate behavior is seen.

Zoom-In Window

d. **The proposed system should have the ability to store up to 90 days of recorded calls for immediate retrieval, allow search and playback within 30 seconds, have the capability of downloading selective recordings to disk (CD or DVD), have a "hot number" alert feature, offer live monitoring via workstation of a conversation to a "hot number" while the conversation is being recorded, or access to recorded conversations via computer playback via controlled modem access.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Securus facilitates anywhere, anytime, immediate access to stored recordings online, and allow search and playback within 30 seconds, for the contractually-required length of time. Securus stores call recordings in centralized, disaster-resistant, carrier-class data centers. All equipment used to store recordings is monitored by the Securus Network Operations

Center (NOC) 24 hours a day, seven days a week, and 365 days a year. Typically, call detail records are stored for seven years.

The Securus SCP provides a unique set of features and advanced technologies to store call recordings. Traditional premises-based calling platforms use local hard drives that may fail and are susceptible to local disasters. Premises-based systems needed manual backup schemes that are no longer necessary with SCP. SCP writes all recorded calls to a Network Attached Storage array (NAS) in our primary Data Center. Each NAS array is also replicated to the secondary Data Center for redundancy and failover. All recordings created on the platform reside in at least two of our Data Centers. Recordings can be downloaded from SCP in various, widely-used formats and copied to a CD, DVD or any portable media.

The NAS architecture makes all storage available to all servers on the network. The NAS solution delivers complete scalability for a facility's storage requirements and supports data migration from one storage device to another and the sharing of data among different servers in a network. The NAS devices provided by EMC can scale simply by adding another node of dense SATA disk to the storage array. Within the NAS, SCP uses a software defined storage platform of very dense disk nodes. Even if three individual hard disk drives fail or one node fails, during the disk or node recovery process, the system will continue to operate without data loss.

The Securus NAS has more than two (2) petabytes of storage space in each carrier-class data center and is continuously monitored and managed through automated processes and storage policies. When these very large storage systems approach designated thresholds, Securus expands capacity to ensure all authorized call records and recordings are retained in secure, disaster-resistant locations.

The Securus data center storage solutions provide facilities with technology that is:

- **Scalable** to meet any facility's contractually required storage demands
- **Resistant** to local disasters through multiple copies stored within the data centers and off-site
- **Highly available** through the unique architecture and design of the data storage model
- **Partitioned** and **compressed** to run queries faster
- **Secure, protected**, **and monitored** to enable total recall of data

SCP records and stores basic call data with the capability to provide management reports. Securus does not limit the call data storage time. Since every site's requirements are different, Securus works with each facility customer to define their optimal data storage timeframe. All recordings are stored online within both carrier-class data centers. Typically, call detail records are stored for seven years.

Hot Number – Covert Alert

SCP's Covert Alert feature enables the Division of Community Corrections to assign a "Covert Alert" status to inmate PINs, phones, or dialed (HOT) numbers. When a call with a Covert Alert status takes place, SCP connects it to an investigator's phone number, allowing real-time monitoring of the call.

    e. **The proposed system must have the capability of deselecting the monitoring or recording function for specific telephones and telephone numbers (such as the Fayette County Legal Aid Society) called by inmates, yet retaining the ability to record the date and time the number was called.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

The SCP has the capability to deselecting the monitoring or recording function for specific telephones and telephone numbers (such as the Fayette County Legal Aid Society) called by inmates, and retains the ability to record the date and time the number was called

    f. **Describe, in detail, the capabilities and limitations of the system's recording and monitoring equipment and how it interfaces with the inmate telephone system. Describe all precautions the vendor and Division would use to guarantee security and ensure denial of unauthorized entry. Details must include if and how the system would flag that a call is to an attorney. Detail how the system/vendor ensures that numbers entered as 'private legal calls' are tracked, but never recorded.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

The Securus Secure Call Platform (SCP) has an integrated recording and monitoring system. The automated system is designed to be a cost-effective solution for all correctional facilities of any size. Multiple levels of security provide that only authorized personnel can access and monitor the inmate recordings. Authorized personnel can listen to live or archived recordings via multi-media PC interfaces connected over local area networks (LANs). Securus has secured the MA BBO list of approved attorneys and added to the Division of Community Corrections' global allowed number list. These numbers are marked as 'Private'. Attorney numbers are entered in the global list as 'private' and flagged in the system. These calls are never recorded. Securus has provided customized prompts to alert attorneys to call a specified number at the facility to ensure their number is appropriately marked in the system for private calls.

Call Monitoring

The SCP Live application allows for real-time monitoring of calls in progress via a multi-media PC workstation. Facility personnel (with appropriate privileges) can monitor live calls by highlighting the call in progress and clicking on the speaker icon. This process is undetectable by the inmate or the called party and does not disrupt the recording process. Concise descriptions of activity appear for each phone in use. For example, the system shows the specific telephone location, inmate PIN, the destination number dialed, city and state of the destination, and start time and duration of each call. SCP also diplays any restrictions such as "watched" or "private," and the status of the call, such as "in progress," "calling destination," or "getting acceptance."

SCP can also automatically eliminate all monitoring or recording of special calls, such as calls to legal counsel, by designating the number as a "private" number. SCP prevents all unauthorized attempts to listen to private calls—the user interface will not display the speaker icon to play private calls. The call record also lists the call as "private" on the user interface.

Call Monitoring, Silent

When monitoring occurs, the system incorporates analog suppression/amplification hardware that allows monitoring of calls without inmate or called party detection. There is absolutely no noise, volume loss, or other indication of monitoring to assure complete investigator anonymity.

Call Recording

The integrated SCP recording application works independently, so there is never a need for integration of a third-party manufacturer's product. This allows the facility to deal with a single vendor if any issues arise.

SCP writes all recorded calls to a Network Attached Storage array (NAS) in our primary Data Center. Each NAS array is also replicated to the secondary Data Center for redundancy and failover. All recordings created on the platform reside in at least two of our Data Centers. Recordings are stored on-line for immediate access for 12 months. The SCP can also burn the information to CD or DVD for additional back up, if necessary.

The SCP can record all calls simultaneously and allows personnel to listen to pre-recorded calls while active calls continue to be recorded. The system records the entire conversation from call acceptance to termination.

Remote Access to Recording and Monitoring

With integrated recording and monitoring applications, other agencies, such as the local police departments, can also access these functions. Any authorized user with an approved user name and password can easily, and remotely, access recording and monitoring of inmate calls from any computer or device with access to the Internet. Securus has tested and certified the playback of calls and live monitoring on:

- Operating Systems/Devices
    - iOS
    - Android OS
    - OS X
    - Windows
- Browsers
    - Internet Explorer
    - Firefox
    - Chrome

The Securus Secure Call Platform (SCP) provides an advanced, multi-level password scheme specifically designed to provide facility administrators the ability to assign unique levels of access to anyone using the different features of the SCP. There are view and change options for each module depending on the need of the user.

Manage, Create, Edit, Predefine User Levels in SCP

The administrator may modify the initial access levels or create additional levels based on facility clearance objectives for each tool. SCP generates a user log with the user name, time of access, and modules accessed.

Create New Security Templates

Additional Password Policy Options

SCP provides flexible Password Policy options, enabling administrators to customize login security to meet their needs. Passwords can be configured by location, length, days to expire, and even the number of password cycles before password reuse. Additional configuration options include reminders for password expiration and minutes of allowable inactivity before session timeout.

If a user does not change their password before expiration, the user must contact the site administrator for password reset. This administrator assigns a random password and requires the user to create a new password when they log in.

Password Configuration Options in SCP
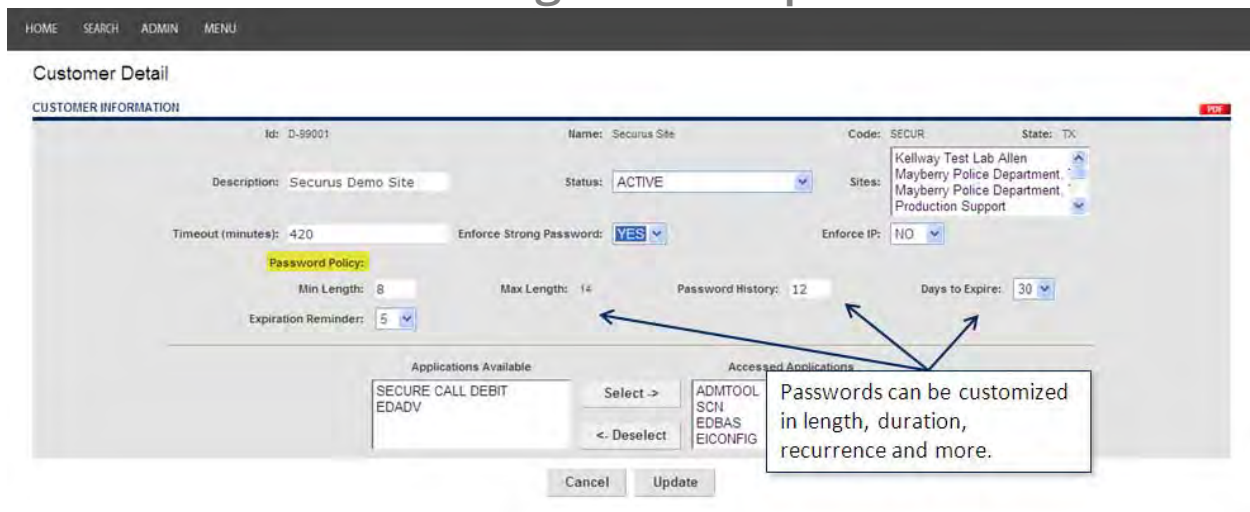
The "Forgot Your Password" feature available from the login screen offers online support for users who have forgotten their password. System security requires users to provide the correct answers to preset questions before their password can is reset. Once a new password is created, SCP emails confirmation to the address linked to the user ID.

Securus will provide the Division of Community Corrections with one of the only anywhere, anytime, customer portals in the industry. At any time, 24 hours a day, seven days a week, customers can securely access all system functions through the SCP web-based interface including reporting functions, recordings, live call monitoring, and all configuration settings. Authorized users only need a PC with Internet Explorer 6.0 or higher software. The Division of Community Corrections can control when users log in based on time of day and day of the week or allow anytime/anywhere access.

The Securus SCP audit and tracking feature logs each users specific activities for investigative purposes. This activity log that can be accessed by specified site administrators only or by site personnel with authorized security credentials.

The audit and tracking feature logs:

- When a user logs in to the system
- How long a user stays in the system
- Which recordings were monitored or played by a specific user
- What the user did with a recording
- Changes to custody accounts
- Changes to Personal Allowed Number (PAN) lists
- Changes to Global List entries
- Changes to security templates

SCP can automatically bypass monitoring and recording special calls by designating numbers, such as calls to attorneys, clergy, or doctors as "private."

Before installing SCP, Securus will import all known attorney numbers from a list provided by the State Bar Association to the SCP system. The web-based SCP user interface makes it easy for administrators to maintain this database and, as always, Technical Support is available 24 hours a day, seven days a week to assist with any service needs in maintaining this data. New numbers added are updated for all facilities within the Division of Community Corrections network.

To further maintain the integrity of attorney-client and other privileged calls, Securus offers an optional patented service called Two-Party Active Consent. Two-Party Active Consent ensures that both the inmate and called party give their "permission" to record and/or monitor their call.

Two-Party Active Consent

To maintain the integrity of attorney-client and other privileged calls, Securus offers an optional patented service called Two-Party Active Consent. Two-Party Active Consent ensures that both the inmate and called party give their "permission" to record and/or monitor their call.

The Two-Party Active Consent application uses a database that recognizes numbers designated as private, such as those belonging to attorneys, religious advisers, and

physicians, and disables recording of those numbers. Private numbers are added to the system either manually by authorized users.

However, the protection does not stop there. When an inmate places a call to a number not designated as private, are notified the call may be monitored or recorded. The inmate must press a digit on the telephone keypad to consent to the recording before the call can be completed. If the inmate does not give permission by pressing the digit, the call is not completed.

If the Division of Community Corrections elects to use the Two-Party Active Consent application, it will be installed and maintained at no additional charge.

Auhorized users can easily maintian the private number database through the SCP user interface. Users can also get help through Securus 24-hour-a-day, 7-day-a-week technical support, which is available to assist with any system needs.

> **g. The system will need to be equipped with a remote conferencing feature and e-mail feature for those numbers that are under surveillance. The feature will need to allow authorized personnel to monitor a call and receive e-mail notification from any designated remote location, while the call is in progress. The call will need to be automatically conferenced to a predetermined investigators telephone number in listen mode only once the call is accepted by the called party and in progress.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

The Secure Call Platform (SCP) includes the Covert Alert feature that will call an investigator on their cellular or another phone when a specific inmate places a call and offer them real-time monitoring of that call.

Configuring an Alert Notification

Covert Alert can bridge a call to an authorized remote number for dialed numbers, phones, or inmate PINs are under surveillance by investigators. The Covert Alert feature allows authorized personnel to monitor a call, from any location, while the call is in progress.

When a call is placed by an inmate, or to a phone number that has a Covert Alert trigger, it is automatically sent to the designated investigator phone number(s). A call can be sent to multiple numbers simultaneously allowing several investigators to listen to the call.

Covert Alert can send calls to any phone number within the facility or across the United States. Investigators can also monitor calls through on-site workstations using the SCP Live Monitor, or remote live call-forwarding feature. This allows facility investigators to monitor potential illicit activities regardless of the investigator's location.

Covert Alert can send E-mails to the investigator(s) with information about a Covert Alert call including date, time, inmate PIN, originating telephone, and dialed number immediately after the called party accepts the call. The following figure provides a sample e-mail alert:

Alert Notification E-Mail

Investigators can also choose to receive a covert alert via text message. The text message includes the date, time, inmate PIN, originating telephone, dialed number, and an indication if the call has been recorded. The following figure provides a sample text message alert.

Additional Security Feature

For extra security, Coverts Alert can be configured to require a PIN to listen to the call. If activated, a customizable message will state, "This is a Covert Alert call from John Smith, an inmate at Lexington-Fayette Urban Detention Center. To accept this Covert Alert call, please enter your investigator PIN now.":

"Barge In"

While on the covert alert call, the investigator can immediately terminate the call by pressing a predetermined code. Covert Alert can also be configured to allow investigators to enter a code and "Barge In" to the call and speak to both the inmate and called party.

This "Barge In" capability is available through both Covert Alert and on calls forwarded from SCP Live Monitor. When monitoring a conversation, the call can be forwarded to an investigator cell phone, office phone, or other designation, allowing them to barge into the conversation using the predetermined barge in code and acceptance digit.

Covert Alert Call Detail Record Report

The Covert Alert Call Detail Record Report allows authorized users to search for calls that triggered a Covert Alert. The report provides comprehensive detail regarding the call.

Covert Alert Call Detail Report

> Covert Alert report results display critical information about each triggered alert such as who was alerted, what happened, call status, call start and end, duration, dialed number and more. By clicking the icon to the left of each record, users can display full call detail information for each call. **SCP's Covert Alert feature and reports have assisted in many criminal investigations throughout the country.**

h. **The system must allow for all calls remotely conferenced to designated personnel to be accepted by the individual with a unique PIN.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

For extra security, Coverts Alert can be configured to require a PIN to listen to the call. If activated, a customizable message will state, "This is a Covert Alert call from John Smith, an inmate at the Lexington-Fayette Urban Detention Center. To accept this Covert Alert call, please enter your investigator PIN now."

i. **The system must have the capability to bridge a call to an authorized remote number for those phones, phone numbers, and/or PINS that are under surveillance by the investigative unit or authorized personnel. The system must have the options to allow the remote authorized personnel to receive the call to monitor at the same time the call is dialed out so the authorized personnel can hear the called party acceptance options.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Covert Alert can bridge a call to an authorized remote number for dialed numbers, phones, or inmate PINs are under surveillance by investigators. The Covert Alert feature allows authorized personnel to monitor a call, from any location, while the call is in progress.

When a call is placed by an inmate, or to a phone number that has a Covert Alert trigger, it is automatically sent to the designated investigator phone number(s). A call can be sent to multiple numbers simultaneously allowing several investigators to listen to the call.

Covert Alert can send calls to any phone number within the facility or across the United States. Investigators can also monitor calls through on-site workstations using the SCP Live Monitor, or remote live call-forwarding feature. This allows facility investigators to monitor potential illicit activities regardless of the investigator's location.

Covert Alert can be configured to bridge to investigators to the call before connection to the called party or upon called party acceptance, to allow authorized personnel to hear acceptance options.

j. **The administrators must be able to continue to monitor other calls, through an on-site workstation while utilizing the remote live call-forwarding feature.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Covert Alert can send calls to any phone number within the facility or across the United States. Investigators can also monitor calls through on-site workstations using the SCP Live Monitor, or remote live call-forwarding feature. This allows facility investigators to monitor potential illicit activities regardless of the investigator's location.

k. **The system must be configurable to alert up to three designated personnel and prompted for a personal identification number when receiving a call from before the call is connected to the designated personnel.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Covert Alert can send calls to multiple phone numbers simultaneously, allowing multiple investigators to monitor a call.

For extra security, Coverts Alert can be configured to require a PIN to listen to the call. If activated, a customizable message will state, "This is a Covert Alert call from John Smith, an inmate at the Lexington-Fayette Urban Detention Center. To accept this Covert Alert call, please enter your investigator PIN now."

> **l. The system must allow authorized staff to enter in an e-mail address in which to receive a system generated e-mail indicating the automated call monitoring to the remote location which shall include at a minimum the inmate phone being used to place the call, the phone number being called, and the inmate placing the call.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

If selected using Covert Alert an e-mail is sent to the investigator that will notify the investigator of the date, time, inmate PIN, originating telephone, and dialed number immediately after the called party accepts the call. The following figure provides a sample e-mail alert.

Alert Notification E-Mail

From:	SECURUS_ALERT_DO_NOT_REPLY@securustech.net	Sent: Wed 6/2/2010 1:12 PM
To:	Adam Edwards	
Cc:		
Subject:	SYSTEM: COVERT ALERT	

A covert alert has been triggered indicating a call has been placed from/to a CALL_PARTY. The detail of this call is as follows:

Phone #: 19722770503

Phone: LP 27

Phone Group: General

Inmate Name: Adam Edwards

Inmate Account #: 5959595959595

Recorded: Y

For more detail please go to S-GATE by logging on to https://commandcenter.securustech.net/SignonWeb/.

m. **The system must provide the ability for investigators to attach case notes to a call and view it from a report such as a call detail report. The system shall allow investigators to share notes about a call or keep them private if they choose. This feature must provide the ability to do a full text search against the notes attached to the call.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

The Securus Secure Calling Platform (SCP) allows authorized users to add notes and tracking numbers to call detail records associated with recordings. Using this feature, known as Call Tracker, users click the notepad icon located in the call detail record, to add notes to an inmate call. The Call Tracker feature gives authorized users the ability to add a tracking number, gang affiliation, duration into the call, and any other notes associated with the call. This feature also allows authorized users to either keep the note private to their investigation or to share the note with other users. From the Notes screen, users may also view previous notes associated with the same call.

Adding a Note to a Call Detail Record

Click the "notes" icon to add a note to any selected call detail record.

When searching for Call Tracker entries, users can navigate to the Call Tracker Search Tool. The Search Tool allows users to search entries by tracking number, authorized user name, phone number dialed, inmate account number, and PIN. Users can also complete a full-text search on the notes added to the call, such as gang affiliation and the start or end date of a call. As with every report in the SCP user interface, the search results are exportable to Excel, PDF, or CSV.

Searching for Call Tracker Records

Extending Expiration Dates

SCP's Call Tracker feature can extend the expiration of a recording. At times, investigators do not want recordings from active investigations purged from the system—regardless of the recording retention policy in effect. Authorized users can protect a recording from being purged by extending the expiration of the call by 30, 60, 90 days, or for the life of the contract by selecting the Extend Expiration icon.

Extending Call Recordings
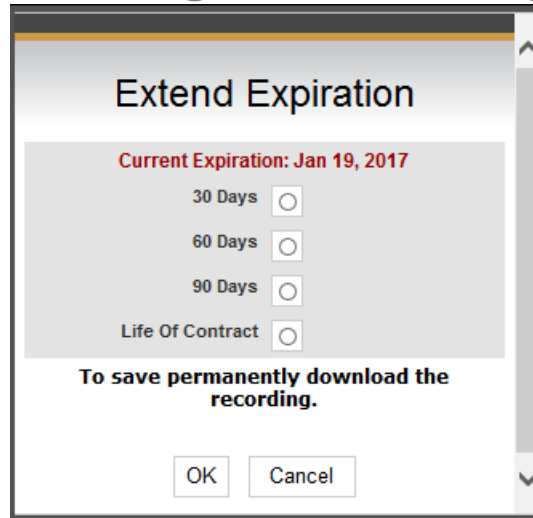
When downloading calls from the SCP user interface, users add calls to a Recording Management folder. This folder allows users to add multiple recordings to a folder for ease of management. When a Recording Folder is downloaded, any associated Call Tracker entries can also be exported through Call Tracker to the downloaded recording folder.

Managing Recordings

Securus allows investigators to access to all investigative tools via a single web portal known as the SCP user interface.

Investigators can search for calls using criteria such as called party, calling phone, date, time, PIN, account, duration, and locations. Search can be across a single site or group of sites based on their security authorization. Searches can include all call attempts or just completed calls. The search results provide detailed information about the call indicate the presence of a recording.

Investigators can listen to recordings, within the limits of their security access, using SCP's powerful call player. The player includes easy-to-use search capabilities, and features such as pause and fast-forward. A visual waveform helps investigators bypass areas of limited talk time and to quickly identify particular events.

When listening to a recording, the audio is "streamed" to the user's computer. This safeguards the original recording. Chain of Evidence safeguards prevent access to the original recording to eliminate any chance of intentional or accidental manipulation or deletion.

Calls less than one year old can be retrieved within the requested timeframe. Call recordings that are marked "store for life of contract" could take slightly longer to retrieve because of the required data mining.

n. **The system must protect the recording from being purged when the client storage policy expires by allowing authorized staff to extend the expiration date of the associated call or download**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

SCP's Call Tracker feature can extend the expiration of a recording. At times, investigators do not want recordings from active investigations purged from the system—regardless of the recording retention policy in effect. Authorized users can protect a recording from being purged by extending the expiration of the call by 30, 60, 90 days, or for the life of the contract by selecting the Extend Expiration icon.

o. **The call detail record must have the capability to download a call directly from the call detail report. The system must also allow authorized staff to copy multiple calls to a folder for download at a later time. The system must support unlimited recording folders per user. The recording folders must allow recordings to be downloaded in the recording's native format as well as .WAV and .MP3 formats. The recording folders must allow recordings to be downloaded as a ZIP file.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

When downloading calls from the SCP user interface, users add calls to a Recording Management folder. This folder allows users to add multiple recordings to a folder for ease

of management. When a Recording Folder is downloaded, any associated Call Tracker entries can also be exported through Call Tracker to the downloaded recording folder. Multiple calls are automatically downloaded as a ZIP file.

Managing Recordings

Securus allows investigators to access to all investigative tools via a single web portal known as the SCP user interface.

Investigators can search for calls using criteria such as called party, calling phone, date, time, PIN, account, duration, and locations. Search can be across a single site or group of sites based on their security authorization. Searches can include all call attempts or just completed calls. The search results provide detailed information about the call indicate the presence of a recording.

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When listening to a recording, the audio is "streamed" to the user's computer. This safeguards the original recording. Chain of Evidence safeguards prevent access to the original recording to eliminate any chance of intentional or accidental manipulation or deletion.

Calls less than one year old can be retrieved within the requested timeframe. Call recordings that are marked "store for life of contract" could take slightly longer to retrieve because of the required data mining.

Recording Formats

SCP provides authorized users with the capability to email and copy recorded calls onto a CD/DVD or other storage medium in audio or mp3/data format with tamper-free capabilities. This feature allows the mobility of recordings for transporting the information to investigative personnel, court cases, playback on another windows based PC, or simply to have a personal backup of the conversation.

SCP provides authorized facility users the ability to send an email message to selected individuals with a link to download the recorded conversations, or attach the downloaded .wav recording file to the email. Recipients of the emailed recording can listen to the .wav file from their email device.

Emailing Recording Options

The recording management folders allow investigators to view the size of the folder and how that compares to the available capacity of a CD or DVD. This utility also allows authorized users to move recordings between folders to easily manage their recording

files. Once downloaded, the recorded conversations may be copied to any external media device connected to the user's PC.

Securus stores voice recordings in full, linear, compressed format at our data centers in Dallas, Texas, and Atlanta, Georgia. Our technology uses the Speex compression format for call storage.

We use OGG file type, designed for efficient streaming of calls and high-quality digital media while maintaining the required chain of evidence for use in court cases.

As a convenience, recorded conversations can be downloaded by authorized users in four additional formats that are compatible with common media players:

1. OGG – Original file creation format

2. WAV – IBM standard that compresses the recording to 50% of original size

3. MP3 – Audio standard that compresses the recording to 50% of original size

4. GSM – Similar playback capabilities as with WAV with maximum compression to 25% of original size

The Securus Secure Call Platform (SCP) provides a patented method for ensuring the authenticity of inmate call recordings made through the platform. This security feature—the Chain of Evidence—is a key component of SCP and is automatically included in all installations. The Chain of Evidence prevents tampering with the call detail record and call recording. SCP encrypts, time-stamps, and verifies the authenticity of each recording.

SCP meets or exceeds the Rules of Evidence used in state and federal courts for the admissibility and authenticity required in a court of law.

In addition to the Chain of Evidence provided through SCP, Securus will provide expert staff to testify, at no cost to the Division of Community Corrections, to the authenticity of the call recordings made on SCP.

Chain of Evidence

A phone call made on the Securus SCP creates a record, known as a call detail record (CDR), which includes—at a minimum—the following information:

- Customer name
- Facility name
- Originating station
- Destination number
- Start and stop time of the call
- PIN, if used by the facility

This information provides context information about the call. It is this context that differentiates a typical recording from one that can survive an evidentiary challenge to its authenticity. SCP combines this contextual information with the audio data in memory and writes the information to disk as a continuous data stream. It is not possible to modify the recording after recording to disk, and each recording contains the critical information about the authenticity of the data.

Storing this data in one combined unit creates a strong audit trail for identifying and proving the origin of the recorded call.

Creating the Audio Data

The recording process starts as soon as the called party answers the phone. This provides a record of the entire interaction between the SCP and the called party before the called party accepts the call. This interaction includes everything the called party says and all voice-over announcements, including the following information:

- Location of the originating call
- Inmate name
- Call rates
- Call acceptance
- Notification messages, such as the standard announcement that the call is subject to monitoring and recording

The recording is "complete" in real time and does not depend on the inmate and called party ending the call to have a "header" or other information written into the CDR. This feature is significant because the recording package is constructed real-time throughout the call and is un-editable, or locked, with all of the required data to identify the call. This guarantees that any recording produced for legal purposes is the original data (recording and call details) and cannot be modified.

Downloading Calls as Evidence

SCP allows authorized users to copy recorded conversations to any external media device connected to the user's PC, such as CD, DVD, mp3 player, or USB drive. This feature facilitates easy sharing of recordings for investigative or court purposes. To maintain the accuracy of data and recordings during downloading and copying, SCP stores the files—both audio and CDR information—embedded within an industry-standard read-only format that prevents the possibility of tampering.

> "I estimate that I request phone records for eight out of every ten subjects I investigate, and of the 100 subjects that I have helped convict over the past four years, probably half of those were because of telephone recordings provided by the Securus platform. Securus has been so successful in assisting with my cases that the US Attorney's Office has asked me to get inmate calls for all cases."
>
> *- Master Police Detective Michael Wachsmuth, a Tactical Field Officer working with the Alcohol, Tobacco, and Firearms division of the Federal Justice Department.*

p. The Division is interested in providing off-site access to the inmate telephone monitoring system to other law enforcement agencies to use as an investigative tool. (Refer to 1.2.9) Vendor must disclose and explain the capabilities and limitations of its monitoring system to be used for this purpose.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Any authorized user with an approved user name and password can easily, and remotely, access recording and monitoring of inmate calls from any computer or device with access to the Internet. Securus has tested and certified the playback of calls and live monitoring on:

- Operating Systems/Devices
  - iOS
  - Android OS
  - OS X
  - Windows
- Browsers
  - Internet Explorer
  - Firefox
  - Chrome

SCP User Interface

The Secure Call Platform (SCP) is a highly featured, flexible, state-of-the-art system designed to provide our customers the ultimate inmate call control, fraud control and tracking, security, reporting, and investigative capabilities.

SCP's user interface is the Division of Community Corrections' window to all of its features. Because it is entirely web-based, authorized users can access the system at any time, from

any location. This design delivers investigative recordings with digital clarity and provides easy remote monitoring from any secure web browser with Internet access.

This system is one of the only single-point-access user interfaces in the industry, built to allow our customers complete control over their systems in a simple, reliable, secure environment. Authorized users can easily apply settings and configurations to turn on a phone, restrict a phone, change a blocked number, and turn on or off features and applications — all in real time. All of the completely integrated features are accessed easily with the click of a mouse. As a result, facilities get the following benefits:

- Increased efficiency for staff
- Increased flexibility
- Quicker "on-demand" access to call detail records and call recordings
- Unequalled investigative access to potential criminal activity

To access the SCP interface, users open Internet Explorer and enter the URL: https://commandcenter.securustech.net and enter a valid username and password.

Each user has access rights assigned by the administrator, allowing the Division to control access based on the facility's security clearance objectives. Administrators can limit individual access to each application, and can also limit access to each function within each application. A user log documents the user, time of access, and accessed modules as an added security measure.

For even more security and control, user access can be programmed to restrict users to specific IP addresses within certain time limits. For example, a user could be restricted to access the SCP user interface from their workstation (and only their workstation) between the hours of 8:00 AM and 5:00 PM and their access blocked outside the facility.

Securus applies a high level of security to protect against cyber-attacks. Applications transmitting data across public networks support SSL, Certs, and encryption. Cisco and Juniper firewalls, used throughout the network to protect SCP and our customers, create DMZ networks. All servers, laptops, and workstations require anti-virus and anti-spyware protection software and the latest operating system patches. Securus supports both AVG and Symantec anti-virus.

Login Screen

I. **System Accountability**

    a. **Provide a thorough description of how calls are retrieved, processed, rated, billed and collected. Describe the process of how inmate telephone calls appear on commission summary reports to the Division. Provide the name of the clearinghouse responsible for billing and collection. Include in each step of the process how the vendor controls each phase. Include the procedure for notifying the clearinghouse of the call charges that apply.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Securus controls all aspects of the how calls are retrieved, processed, rated, billed, and collected because Securus Correctional Billing Services employees handle those functions, we do not outsource that customer experience.

Call records are entered directly into the billing system for rating and billing on a near real-time basis. High-level data security measures prevent tampering of call records in all hardware and software systems used by Securus to rate and store call records.

Sarbanes-Oxley Compliance & SAS 70 Certification

Securus is proud to be the only provider in the industry that is Sarbanes-Oxley Section 404 compliant and SOC-1 (formerly known as SAS-70 Type II), certified. These widely-recognized distinctions confirm that the company has effective controls and safeguards in place to manage its financial matters. Unlike our competitors that do not provide transparency or

vigor in their financial reporting, the Division of Community Corrections will get accurate and timely reporting and commission payments from Securus.

The Division of Community Corrections can access a comprehensive usage and revenue report through the Securus Facility Portal.

The Facility Portal allows all facility customers to view commission reports, preliminary revenue reports, investigative tools, trouble ticket system, and a wide variety of other time-savings and revenue-generating features and services. These new tools provide unmatched visibility into financial and operational performance while automating many administrative tasks.

No other inmate telephone services provider offers the breadth and versatility of the Securus Facility Portal.

Sample Commission Reports are illustrated below.

Securus Technologies, Inc.
COM-001 Call Commission Report - January, 2017
RUN DATE: 2/23/2017 6:45:10 AM   Process Date: 2/24/2017 10:17:50 AM
Site: SAMPLE COUNTY CORECTIONAL FACILITY - ME   Contract ID: I-003308   Site ID: 08039

OTHER REVENUE

Revenue Type	Orig. ANI	Items	Revenue	Commission
AIS VMail			$0.00	$0.00
Coin-operated Pay Telephones			$0.00	$0.00
GTL Dialaround		0	$0.00	$0.00
Instant Pay - Pay Now		125		$0.00
Instant Pay - Text2Connect		36		$0.00
Legacy Operator Assistant		0	$0.00	$0.00
SIM		0		$0.00
Tablets			$0.00	$0.00
Video Visitation		0		$0.00
Video Visitation Subscription		0		$0.00
VMail		0	$0.00	$0.00
		Total:	$0.00	$0.00

Total Revenue: $14,429.67

Calculated Commission: $7,752.90

TRAFFIC BREAKDOWN

Call Type	Revenue	Minutes	Calls	Commission
Direct Billed Collect	$34.00	48	17	$23.58
Interlata	$0.00	0	0	$0.00
International	$0.00	0	0	$0.00
Interstate	$1.25	5	1	$0.00
Intralata	$22.61	28	10	$16.28
Intralata/Interstate	$0.00	0	0	$0.00
Local	$10.14	15	6	$7.30
Prepaid Collect	$9,958.70	42,885	4,027	$5,322.90
Interlata	$0.00	0	0	$0.00
International	$0.00	0	0	$0.00
Interstate	$2,565.78	12,218	1,114	$0.00
Intralata	$2,266.18	6,688	705	$1,631.65
Intralata/Interstate	$0.00	0	0	$0.00
Local	$5,126.74	23,979	2,208	$3,691.25
Inmate Debit	$4,436.97	17,209	1,963	$2,406.41
Interlata	$0.00	0	0	$0.00
International	$0.00	0	0	$0.00
Interstate	$1,094.73	5,213	532	$0.00
Intralata	$1,050.47	2,972	329	$756.34
Intralata/Interstate	$0.00	0	0	$0.00
Local	$2,291.77	9,024	1,102	$1,650.07
Totals:	$14,429.67	60,142	6,007	$7,752.88

Because Securus uses its own billing system, we do not contract with outside billing contractors or clearinghouses, which might expose call records to tampering or corruption.

Securus is unique among its national competitors in offering an in-sourced, US-based call center to provide customer service to friends and family members of inmates. Our 200+ seat call center employs customer service representatives who are Securus employees, trained and managed to Securus' standards.

Live agent support is available to friends and family members seven days a week, 24 hours a day, and 365 days a year.

Customers can use our toll-free number (1-800-844-6591) to either speak to a live agent or use an intuitive, automated interactive voice response system to help them with their needs. For added convenience, we also offer personal account access via our website (www.securustechnologies.com). End-users can also now access Securus customer service via online "chat" 24 hours a day, seven days a week.

Our friendly and knowledgeable agents can help customers with:

- Setting up and funding accounts
- Making payment arrangements
- Obtaining information on credit limits
- Resolving complaints
- Blocking and unblocking numbers
- Reviewing call durations and history
- Learning about MoneyGram® options
- Learning about Western Union® options
- Receiving information on new services
- Confirming originating facility
- Reviewing account balances
- Answering questions and helping customers with refund requests
- Managing account notifications

Our customer service agents are highly trained on ITS issues and in satisfying the specific needs of called parties. We offer both English speaking and Spanish speaking agents.

We diligently survey our customers and measure satisfaction ratings to find ways to improve our service levels. Our customer satisfaction scores for our call center are 20 percent higher than the industry standard.

Securus offers direct billing as an option to our end user customers. The three main forms of billing including direct bill are:

- A Local Exchange Carrier (LEC)-billed account bills collect calls from the facility to the local phone company. Charges appear on the called party's monthly phone bill

- A Direct-billed account allows collect calls to be billed monthly from Securus Correctional Billing Services. The called party creating the account will be subject to a credit check (as allowed by state regulations) to create a Direct Billed account

- An AdvanceConnect/Prepaid account allows the inmate's friend or family to fund an account in advance and manage how much money they would like to spend on collect calls. If the inmate's friend or family member wishes to receive more calls, he or she may simply add more funds.

Securus offers friends and family members of inmates a wide variety of options to set up and fund prepaid accounts. Convenience drives account creation, and account creation drives more calling, so Securus has made the funding process is easy. To create and fund a pre-paid calling account, friends and family members can:

- Call our Customer Service center and speak with a live operator

- Use our automated interactive voice response system

- Use our mobile-friendly website

- Fund accounts by mail

- Visit one of more than 35,000 MoneyGram locations such as Walmart and CVS Pharmacy

- Visit one of more than 58,000 Western Union locations

b. Explain the business rules for billing, including your definition of a completed call.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Billing begins when a call is actively accepted. A completed collect call is defined as a call that is placed by an inmate, positively accepted by a called party, and disconnected upon hang up.

c. Provide information, a fee schedule, and follow-up data requested by the Division, so that the Division will be able to determine the vendor's ability to report the percentage of sales they indicate in their proposal.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

The Division of Community Corrections will be able to accurately determine the accuracy of call and revenue data; call data extracted from SCP is 100 percent accurate regarding calls, revenues, and commission data. The Division of Community Corrections will be able to use this data to verify reports that show revenues to the Division. Securus has made its best efforts to state in this proposal the sales expected.

Securus, unlike any other provider in the industry, can claim the distinction of being the only inmate telephone manufacturer and service provider to be certified as compliant within the Sarbanes-Oxley Act (SOX) and obtain the Service Organization Control (SOC) certification since 2009. Annual audits are conducted by an independent accounting and auditing firm, which is regulated by the governing bodies—Security and Exchange Commission for SOX audits and the American Institute of Certified Public Accountants for SOC audits (SSAE16–Statement on Standards for Attestation Engagement).

These audits indicate a comprehensive and in-depth evaluation and testing of our internal controls and related activities over financial reporting and confirm that the Securus has effective controls and safeguards in place to manage information and data belonging to our customers and clients.

Inmate telecommunications providers like Securus, need to install and operate highly sophisticated call management platforms and related services to meet the security and public safety needs of correctional facilities; therefore, we need to accurately process, manage, and control millions of call records and call recordings for security and investigative purposes. SOX and SOC certifications demonstrate to correctional facilities and their auditors that Securus has the necessary controls in place to manage this critical information.

The work processes used to validate the total gross revenue (TGR) consist of the relevant aspects of the control environment, control activities, risk assessment, and monitoring.

Control Environment

The Securus control environment comprises the following areas:

- Organizational Structure
- Information Security
- IT Operations Department
- Billing Operations
- Corporate Audit and Compliance

Organizational Structure

Securus is under the direction of Richard Smith, Chief Executive Officer. Arlin Goldberg, chief information officer (CIO) and David Kunde, vice president of network operations, report to the President, Robert Pickens.

Securus' board of directors consists of eleven members, six of whom are outside directors. The board meets periodically with management to oversee the operation of Securus.

Information Security

Securus employs an information security office whose primary role is to facilitate a secure environment for Securus' information and customer information. The information security office reports up through the CIO and consists of two employees.

IT Operations Department

The IT operations department comprises one senior director with five direct reports. This department handles network engineering and communications, data center administration, and general IT operations. The IT operations department is responsible for manning the network operations center on a 24x7 basis, which includes the polling of call detail records (CDRs) from endpoint telecommunications systems. The director of this department reports directly to the vice president of network operations.

Billing Operations

The billing operations department comprises a director with two direct reports. This department facilitates the billing and revenue generation process for CDRs collected on the Securus network. This also includes the analysis of multiple CDR error reporting methods to verify the maximum collection of CDRs. The director of this department reports directly to the CFO.

Corporate Audit and Compliance

A corporate internal audit and compliance department is in place to verify financial corporate compliance with regulatory authorities. The director of this department reports directly to the CFO.

Control Activities

Securus hosting and outsource services control activities are grouped by control objectives and include development and deployment controls, infrastructure and security controls, and application processing controls.

Risk Assessment

Securus has placed into operation a risk assessment process to identify and manage risks that affect our ability to provide reliable service to our customers. This process requires

that management identify risks in our areas of responsibility and implement measures to address these risks. The Securus Executive Council meets on a weekly basis to discuss product and service strategy, and risk mitigation when applicable.

Monitoring

Senior management and team leads monitor the quality of internal control performance as a routine part of operations. The internal audit department performs annual testing of internal controls to evaluate the design and operating effectiveness. Exceptions to normal or scheduled processing through hardware, software, or procedural problems are also logged, reported and resolved daily. Management reviews these reports at least monthly.

Fee Schedule

Fees	
Automated Payment Fee	$3.00
Live Agent Fee	$5.95

Securus will not charge the Division of Community Corrections for follow up data requested by the Division of Community Corrections.

> d. **The Division must not be responsible for any unbillable, uncollectable or fraudulent telephone calls. Commissions to the Division must be based on gross billables as sent to billing and collection.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

The Division of Community Corrections will not be responsible for any unbillable, uncollectable or fraudulent telephone calls. Commissions to the Division of Community Corrections must be based on gross billables as sent to billing and collection.

> e. **Disclose and explain the policies and procedures the vendor has in place to limit annual bad debt, exposure to fraud, unbillables and uncollectables. Indicate vendor's percentage of bad debt, and percentage of unbillable calls.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Significant emerging threats are call diversion schemes that mask the true destination of calls. Securus provides the most advanced fraud detection capabilities in the correction

industry. The Securus Secure Calling Platform (SCP) continuously analyzes call data and system parameters to detect any anomalies, hardware failures, fraud indications, or unusual usage patterns. SCP logs all telephone activity and statistically analyzes it to detect attempts at call forwarding, three-way calling, 'hookswitch dialling', 'black boxing', 'hacking', and other fraudulent telephone activities.

The SCP will provide, at a minimum, the following fraud prevention aids:

- Detection of three-way calls (patented)
- Elimination of secondary dialing
- Prevention of switchhook dialing
- Limits the number of times an inmate can redial a telephone number within a specific period (parameters to be set by the Department)
- Collection and prevention of DTMF
- Detection of call forwarding

The system, by default, does not allow the inmate to press additional digits. SCP uses our patented DTMF collection techniques to collect and only act upon digits that the system is expecting. Unlike traditional premises-based systems, SCP controls the call and buffers digits between pressing and sending. For instance, when SCP asks for language selection it expects a one-digit answer; when asking for a PIN it expects the maximum PIN length. SCP does not expect digits after call connection and will not accept any extra pressed digits. This makes it impossible for inmates to receive a secondary dial tone or call anyone by dialing additional digits after call connection. This patented feature is only available on SCP.

Securus's bad debt is less than 0.4%, with unbillable calls being less than 0.1%.

f. Detail the process the vendor will employ to complete calls to unbillable telephone numbers.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

When an inmate at your facility attempts to make a call, our validation system will attempt, through multiple means, to connect the call. If the called party does not have a prepaid or post-paid accunt established with Securus, or we are unable to process the call due to local phone company or other restrictions, the call will route to our Instant Pay™ platform. Called parties will be given the option to receive and pay for a single call immediately using one of our Instant Pay™ options rather than be blocked. With Instant Pay™, called parties hear a promotional messaging offering the following options:

- **Pay Now™** – Provides the called party with a 20-second promotional call every 15 to 30 days at no charge and then offers the option to Pay Now™ using a credit or

debit card. The called party also has the option to be transferred to our Customer Service Center to open a prepaid, AdvanceConnect™ account.

- **Text2Connect™** – Connects a promotional call made to a mobile phone through the acceptance of a premium SMS text message. The called party's mobile provider charges for the message their mobile phone bill. The called party receives a text message receipt for the SMS text message and is given the option to learn how to open a prepaid AdvanceConnect™ Account. Text2Connect™ is available through our third-party processor who maintains relationships with select mobile phone companies around the country and manages the connection.

The Instant Pay™ Program with Pay Now™ and Text2Connect™, from Securus, is unlike any competitive solution because it enables an inmate's critical "first call." The program also creates more prepaid accounts, completes more calls that others cannot, and allows detainees to bond out quicker and more effectively. The Instant Pay™ program's ability to connect almost any call results in increased revenue and reduced administrative burden for our facility customers.

g. **Include a plan of action for integrating a prepaid calling system to the inmate commissary system.   The current commissary provider is Canteen Correctional Services.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Because Securus currently has integration with Trinity Services Group for Trust Fund Debit calling running successfully at the Division, Securus will not need a plan of action to initiate this application. Securus would support any improvements in the existing system desired by the Division.

h. **Include a detailed explanation of other options offered by the vendor for the public to use to establish a prepaid calling account.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Securus provides Inmate Debit accounts for a robust prepaid calling system for the Division of Community Corrections. Inmate Debit accounts are inmate-owned phone accounts that allow inmates to pay for phone calls. Because the inmate funds the calls, there is no cost to the called party. Inmates can transfer funds from the commissary system to their Inmate Debit calling account.

Debit transactions include the inmates ID and the dollar amount transferred and are sent electronically from the commissary to Securus' secure FTP server. The electronic data

exchange immediately updates the Securus calling platform to show the inmate identification and amount of debit time added to their phone account.

Friends and family members can also fund Inmate Debit accounts. Unlike traditional prepaid collect accounts, the inmate owns the Inmate Debit account and is not limited to calling only the numbers specified by friends and family members. Inmate Debit accounts increase the inmate calling opportunities, thereby increasing revenue and commissions for the Division of Community Corrections.

Friends and family members can add funds to an Inmate Debit account without opening an account. Friends and family members deposit money directly into an inmate's debit account using several convenient deposit methods:

- Securus Correctional Billing Services Website
- Customer service representatives
- United States Post Office—Mail the payment to Securus Correctional Billing Services PO Box.

Friends and family members also have multiple payment options to fund accounts, including credit or debit cards.

Automated Information Services (AIS) also can be configured to enable inmate family members and friends to open or fund a prepaid calling account or an inmate's trust using their phone. These additional funding options make it easier for family members and friends to contribute funds, increasing a facility's potential commissionable revenue.

Handling Payments, Commissions, and Refunds

Securus handles all payments, relieving the Division of Community Corrections from the cash handling business. SCP recognizes the funding transaction and transfers the funds to Securus. Securus will then pay commissions to the facility based on monthly usage.

SCP automatically closes Debit accounts upon inmate release. The remaining unused balances are made available for refund to the inmate. Securus can remit the unused funds to the Division of Community Corrections to be refunded to the inmate via Division of Community Corrections' refund process. Alternatively, to further relieve the Division of Community Corrections of cash-handling, Securus will make the refunds available to the inmates directly via Western Union's more than 470,000 worldwide retail locations.

Reporting

Detailed reporting about Inmate Debit is available through the SCP user interface and the Facility Portal. The SCP Debit Report allows the Division of Community Corrections' users to:

- Query Inmate Debit call detail records (CDRs) by the user-specified criteria

- View all debits and credits that occurred during a specific period for an individual inmate; for all inmates within a facility; or for all facilities

Secure Call Platform Debit Report

By using the criteria in the search area, users can run reports detailing and totaling SCP Debit activity and balances for their facility.

i. **The vendor must provide a toll-free number for the public to use in checking their billing status.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Securus is unique among its national competitors in offering an in-sourced, US-based call center to provide customer service to friends and family members of inmates. Our 200+ seat call center employs customer service representatives who are Securus employees, trained and managed to Securus' standards.

Live agent support is available to friends and family members seven days a week, 24 hours a day, and 365 days a year.

Customers can use our toll-free number (1-800-844-6591) to either speak to a live agent or use an intuitive, automated interactive voice response system to help them with their needs. For added convenience, we also offer personal account access via our website (www.securustechnologies.com). End-users can also now access Securus customer service via online "chat" 24 hours a day, seven days a week.

j. **The vendor must provide a toll-free number for the public to use in resolving billing questions. Vendor must include the process it uses to respond to inmate and/or inmate family complaints and requests for information. Indicate the average length of time a person must wait on hold before being connected with a customer service representative; and the average length of time for a customer complaint or request for information to be resolved. Include the toll-free number in the proposal.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Customers can use our toll-free number (1-800-844-6591) to either speak to a live agent or use an intuitive, automated interactive voice response system to help them with their needs. For added convenience, we also offer personal account access via our website (www.securustechnologies.com). End-users can also now access Securus customer service via online "chat" 24 hours a day, seven days a week.

Securus is unique among its national competitors in offering an in-sourced, US-based call center to provide customer service to friends and family members of inmates. Our 200+ seat call center employs customer service representatives who are trained and managed by Securus.

Live agent support is available to friends and family members seven days a week, 24 hours a day, and 365 days a year. Calls are typically answered in less than 10 seconds, with average hold times of less than a minute. If a caller has a complaint or an escalation and requests to speak to a supervisor, the caller will be routed to the manager on duty immediately. Average length of time to resolve is less than 24 hours. Most calls are resolved at time of contact. Securus is proud to address customer questions the first time on 99% of all calls.

Customers can use our toll-free number (1-800-844-6591) to either speak to a live agent or use an intuitive, automated interactive voice response system to help them with their needs. For added convenience, we also offer personal account access via our website (www.securustechnologies.com). End-users can also now access Securus customer service via online "chat" 24 hours a day, seven days a week.

Our friendly and knowledgeable agents can help customers with:

- Setting up and funding accounts
- Making payment arrangements
- Obtaining information on credit limits
- Resolving complaints
- Blocking and unblocking numbers
- Reviewing call durations and history
- Learning about MoneyGram® options

- Learning about Western Union® options
- Receiving information on new services
- Confirming originating facility
- Reviewing account balances
- Answering questions and helping customers with refund requests
- Managing account notifications

Our customer service agents are highly trained on ITS issues and in satisfying the specific needs of called parties. We offer both English speaking and Spanish speaking agents.

We diligently survey our customers and measure satisfaction ratings to find ways to improve our service levels. Our customer satisfaction scores for our call center are 20 percent higher than the industry standard.

k. Define the vendor's policy and experience with three-way conference calling from the inmate phones. Disclose and explain controls that the vendor has in place to limit three-way calling.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

The Securus three-way call prevention system is one of the best three-way call detection systems in the world and is protected by several patents. Independent tests have proven and certified the effectiveness of the Securus three-way call detection feature. With the release of the Securus digitally clean line transmission, our three-way prevention system has increased its capabilities to efficiencies never before achieved.

A facility can direct the system to do one of two things after detecting a three-way event:

- Disconnect the call with messaging to inmate and called party, and note the event in the call record
- Mark the call in the call record with no interruption to the call

This feature prohibits a major fraud practice possible with other automated and live-operator systems. With traditional systems, inmates enlist the aid of an outside accomplice to "conference" them, via three-way calling, to an "unrestricted" line, bypassing system controls. Without three-way call detection, inmates have unrestricted access to the outside world, defeating the correctional objectives and policies of the institution and subjecting the public to inmate harassment and fraud. SCP is unique in its ability to detect and defeat an accomplice's attempt to activate the three-way call feature. SCP has the unique ability to disable three-way call detection on a particular number or groups of numbers, such as attorneys.

Detecting and preventing three-way or conference calls is a <u>very</u> important aspect of an inmate calling system and Securus leads the industry in this area. We would be pleased to demonstrate these tests and accuracies as needed for the Division. With an accurate three-way detection system, the Division can retain valuable investigative intelligence while curtailing revenue leakage from calls that should not be connected.

With all three-way call blocking methods, the technology requires "specific usage finessing" as well as science. Securus will customize the configuration to adjust sensitivity parameters and thresholds for optimum performance.

TAB H – GENERAL CONDITIONS & REQUIREMENTS

The proposal must include a technical response as well as a response in layman's terms for each requirement listed in this section. Each response must state that the vendor acknowledges and understands the requirement, how the vendor will accomplish or meet the requirement, and specific performance measures for the Division to monitor vendor performance in that area.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

A. General Requirements

Services must be guaranteed for the duration of the contract period.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Securus guarantees all services for the duration of the contract period.

B. Vendor Disclosure

a. **The vendor must disclose and explain <u>all</u> one-time costs, if any, to the Division associated with the purchase, installation, and implementation of the inmate telephone system and recording and monitoring system, and <u>all</u> ongoing costs, if any, to the Division, for service, maintenance and the day- to-day operation of the inmate telephone system and recording and monitoring system. The Division will not be responsible for any costs not included in the vendor's proposal. As such, it is critical that the vendor fully understand the facilities, facility locations, grounds, wiring, cabling, software and equipment requirements, and any other factor(s) that could impact inmate telephone services.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Securus will continue to provide the SCP inmate telephone system at no cost to the Division.

b. **The vendor must state how long it has operated as an inmate telephone service provider, if the vendor has provided service under any other name in the past five years and if the vendor is currently involved in any litigation due to nonperformance, or with any competitors.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Securus has been providing inmate telephone service for over 30 years and has not provided service under any other name for the past five years.

The following information is in response to disclose current litigation involving Securus Technologies, Inc. ("Securus"), formerly known as Evercom Systems, Inc. ("Evercom"), collectively ("the Vendor"). The Vendor has been party to various legal proceedings from time to time that arise in the ordinary course of business operations. The Vendor believes that the ultimate disposition of any pending litigation will not have a material impact on its financial condition or its ability to perform under the proposed contract.

Global Tel*Link Corporation v Securus Technologies, Inc.
In October 2013 GTL filed suit in Virginia asserting that Securus is infringing on four of GTL's patents. Securus filed an amended counterclaim in early January 2014 expanding its invalidity assertions. A change of venue hearing was held in effort to move this case to Texas and on March 5, 2014 the Court granted Securus' Motion to Transfer Venue, therefore, closing the Virginia case. The case has been re-filed in Texas jurisdiction and discovery and depositions were completed earlier in 2015. Mediation was held in May 2015. The Court issued an order the following August granting Securus' Motion to Stay. This case is stayed in its entirety pending further order of the Court.

Securus Technologies Inc. v Global Tel*Link Corporation
Securus filed suit in December 2014 against GTL asserting claims for patent infringement regarding multiple patents. GTL has filed an answer and counterclaim against Securus asserting that Securus is infringing on two of GTL's patents. Securus filed an answer to GTL's counterclaim in early February 2015. Mediation was held the following May. GTL filed a Motion to Stay Case due to Pending *Inter Partes* Review Proceedings and the Court granted the motion in June 2015, therefore, this case is hereby stayed in its entirety pending further order of the Court.

Securus Technologies, Inc. v Global Tel*Link Corporation
Securus initially filed this lawsuit in May 2016 followed with an Amended Petition in June against Defendant, GTL. This action arises from GTL's alleged tortious interference with Securus' contracts and alleged false implications to Securus' customers that Securus' ability to provide specialized call-processing and billing equipment and services to correctional facilities throughout the United States has been compromised as the result of ongoing and unresolved patent litigation between the parties. GTL filed a Motion to Dismiss. The Court denied same in September 2016. In January 2017, counsel argued before the Texas Court of Appeals and awaits an opinion from the Court which could take several months.

Securus Technologies Inc. v Global Tel*Link Corporation
Securus filed Petition in May 2016 against GTL Corporation asserting claims for patent infringement of various patents. Securus alleges it is entitled to damages adequate to compensate for the infringement, including *inter alia,* lost profits and/or a reasonable royalty pursuant to 35 U.S.C. § 284, and further believes it is entitled to injunctive relief under 35 U.S.C. § 283. Securus requested discovery from GTL in August. The judge denied

GTL's motion to dismiss Securus' complaint, but granted GTL's motion for a more definite statement. Securus filed amended complaint in early November 2016; GTL filed amended counterclaim. Securus has responded to same and filed a Motion to Dismiss GTL's counterclaim, which was denied by the Court in early April 2017. This matter has been through discovery and more recently mediation held in June 2017. No agreement was reached between the parties during mediation. Additional discovery is ongoing.

By this response, the Vendor has used its best efforts to provide a thorough statement based upon records accessible to the Vendor. If any additional specifics are required related to matters described herein the Vendor will certainly accommodate any such reasonable request.

   c. **Vendor must disclose if it is presently negotiating a sale, acquisition or merger, which would alter its structure as described in its proposal.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

The equity owner (Abry Partners) that owns Securus Investment Holdings, Inc. has executed a Stock Purchase Agreement, dated as of April 29, 2017, to sell its equity to another private equity firm, Platinum Equity Partners. The transaction is subject to various regulatory approvals and will likely close sometime in Q3 2017.

Securus Technologies, Inc. – the certificated operating company, and the bidder under this RFP, will still be owned 100% by Securus Technologies Holdings, Inc. - nothing will change. All of the management will be exactly the same, no customers will be impacted, and the corporate structure of Securus Technologies, Inc. will also remain exactly the same. See chart below – this will be exactly the same after Abry sells its equity stake to Platinum.

Securus Investment Holdings, LLC
(DE 3/4/2013)
FEIN: 46-2260442

Connect Acquisition Corp.
(DE 4/6/2011)
FEIN 30-0678359
Authorized: 1,000

Securus Holdings, Inc.
(DE 4/27/2010)
FEIN 27-2448346 Authorized: 1,000
Issued/Outstanding: 1,000

Securus Technologies Holdings, Inc.
(DE 1/12/2004)
(Cert. 8.2.10)
FEIN 20-0673095

Securus Technologies, Inc.
(Operating Subsidiary)
(DE 8/2/1997)
FEIN 75-2722144

d. **Vendor must disclose any plan(s), which would result in sale, transfer, elimination or substantial modification to inmate telephone services described in its proposal.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Securus has no plans that would result in sale, transfer, elimination or substantial modification to inmate telephone services described in its proposal.

e. **The vendor must explain how its rates compare to dominant carrier rates, if the rates are registered with the Kentucky Public Service Commission.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Securus is not aware of any current dominant carrier rates in Kentucky. Approximately a year ago, AT&T formally announced they would no longer provide any Operator Services. However, the last known dominant carrier rates exceeded $3.90 surcharge per call plus over $0.95 per minute for automated collect calls. The proposed Securus rates are a fraction of those prior dominant carrier rates.

f. **Detail any complaints which have been filed against the vendor, its subsidiaries, parent, or other corporate affiliate, or its sub-contractors by the FCC or Kentucky Public Service Commission in the past five years.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Please refer to Appendix C for Complaints which includes a list of the complaints as requested; however all customer-identifying information has been redacted.

g. **Provide a complete list of all detention clients the vendor is presently under contract to for inmate telephone services. Provide, at a minimum, five references of inmate phone installations similar in size to that of the Division. Include the name of the facility, installation date, type of system, inmate population, number of inmate telephones, call volume, and the facility contact name with current address, phone number, fax number, and email address.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Please refer to Appendix D Current Clients for a list of clients presently under contract with Securus for inmate telephone services.

Because the Division is our current customer and using many of the required applications in this RFP, we consider you one of our best references. Additionally, Securus is pleased to provide the following references of inmate phone installations similar in size to the Division.

Reference #1 Marion County Sheriff's Office, FL

Installation Date	May 2005
Type of System	Inmate Calling Platform and Video Visitation
Inmate Population	1,350 Current / up to 2,000 at times.
Number of Inmate Phones	204
Call Volume	657,127 Advance Connect calls YTD / 330,865 Debit calls YTD
Contact Name	Captain Ronald Burnett
Facility Address	700 NW 30th Ave Ocala, FL 34475
Contact E-Mail	rburnett@marionso.com
Telephone and Fax	352-843-4214 / 352-438-5962
Applications Installed	SCP, SVV, ConnectUS IPRO, AIS, Debit, AIS voicemail, ICER Inmate Forms, Law Library, Videos, SVV, Job View

Reference # 2 Hall County Sheriff's Office, GA

Installation Date	December 2015
Type of System	Inmate Calling Platform
Inmate Population	1100
Number of Inmate Phones	130 inmate phones/50 SVV inmate terminals/10 visitor terminals
Call Volume	657,127 Advance Connect calls YTD / 330,865 Debit calls YTD
Contact Name	Captain Shoemaker
Facility Address	1700 Barber Rd., Gainesville, GA 30507
Contact E-Mail	jshoemaker@hallcounty.org
Telephone and Fax	770-531-3934/770-533-7759

Applications Installed	SCP, SVV, AIS, AIS Voicemail, Debit, ConnectUs PDFs, Trustee Tablet Program

Reference #3 Travis County Sheriff's Office, TX

Installation Date	Since before 2010
Type of System	Inmate Call platform
Inmate Population	2500
Number of Inmate Phones	400 plus
Call Volume	Over 3,258,000 calls per year
Contact Name	Major Shane Poole
Facility Address	3614 Bill Price Road, Del Valle, Texas 78617
Contact E-Mail	Shane.poole@traviscountytx.gov
Telephone and Fax	512-854-9758
Applications Installed	SCP, SVV, Connectus, IPRO, LBS, ICER, Threads, AIS

Reference #4 Barnstable County Sheriff's Office, MA

Installation Date	Customer since 1990
Type of System	Inmate Calling Platform
Inmate Population	570
Number of Inmate Phones	78 inmate phones/48 VPM phones
Call Volume	69,516 YTD
Contact Name	Superintendent John Rogorzenski
Facility Address	6000 Sheriff's Place, Buzzards Bay, MA 02542
Contact E-Mail	jrogorzenski@bsheriff.net
Telephone and Fax	508-563-4338/508-563-4574
Applications Installed	SCP, IPRO, LBS, VPM, Guarded Exchange, On site Admin

Reference #5 Louisville Metro Department of Corrections, KY

Installation Date	June 2006
Type of System	Inmate Call platform & Jail Management System
Inmate Population	2400
Number of Inmate Phones	246
Call Volume	978,996 YTD
Contact Name	Sgt. David Heacock
Facility Address	400 S. 6th Street, Louisville, KY 40202
Contact E-Mail	David.heacock@louisvilleky.gov
Telephone and Fax	502-574-2161/
Applications Installed	SCP, XJail, VPM, IPRO, LBS, Dedicated Onsite Admin for XJail

Reference #6 Suffolk County Sheriff's Office, NY

Installation Date	January 2010
Type of System	SCP – Inmate Calling Platform
Inmate Population	1460
Number of Inmate Phones	280
Call Volume	828,876 YTD
Contact Name	Lt. Phil Trocchio
Facility Address	100 Center Drive, Riverhead, NY 11901
Contact E-Mail	Phil.trocchio@suffolkcountyny.gov
Telephone and Fax	631-852-7055/631-852-1492
Applications Installed	SCP, IPRO, Threads, Guarded Exchange, On site Administrator/Technician

h. **Provide a list of facilities where the vendor has provided inmate telephone services in the past five years but no longer provides the service. State the reason why vendor no longer provides the service.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Please see Appendix E for Former Clients.

C. **Vendor Background**

a. **Provide vendor's <u>history</u> and <u>experience</u> providing inmate telephone services. State the number of years in business, number of inmate phone installations, size of systems, locations and number of present contracts. For the last ten installations, include the name of the facility, location, size and installation date.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

For over 30 years, corrections industry constituents—facilities, inmates, and the family and friends of inmates—have relied on Securus Technologies and our predecessor organizations for communication solutions designed to fulfill their specialized needs. The Securus we know today began as the merger of two pioneering inmate communications companies: Evercom Systems, Inc. and T-Netix, Inc.

T-Netix, Inc. began under the name Tele-Matic Corporation, incorporated under the laws of the State of Colorado on February 6, 1987. In 1992, the company acquired eight affiliated companies in the inmate phone business as well as the inmate phone business assets of two other companies. In 1993, T-Netix met the inmate fraud control challenge and was the first company to introduce to the corrections marketplace the capability to detect a three-way call.

From its inception until July 1992, T-Netix was primarily engaged in designing, manufacturing, marketing, and servicing public payphones, including pay telephones for use in correctional facilities. In 1991, the company began to focus on providing specialized telecommunications services for the inmate calling market as the result of US Justice Department mandates to prevent inmates from committing massive credit card fraud from prisons.

Securus Technologies, Inc., formerly Evercom Systems, Inc., was incorporated August 22, 1997 in the State of Delaware. Over the next several years after incorporation, the company acquired the assets of several other inmate telephone service providers, all of which had been in the inmate telephone service business between 5 to 12 years.

In 2004, Securus Technologies, Inc. (now known as Securus Technologies Holdings, Inc.) was created as the parent company of Evercom Systems, Inc. (now known as Securus Technologies, Inc.) and T-Netix, Inc. The Securus product line comes from more than 25

years of hands-on teaming with correctional facilities. Our product offerings are a direct result of our commitment to technological excellence. The Securus goal of providing outstanding customer service to correctional institutions, inmates and friends and family members of inmates drives our commitment to service.

Primonics, Inc. was acquired by Securus March 16, 2012. Primonics, Inc. was founded in 1996 by John McAllister, to provide video visitation services to North American clients through a sophisticated centralized packet-based network.

Today, Securus provides service to approximately 2,700 correctional facilities nationwide, including locations operated by city, county, state, and federal authorities, juvenile detention centers, and private facilities.

Corporate Background and Expertise

The credo "To Serve and Protect" holds firm as a nationwide call to action for most civil and criminal justice agencies. It is at the center of what makes our world safe.

At Securus, we exist "**To Serve and Connect**" to make our world safe. Our vision is to equip every public safety, law enforcement and corrections agency throughout the world with Securus Technologies civil and criminal justice technology solutions. Securus' powerful, connected technology protects the world and drives continuous innovation with an exceptional focus on solutions that best serve our customers.

Our Presence

For nearly 30 years, corrections industry constituents—facilities, inmates, and the family and friends of inmates—have relied on Securus Technologies and our predecessor organizations for communication solutions designed to fulfill their specialized needs.

In 2009, Securus made a strategic move. Understanding how advanced technologies could radically change the civil and criminal justice industries, Securus executed a plan to leverage our technical expertise and expand our portfolio with complementary products and services that go beyond communications.

Today, we are the fastest growing provider in the industry because we offer compelling products and services. We continue to expand our reach while remaining focused on the civil and criminal justice industry.

Securus has the resources to install and operate large prison facility telecommunications systems. **Only Securus** provides services to four of the top five mega county facilities in the United States. We serve multiple DOCs and other very large facilities that house thousands of inmates, including Florida DOC; Louisiana DOC; New Mexico DOC; Missouri DOC; Illinois DOC; Kentucky DOC; Pennsylvania DOC; Connecticut DOC; New York City DOC; Boston, Massachusetts; Denver, Colorado; Dallas, Texas; Seattle, Washington; Phoenix, Arizona;

Portland, Oregon; and Detroit, Michigan. We are uniquely equipped to handle any inmate population, and community population.
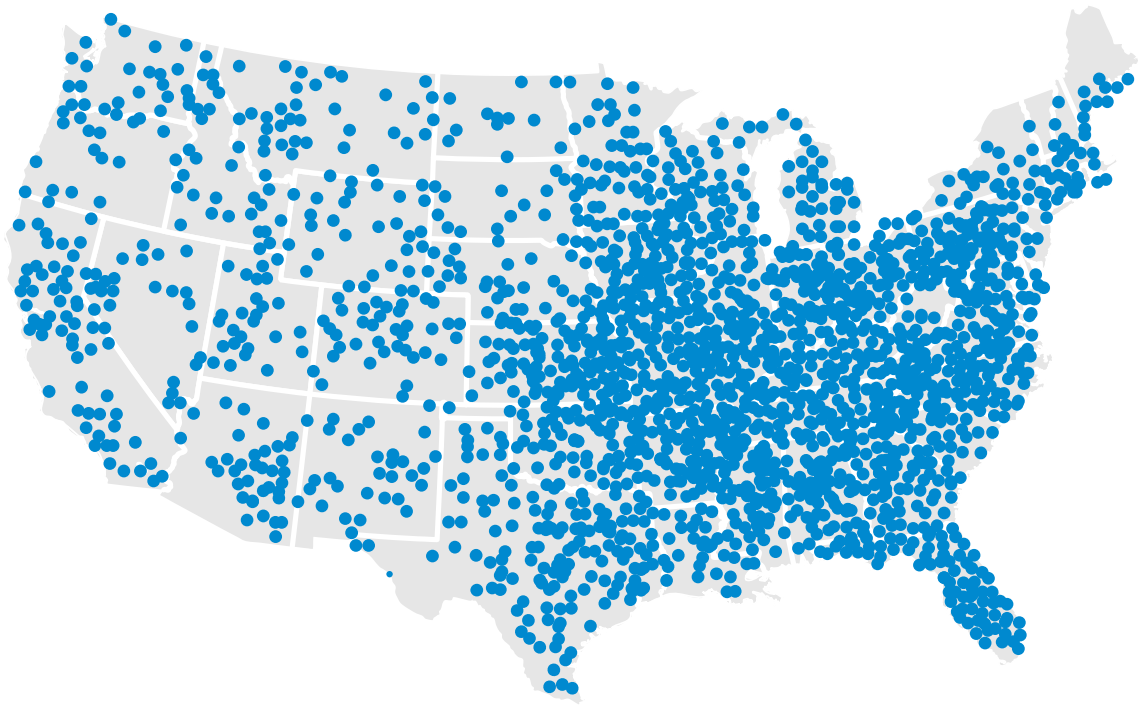
Locations served by Securus Technologies

Our Values

The culture of Securus focuses on people being innovative, exceptional, focused and trustworthy. In fact, the company specifically recruits for these key attributes. We believe that these characteristics actively contribute to the company's long-term success and explain the passion Securus has for technological advancements and outstanding service. Below are our core values:

TRUSTWORTHY

Securus strives to operate with transparency and embodies the highest levels of integrity, honesty, and truthfulness.

FOCUSED

Securus focuses on delivering products and services that align with our overarching vision – ensuring our world is secure.

EXCEPTIONAL

Securus is committed to delivering the best solutions comprised of the industry's best technology, products, and services.

INNOVATIVE

Securus leads the industry in investments to support ongoing technological advancements – resulting in numerous patents. We combine information, product features, and services in a customized way to meet the unique needs of every customer.

What We Do

From public safety incident response to post-incarceration community supervision – and all points in between - Securus is uniquely equipped to provide a full spectrum of civil and criminal justice technology solutions.

PUBLIC SAFETY SOLUTIONS	**INVESTIGATIVE** SOLUTIONS	**CORRECTIONS** SOLUTIONS	**MONITORING** SOLUTIONS
Rapid response is imperative.	***Digital evidence is everywhere.***	***Technology eases operational burdens.***	***Community supervision reduces cost.***
Systems that collect, consolidate, analyze, visualize and distribute critical information among multiple agencies, first responders, mobile public servants and/or the public.	Systems that merge big data, voice biometrics, and pattern identification, providing early detection and alerts for investigators, attorneys, courts and criminal justice systems.	Systems that modernize the incarceration experience through jail management, communications, and inmate self-service to help inmates communicate with their family, friends, and corrections agencies run smoothly and reduce recidivism.	Systems that combine intuitive software, dependable hardware, and comprehensive support services to more effectively monitor and track offenders, increase compliance, reduce recidivism, and maintain public safety.

Connecting What Matters®

Securus provides leading edge civil and criminal justice technology solutions that improve public safety and modernize the incarceration experience. Thousands of public safety, criminal justice, and corrections agencies rely on Securus for secure, simple and powerful technology solutions, which are always accessible and easy to use.

Why Securus

As you review our proposal, you will see recurring themes that separate Securus from our competitors:

Experience

Only Securus provides services to four of the top five mega county facilities in the United States (many included in our references). We serve multiple DOCs, including the state of Illinois. We also serve other very large facilities that house thousands of inmates, including New York City DOC, Cook County, Illinois, and San Diego County, California.

Technology

Only Securus is a true technology company. We invest heavily in technology and lead the market in innovation. We have more patents than the rest of our industry combined. Likewise, our investment of $670M over the past four years is, by our estimate, more than 6x more than the total spent by all of our competitors over this period. We do this because we believe technology has — and will continue to — revolutionize the corrections experience creating safer facilities, reducing recidivism and increasing operational efficiencies.

Only Securus has the industry's most widely used, most flexible and dynamic call control platform. No other call control platform in the world has more features and investigative tools you can use to keep your community safe. No competitor comes close to the number of installations we manage of our Secure Call Platform. Our ability to share data with other agencies, both inside and outside of Illinois, is unsurpassed given the huge advantage we have over our competitors in geographic footprint.

Only Securus has the widest variety of corrections solutions that reduce operational workload, increase safety & security, and provide jail staff and inmates unprecedented communication access. Our commitment to technology means that we'll continue to innovate and provide you with cutting-

edge solutions, now and throughout the term of our agreement.

Service   **Only Securus** has an extremely strong track record of retaining our customers, even though there any many choices of available providers. We believe this is because we listen closely to, and continuously adapt to our customers' needs. We are proud of our existing track record with the Division.

        Only Securus offers the widest array of programs to complete more calls than any other competitor in the industry. Your inmates' families and loved ones are also our customers. They often play a critical role in the rehabilitation of offenders by staying in contact during incarceration. This is why we provide multiple ways to communicate, and provide more funding options than any other provider. We routinely improve call volumes when we displace our competition, making sure inmates can stay in touch with their loved ones.

Finally, Securus is proud to be **Sarbanes-Oxley Section 404 compliant** and **SOC-1** (formerly Statement on Auditing Standards No. 70 (SAS 70), Type II) certified. These widely-recognized distinctions confirm that the company has effective controls and safeguards in place to manage its financial matters. Unlike our competitors that do not provide transparency or vigor in their financial reporting, the Division will get accurate and timely reporting and commission payments from Securus.

      b. **Vendor must indicate the form of ownership and the number of years vendor has been in business under current name(s). State previous vendor name, if applicable. Also include the names of any companies that vendor has acquired (in any manner) or has engaged with in a merger. All questions in this RFP pertaining to the vendor's organization include all associated companies as listed above.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Securus Technologies, Inc., formerly Evercom Systems, Inc., was incorporated August 22, 1997 in the State of Delaware. Over the next several years after incorporation, the company acquired the assets of several other inmate telephone service providers, all of which had been in the inmate telephone service business between 5 to 12 years. Securus has been operating under its current name since August 2, 2010.

T-Netix, Inc. began under the name Tele-Matic Corporation, which was incorporated under the laws of the State of Colorado on February 6, 1987. In 1992, the company acquired eight affiliated companies in the inmate phone business as well as the inmate phone business

assets of two other companies. In 1993, T-Netix met the inmate fraud control challenge and was the first company to introduce to the corrections marketplace the capability to detect a three-way call.

From its inception until July 1992, T-Netix was primarily engaged in designing, manufacturing, marketing and servicing public payphones, including pay telephones for use in correctional facilities. In 1991, the company began to focus on providing specialized telecommunications services for the inmate calling market as the result of US Justice Department mandates to prevent inmates from committing massive credit card fraud from prisons.

In 2004, Securus Technologies, Inc. (now known as Securus Technologies Holdings, Inc.) was created as the parent company of Evercom Systems, Inc. (now known as Securus Technologies, Inc.) and T-Netix, Inc. Securus' product lines are driven by an understanding of our customers' needs, derived from more than 25 years of hands-on teaming with partnering facilities. Our product offerings are a direct result of our commitment to technological excellence and our services are driven by our goal of providing outstanding customer service to correctional institutions, inmates and friends and family members of inmates.

Today, Securus provides service to approximately 2,700 correctional facilities nationwide, including locations operated by city, county, state, and federal authorities, juvenile detention centers, and private facilities.

Securus has spent more than $585 million in the past five years to acquire the newest technologies that modernize the corrections environment and improve public safety. These are just some of the technologies acquired since 2012:

- Primonics, Inc. was acquired by Securus March 16, 2012. Primonics, Inc. was founded in 1996 by John McAllister, providing video visitation services to North American clients through a sophisticated centralized packet-based network.

- Direct Hits Systems, Inc. was acquired by Securus June 30, 2012. DirectHit Systems, Inc. was founded in 2005 in Melbourne, Florida and provides sophisticated investigative data analysis tools for law enforcement and corrections clients in North America through proprietary software algorithms. They have high profile clients at the Federal, State, County, and Local levels.

- Securus acquired Archonix Systems, LLC, in November 2013. Archonix is the leading provider of jail management systems, emergency dispatch, court monitoring, and business intelligence software for the corrections, law enforcement, government services, and emergency management sectors. Archonix simplifies and makes operating correctional facilities from 50 to 3,000 beds more efficient. Securus and Archonix had successfully partnered in meeting the needs of many facilities for more than four years before the merger.

- Securus acquired Satellite Tracking of People (STOP), the nation's leading provider of GPS-based offender monitoring and tracking devices, in 2013. STOP's proprietary technology and monitoring services facilitate all levels of offender tracking programs from pre-trial to conditional release and parole.

- Securus acquired Telerus—an eight-year partner in providing inmate communications services—in March 2014. Telerus developed the Automated Information Services (AIS) system that Securus has installed and manages in many facilities. AIS is an interactive voice response (IVR) system used to answer routine questions from inmates and friends and family members freeing corrections staff to focus on higher priorities.

- Securus acquired JLG Technologies on June 11, 2014. JLG Technologies is the leading supplier of continuous voice biometric analysis and investigative tools to the corrections and law enforcement sectors. Included in the acquisition are JLG affiliates Voice Analytics, LLC and JLG ICER Technologies, LLC. JLG's sophisticated software not only identifies the presence of unauthorized users on a particular call but goes on to identify the user.

- Securus acquired exclusive rights to Vanu Cellular Suppression technology and CellBlox in 2014 and 2015, respectively. In 2016, Securus also acquired the exclusive rights to Harris Corporation's Cell Defender™ technology. All together, these acquisitons and technologies form the foundation of the Securus Wireless Containment Solutions (WCS) suite of services that are used to detect and control the illegal use of contraband cell phone and mobile devices in correctional facilities.

- Securus acquired Cara Clinicals on July 31, 2015. Cara Clinicals is the creator of the only Electronic Medical Records (EMR) software platform specifically designed for use in the corrections environment. Cara Clinical's software integrates tightly with jail management software from Securus and other providers to help facilities meet inmate electronic medical record mandates.

- Securus acquired Jpay on July 31, 2015. JPay is the market-leading technology company that introduced electronic payments, email and a host of entertainment and educational-related applications to the corrections market. Jpay operates in more than 33 state prison systems.

- Securus acquired Guarded Exchange on October 30, 2015. Since 2009, Guarded Exchange has focused on investigative tools and strategies that aid Missouri Department of Corrections in the gathering of intelligence, based on the interaction of the offenders with friends and associates. Guarded Exchange has developed over 70 proprietary software and hardware tools for the corrections industry. The products include iCons and an investigations module with Actionable Intelligence Potential (AIP)™ predictive analysis.

c. **Provide the names of each of the chief officers, if a corporation. Indicate the division responsible for inmate phones and provide an organizational chart of staff responsible for the management and administration of the division. Provide the year and state of corporation. If a partnership, provide the names of the partners.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

In mid-2008, Richard A. Smith, a seasoned Chief Executive Officer (CEO) with more than 40 years of telecommunications experience, was selected as Securus' Chief Executive Officer. Mr. Smith built a team of highly talented group of executives, having worked with most of them an average of 11 years at prior companies. Mr. Smith and Securus' executives possess 210 years of combined telecommunications and/or inmate telecommunications experience. Many members of the current executive team previously ran Eschelon Telecom, Inc. (NASDAQ: ESCH), a highly successful, publicly traded competitive local exchange carrier (CLEC). At this company, the management team grew this business from inception and sold it in August 2007 to Integra Telecom, Inc. (a private CLEC) for more than $710 million.

Securus' executive management team is reflected below. Securus' primary business is providing and servicing inmate telecommunications systems. The single focus of the Securus' management team and employees is on providing superior service to the facilities and inmates as well as their friends and family members who rely on our services and products.

Corporate Organizational Chart
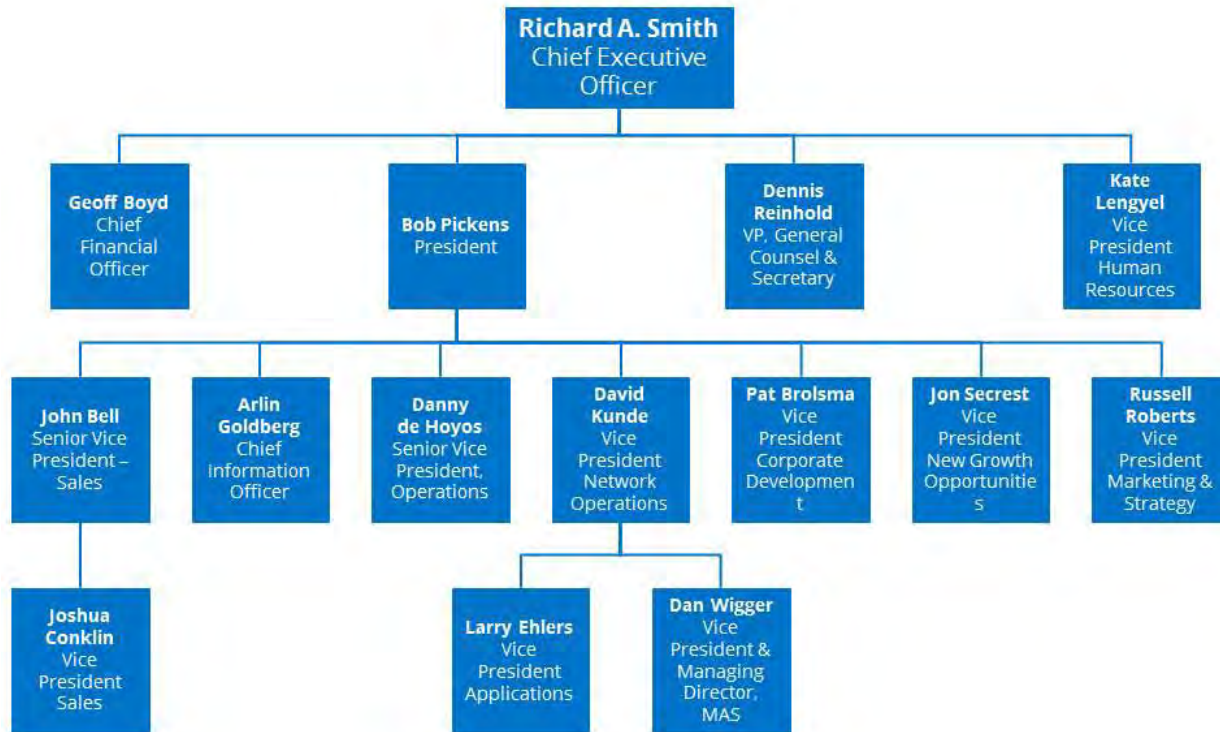
Securus' executive management team and biographies are below.

Richard A. Smith, Chief Executive Officer

Richard (Rick) Smith is the Chief Executive Officer of Securus Technologies, Inc. with more than 40 years of communications experience. Since joining Securus in 2008, he has led a major reinvestment into the company and has established the SCP call management platform as number one in the industry. Before joining Securus, Mr. Smith was the Chief Executive Officer of Eschelon Telecom, Inc., a publicly traded (NASDAQ Exchange) $350 million revenue, 1,500 associate competitive local exchange carrier located in Minneapolis, Minnesota, where he grew revenue from approximately $30 million to $350 million and grew adjusted EBITDA to $80 million, a CAGR of 48 percent. His achievements at Eschelon led to a successful IPO in the summer of 2005. Before this, Mr. Smith held several positions in a variety of disciplines at Frontier Corporation including operations, finance, IT, and business development, among others. Mr. Smith holds a Bachelor of Science degree in Electrical Engineering from State University of New York, Buffalo; a Masters of Mathematics degree from State University of New York, Brockport; and a Masters of Business Administration degree in the Executive Development Program from University of Rochester.

Robert E. Pickens, President

Robert (Bob) Pickens is the President of Securus Technologies, Inc. with more than 22 years of communications experience. He has responsibility for all corporate and field operating areas. Before joining Securus in September 2008, Mr. Pickens held multiple executive positions—including Chief Operating Officer—at Eschelon Telecom, Inc., a publicly traded (NASDAQ Exchange) $350 million revenue, 1,500 associate competitive local exchange carrier located in Minneapolis, Minnesota. Mr. Pickens holds a Bachelor of Science degree in Business Administration from the University of Minnesota's Carlson School of Management.

Geoffrey M. Boyd, Chief Financial Officer

Geoffrey (Geoff) Boyd is the Chief Financial Officer of Securus Technologies, Inc. with more than 21 years of communications experience. In this role, Mr. Boyd has oversight responsibility for all financial functions of the company. Before joining Securus in 2013, Mr. Boyd was Chief Financial Officer of Rational Energies, Inc., one of the first commercial producers of crude oil from waste plastic in the country. From 2000 to 2007, Mr. Boyd served as Chief Financial Officer of Eschelon Telecom, Inc. Before that, he served in a variety of executive roles at Dobson Communications Corporation, one of the largest rural cellular carriers in the United States. Mr. Boyd started his career in telecommunications and media finance at CoreStates Financial Corporation. He holds a Bachelor of Arts degree from Dartmouth College.

Patrick W. Brolsma, Vice President of Corporate Development

Patrick (Pat) Brolsma has more than 15 years of senior-level telecommunications experience and has served as Vice President of Corporate Development since joining Securus in November 2008. Before Securus, he spent eight years with Eschelon, where he held leadership positions in operations, marketing, and mergers and acquisitions. Before Eschelon, Mr. Brolsma held various management positions at U.S. West, Inc. (Qwest), Sprint Communications, and Unisys. Mr. Brolsma has a Bachelor of Science degree in Computer Science and Marketing from Minnesota State University in Mankato, Minnesota.

John Bell, Senior Vice President of Sales

John Bell joined Securus Technologies effective December 30, 2015, as the Senior Vice President of Sales. Mr. Bell has a career of transforming organizational culture and performance into exceptional performance, exceptional growth, and developing exceptional sales leaders – an outstanding 35 year career that is the foundation of his professional portfolio. Part of that career was at IBM, the cream of the crop of high-tech/high integrity/premier sales business processes and people development companies. Mr. Bell graduated from Holy Cross with additional postgraduate work at the Wharton School of Business and the Kellogg School of Management. His professional career includes

work at IBM, Verizon, AT&T, NTT Verio, and Time Warner Cable. Mr. Bell assumes responsibility for Securus' 100-person sales team that includes 60 feet on the street, quota-carrying sales associates.

Joshua E. Conklin, Vice President of Sales

Joshua (Josh) Conklin is Vice President of Sales at Securus Technologies, Inc. with more than 13 years of communications experience. In this role, Mr. Conklin has responsibility for all sales and contract retention activities. Before joining Securus, Mr. Conklin served as Senior Vice President and General Manager of California and Nevada for Integra Telecom, a privately owned, facilities-based, integrated communications carrier and equipment provider headquartered in Portland, Oregon. Before this, Mr. Conklin served with Eschelon Telecom, Inc. as Senior Director of Network Sales for Colorado, Minnesota, and Utah, where he was responsible for new acquisition sales in more than 40 percent of Eschelon's network footprint. Mr. Conklin also held several other sales roles within Eschelon including Sales Director, Sales Manager, and Sales Training Manager over his 10-year career with Eschelon. Mr. Conklin holds a Bachelor of Business Administration degree from West Texas A&M University.

Larry V. Ehlers, Vice President of Applications

Larry Ehlers has served as Securus' Vice President of Applications since January 2009, having served as Vice President of OSS & Applications at Eschelon from 2005 through 2008. He also served as Vice President of Corporate Systems at Advanced Telecom from 2000 through 2005 Before its acquisition by Eschelon. Earlier in his career, Mr. Ehlers was the Director of Information Technology and Operations at Quintessent Communications, was a consultant with Network Designs Corporation, and served in a variety of information technology roles within the manufacturing industry. Mr. Ehlers received his Bachelor of Science degree from Iowa State University and holds multiple information technology certifications.

Arlin B. Goldberg, Chief Information Officer

Arlin Goldberg has served as Chief Information Officer since September 2008. He has more than 35 years of telecommunications industry experience. Previously, Mr. Goldberg served as the Executive Vice President of Information Technology for Eschelon from October 1996 until July 2007. He also previously served as Director of Information Services at Frontier Corporation, as Director of Information Services for Enhanced TeleManagement, Inc., and in a variety of roles at Norstan Communications Systems, Inc. Mr. Goldberg received his Bachelor of Science in Business degree in Accounting from the Carlson School of Management at the University of Minnesota.

Danny de Hoyos, Vice President of Service and Technical Operations

Danny de Hoyos is Vice President of Service and Technical Operations at Securus Technologies, Inc. In this role, Mr. de Hoyos has responsibility for leading customer satisfaction, quality, and training; customer service; field operations; installations and operations; reporting operations and analysis; and technical support. Mr. de Hoyos previously served as Director of Customer Operations for Medica located in Minneapolis, Minnesota. Before this, Mr. de Hoyos served as Vice President of Customer Service and Service Delivery at Eschelon Telecom, Inc., a publicly traded (NASDAQ Exchange), $350 million revenue, 1,500 associate competitive local exchange carrier located in Minneapolis, Minnesota. Before joining Eschelon, Mr. de Hoyos was Director of Support Services for One World Online in Provo, Utah, and also held leadership roles in customer operations and call center management for other technology companies such as Big Planet and Marketing Ally. Mr. de Hoyos holds a Bachelor of Science degree from Brigham Young University in Provo, Utah.

David A. Kunde, Vice President of Network Operations

David (Dave) Kunde has served as Vice President of Network Operations since August 2011. Mr. Kunde has more than 26 years of telecommunications industry experience. Mr. Kunde has senior-level experience in building and managing national networks and has developed and launched highly successful services such as IPTV television during his career. Before joining Securus, Mr. Kunde was the COO for North American Operations for ACN, Inc., where he was responsible for information technology, human resources, accounting/finance, call center, provisioning, operations and engineering, legal, and business development functions in both the U.S. and Canada. Mr. Kunde previously served as SVP and GM of the Integra Telecom ILEC division, where he successfully launched IPTV. He also served as EVP of Network Operations and Engineering at Eschelon from 1999 through 2007. Mr. Kunde earned his Bachelor of Arts degree in Physics from Wittenberg University and received a Masters of Business Administration degree from the University of Rochester's Simon School.

Kathryn S. Lengyel, Vice President of Human Resources

Kathryn (Kate) Lengyel has served as Vice President of Human Resources since July 2007. Before joining Securus, she held the position of Vice President of Human Resources at Excel Telecommunications, where she was an integral part of the acquisition of Vartec Telecom. Ms. Lengyel also served in a variety of HR capacities including the Director of Human Resources at Stone Holdings, Inc. and its subsidiaries, from November 1991 until 2005. Throughout her career, she has created a successful track record of employee initiatives, leadership, and organizational change management and has developed diverse human resources experience in startups, growth, and mergers and acquisitions situations. Ms. Lengyel holds both a Bachelor of Science degree in Human Development and a Master of Education degree in Human Resource Development from Vanderbilt University.

416

Dennis J. Reinhold, Vice President, General Counsel and Secretary

Dennis Reinhold has served as Vice President, General Counsel and Secretary of Securus since August 2005. He previously served as the Associate General Counsel of SOURCECORP, Inc. (public until late 2005; NASDAQ: SCRCP) a company with approximately 7,000 employees worldwide that specialized in business process outsourcing of critical data and documents. Before SOURCECORP, he served as Division General Counsel/Director of International Legal Affairs and Assistant Secretary of AAF McQuay, Inc. Mr. Reinhold has more than 25 years of legal experience, both in law firms and in-house positions, with an emphasis practicing in the areas of corporate and international law. Mr. Reinhold earned a Juris Doctor degree from St. Louis University School of Law, a Bachelor of Science degree in Marketing and Business Administration from the University of Illinois, and he completed the Advanced Management Program at The Wharton School, University of Pennsylvania. Mr. Reinhold was one of 20 finalists in the 2006 Dallas Business Journal's Best Corporate Counsel Awards, and in 2006, he was awarded a National Leadership Award by the National Republican Congressional Committee. Mr. Reinhold is the sole inventor on U.S. Patent No. 7,494,061 (granted on February 24, 2009). Mr. Reinhold has also served on numerous civic organizations, including the Board of Directors for the Louisville Ballet, Company Chairman for the Juvenile Diabetes Foundation, and Habitat for Humanity.

Jonathan Secrest, Vice President, New Growth Opportunities

Jonathan (Jon) Secrest is Vice President of New Growth Opportunities responsible for driving organic and inorganic growth and developing programs to leverage the broad capabilities of acquired companies. Mr. Secrest joined Securus in February, 2015 with more than 20 years of successfully driving growth in senior-level marketing and operational positions in the communications and manufacturing industries. Before joining Securus, Mr. Secrest was Chief Marketing Officer of ADC, a $1.5 billion, a global manufacturer of telecommunications network infrastructure equipment and then Chief Marketing Officer the Enterprise Networks Division after TE Connectivity acquired ADC. Before ADC, Mr. Secrest was Vice President, Marketing of Eschelon Telecom and Vice President of Operations for Inacom Professional Services Minnesota District. Mr. Secrest holds bachelor's degrees in both Business and Economics from Augsburg College in Minneapolis, Minnesota and post-graduate Certificate in Information Technology, also from Augsburg. Mr. Secrest holds board seats on several non-profit organizations and was Board Vice-Chairman for The Family Partnership, a $10 million human services organization from 2012-2014.

Daniel Wigger, Vice President and Managing Director, Wireless Containment Solutions

Daniel Wigger has served as Vice President and Managing Director of our Wireless Containment Solutions group since March, 2015. Mr. Wigger has more than 25 year's

professional experience in the communications services provider industry. Before joining Securus, Mr. Wigger held Senior Leadership positions at Integra Telecom including performing as the Senior Executive in charge of Operations, where he led all Operations teams across 11 Western US States. At Integra, he was also Senior Vice President and General Manager of the $100 million Minnesota/North Dakota division. Before Integra, he held a wide variety of senior engineering and operations leadership positions at Eschelon Telecom, Advanced TelCom Group, and Brooks Fiber. Early in his career, Mr. Wigger was part of the Accelerated Management Program at Pacific Bell/SBC Communications and held assignments in Finance, Marketing, Engineering, and Operations. Mr. Wigger holds a Bachelor of Science degree in Business Administration from Fresno State University, California.

Russell Roberts, Vice President of Marketing and Strategy

Russell Roberts is Vice President of Marketing and Strategy. He oversees Product Management, Customer Training, Marketing Strategies, and RFP teams. In this role, Mr. Roberts has the responsibility of Product Engagement and Marketing Strategies for all Securus Products.

About Securus

Securus was incorporated in Delaware in 1997, however our predecessor companies, Evercom Systems, Inc. and T-Netix, Inc., have served the correctional industry for more than 25 years. Today, as Securus Technologies, Inc., we possess the #1 ranking of market share in terms of facilities served and #2 ranking of market share in terms of revenue generated.

D. **Vendor Stability**

   a. **The vendor must be stable and financially solvent. Detail vendor's financial status and include as exhibits to the proposal, the vendor's most recent annual report or financial statement.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

The financial strength of your provider is important because it is an indication of their ability to serve your needs today and invest to meet your needs tomorrow. New solutions delivered to our customers reflect our growth, expansion, and reinvestment in our systems.

Securus is the only inmate communications provider with a stable outlook, positive revenue growth, and good liquidity, according to S&P and Moody's. Securus is also the only inmate communications provider that has consistent organic growth.

Securus is also proud to be **Sarbanes-Oxley Section 404 compliant** and **SOC-1** (formerly Statement on Auditing Standards No. 70 (SAS 70), Type II) certified. These widely-recognized distinctions confirm that the company has effective controls and safeguards in place to manage its financial matters. Unlike our competitors that do not provide transparency or vigor in their financial reporting, the Division will continue to get accurate and timely reporting and commission payments from Securus.

Please refer to Appendix F for Securus' financial statement.

b. **The vendor is required to submit a statement detailing its organization's financial stability and experience in providing inmate telephone equipment services and maintenance.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Securus is the only inmate communications provider with a stable outlook, positive revenue growth, and good liquidity, according to S&P and Moody's. Securus is also the only inmate communications provider that has consistent organic growth.

Securus has provided a letter from Geoff Boyd, Chief Financial Officer of Securus along with our most recent financial statement in Appendix F.

E. **Vendor Qualifications**

a. **The vendor must be in the business of providing inmate telephone systems and related services (as specified in this RFP) for a period of three to five years before the proposal submission date. The vendor must provide documentation in its proposal supporting their experience.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Securus is pleased to present the letter of reference below as documentation of our experience providing inmate telephone systems and related services.

Mr. Matt Reed
Eastern Sales Vice President
Securus Technologies, Inc.
14651 Dallas Parkway, 6ᵗʰ Floor
Dallas, TX 75254

September 23, 2015

Dear Mr. Reed,

As the Bristol County Sheriff's Office (BCSO) ADS/Information Management I have to interact with all IT equipment and telephone (both office and inmate) vendors. Although IT believes that our relationship with all of the vendors is mutually on friendly terms Ms. Trish Auger, of Securus Technologies, stands head and shoulders above the rest.

The BCSO has used Securus (and/or its predecessors) since 1989 and the relationship with all the inmate telephone's local employees has always been on a good basis. However, when Ms. Auger became the BCSO's Service and Account Manager not only did the working relationship improve but the wealth of knowledge that Ms. Auger provided increased the way the BCSO used the information from the inmate telephone system more than ever before.

Ms. Auger informed the BCSO how Securus continues to make critical investments in the business to ensure their customers continue to benefit from the most robust product set in the industry. She has convinced the BCSO that Securus listens to their customers and how it is not all about the sale – something the BCSO has seen proven time after time.

Over the years the BCSO has work together with Ms. Auger implementing products that increased the efficiency and safety of our staff, constituents, and inmates. She has always immediately informed the BCSO of newly implemented products that provides leads and intelligence that otherwise would have gone undetected. In general Ms. Augers Sales Team is very knowledgeable and consistently presents us with products and services that will benefit our facility.

Ms. Auger recently explained that Securus is the only provider in the industry to have made an investment in a Technology Center in Dallas. Ms. Auger, as expected, presented the BCSO with the opportunity to visit the newly opened center at our earliest convenience. An offer the BCSO would be pleased to do.

420

Overall (and I cannot stress this enough) Ms. Auger is an exceptional Service and Account Manager and the BCSO is pleased to be considered a valued partner of Securus and trusts that they will continue to provide exceptional technology and service.

Thank you for your time and if you have any questions please feel free to call me.

Sincerely,

Wayne H. Genereux

Wayne H. Genereux
ADS\Information Management
Bristol County Sheriff's Office
400 Faunce Corner Road
North Dartmouth, MA 02747
Office: 508.995.6400 x2389
Cell: 508.496.9889

b. **The vendor must list the names of customers in the immediate surrounding area and the years of experience in providing services in telecommunications in a correctional setting.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Serving approximately 2,700 correctional facilities and 1,200,000 inmates nationwide per month makes Securus is the largest provider in the industry in terms of revenue and market share.

In addition to the Kentucky Department of Corrections, Securus currently serves the following facilities in Kentucky:

County Name	Years of Service
Barren	14
Big Sandy	12
Boyd	11
Caldwell	10
Carroll	14
Carter	1
Clay	22
Clinton	15
Crittenden	16
Estill	12
Floyd	11
Franklin	14
Hardin	13
Henderson	12
KY DOC	11
KY River	12

Leslie	07
Letcher	19
Lewis	12
Lexington-Fayette	18
Jefferson (Louisville Metro)	12
Nelson	12
Rowan	14
Woodford	14
Warren	14
Three Forks	13
Scott	14

c. The vendor must meet all certification requirements of the Kentucky Public Service Commission, the FCC, and any other applicable laws, industry codes and standards throughout the term of the contract.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Securus meets all necessary requirements of the Kentucky PSC and FCC and the following documentation is provided:

Public Service Commission

Securus provides inmate operator services within the state of Kentucky and is registered with the Kentucky PSC as a Customer-Owned Coin Operated Telephone (COCOT) provider. A copy of Securus' Kentucky PSC Utility Information is provided as Appendix G Certification Requirements.

Federal Communications Commission

Securus is licensed as an FCC common carrier to provide interstate and international telecommunications services, assigned Federal Registration Number ("FRN") 0006222319, provided as Appendix G Certification Requirements.

d. **The vendor must have all required permits, bonding and licensing to install, operate and provide the inmate telephone system and local, long distance and international call services proposed in their response to this RFP. The vendor must provide evidence that it is currently licensed to do business in the Commonwealth of Kentucky.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Securus is authorized to transact business in the State of Kentucky and a copy of the Certificate of Authority and the Certificate of Authorization (good standing) are provided as Appendix G Certification Requirements.

e. **The proposal must include the vendor's regulatory history in the Commonwealth of Kentucky and provide certification that the vendor is legally authorized to do business in the Commonwealth of Kentucky or, alternatively, will obtain a certificate to conduct business in the Commonwealth of Kentucky on or before the proposal due date.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Securus is authorized to transact business in the State of Kentucky and a copy of the Certificate of Authority and the Certificate of Authorization (good standing) are provided as Appendix G Certification Requirements.

f. **The vendor must identify an implementation project manager who will be responsible for the entire scope of system installation and cutover, and must be the primary point of contact for the Division during the installation/cutover process. Provide the position description and qualifications for the project manager, on-site manager, and all personnel who would be involved with the installation, programming, remote diagnostics, service and customer support of the Division inmate telephone system.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

The principal personnel assigned to the Division are experienced and qualified professionals that have an unparalleled combination of knowledge, skills, and technical proficiency.

Trish Auger, Account Manager

Ms. Auger has more than 20 years' experience working directly with law enforcement in the area of RFP development, training, marketing and sales. She has 16years of successful

sales leadership in driving revenue growth and increasing market share for technology-based solutions and services. She is an expert in consultative selling skills to identify opportunities, overcome objections, build relationships and convert prospects into customers. She has strong management skills, practiced in transforming vendor and customer relations to that of a valued business partner.

Johnny Hagins, Regional Field Services Manager

Mr. Hagins has more than 18 years of experience in the telecommunications industry. His current management responsibilities include overseeing all managers, field technicians and field site administrators who service and maintain state DOCs, county jails, and other private prisons and jails in the Eastern Region of the United States.

Craig Charboneau, Field Service Manager

Mr. Charboneau has been in the telecommunications field for eight years and in the construction and electrical industries for 18 years. He is responsible for making sure that the technicians achieve their goal of maintaining and fixing equipment in a timely and professional manner.

Ed Clifford, Field Service Technician 1

Mr. Clifford has been in the telecommunications field for twenty six years, He has 37 years in field service dealing with electrical & technical issues. Mr. Clifford oversees 20 detention facilities within two states, Kentucky& Indiana.. He is responsible for making sure that the sites achieve optimum uptime thru maintaining and fixing equipment in a timely and in a professional manner.

Andrew "Drew" Young, Field Service Technician 1

Drew has been in the telecommunications, wireless networking and customer/tech support field for 7 years as well as working in a corrections environment for 3 years. He is responsible for maintaining and fixing equipment in a timely and professional manner as well as making sure that customer satisfaction with the Securus services is the best that it can be.

Terry Sims, Client Manager

Terri Sims has more than three years' experience managing the post sales customer experience for major clients in investigation and financial services markets. Areas of proficiency include product training, data base management, root cause analysis, case escalation, and conflict resolution.

Lorri Ventura, Implementation Manager

Ms. Ventura assembles project teams, assigns individual responsibilities, develops and tracks project schedule and budget, and is responsible for determining and acquiring resources needed. She serves as liaison between project team members, management, IT suppliers, external consultants, and the business.

James LeBoeuf, Lead Sales Engineer

Mr. LeBoeuf has supported inmate systems and correctional facility accounts for over 17 years in Operations Management and Technical Sales. He has directly supported the Installation and Maintenance of more than 300 correctional facilities and has managed teams at more than 1,000 facilities throughout the Continental US and Alaska.

Dean Ramsey, Corporate Trainer

Mr. Ramsey ensures the training needs of Securus customers are met. He brings 35 years of experience continuously managing government contracts for telecommunications solutions at AT&T and Securus. For 31 years he has specialized in designing and implementing complex technology solutions for the corrections market in 44 states.

F. **Sub-contractors**

a. **Sub-contractor relationships will be permitted; however, the Division must have a single-prime vendor who is responsible for the entire system.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Securus is the single-prime vendor who is responsible for the entire system. Securus will not use sub-contractors for the primary work required on this project. We will use a both woman-owned business enterprise and veteran-owned business enterprise to comply with Affirmative Action Goals outlined in the RFP.

b. **The vendor must disclose and explain its relationship with Sub-contractor (if any) and manufacturers as it pertains to the support of the vendor's proposed installation, implementation, maintenance, and/or management of the inmate telephone and monitoring systems throughout the contract term and any extension granted.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Securus is the single-prime vendor who is responsible for the entire system. Securus will not use subcontractors for the primary work required on this project.

c. **Provide the name, address and vendor history for each Sub-contractor to this proposal. State the number of year's Sub-contractor has been in business providing the services for which you are subcontracting. Describe the relationships between the prime and all proposed Sub-contractor to this proposal, including the division of roles and responsibilities that will be providing service to the Division. Vendor must provide the name, address and phone number of the key contact person for the prime and all Sub- contractor. Provide a copy of any contract or agreement with any Sub- contractor.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Securus is the single-prime vendor who is responsible for the entire system. Securus will not use subcontractors for the primary work required on this project.

d. **The vendor must disclose the services that will be subcontracted and to whom the services will be subcontracted to.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Securus is the single-prime vendor who is responsible for the entire system. Securus will not use subcontractors for the primary work required on this project.

e. **The vendor and its Sub-contractor will be required to comply with jail security regulations and must provide security background information prior to being granted access to any Division detention facility.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

G. **Telephone Rates, Commissions and Commission Accountability**

a. **The Division's goal is to provide reasonable telephone rates for inmates and their families. Such rates must be maintained and monitored for the life of the contract.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Securus understands the Division's goal to provide reasonable telephone rates for inmates and their families and friends and assures the Division that reasonable telephone rates for inmates and their families will be maintained and monitored for the life of the contract.

b. **The vendor must list and explain in detail the charges that will be billed to the called parties when receiving calls (i.e., the toll charge and the surcharge).**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Please refer to our call rate tables and fee schedule for detail regarding the charges that will be billed to the called parties when receiving a collect call. The called party does not incur any charges when accepting a debit call placed by an inmate.

c. **The vendor must list and explain the charges, if any, that will be incurred by inmates when placing calls.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Please refer to our call rate tables and fee schedule for detail regarding the charges incurred by inmates when placing a call. The inmate does not incur any charges when placing a collect call.

d. **The vendor must list and explain the commissions the Division will receive in connection with the use of the system. The Division is requesting that vendors provide pricing/commissions on the following:**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Securus is pleased to present our responses to Options A, B, and C below.

e. **Option A – The Division receives commission on total gross revenue for a telephone calls, video visitation, fee based tablet usage. Cost of additional services to the Division (educational programming, automated information system, video visitation).**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Securus has included the educational programming, automated information system and video visitation services in Options A, B and C at no cost to the Division. However, in order to provide the costs as requested by the Division, Securus has provided the following.

Automated Information System: $57,600/annually

Educational Programming: $65,000/annually

Video Visitation: $448,690.00 /3 year contract term

Based on the requirements of the RFP, Securus is the most responsive and best qualified to continue to meet the functional requirements and provide the required coverage and reliability the Division demands. We have proven that reliability over the past 15+ years. Securus has worked hard to develop an offer that fully serves the needs of LFUCG and the Division of Community Corrections and its constituents and meets all Federal and State requirements for call rates and fees. We are committed to providing an offer that incorporates all of your requirements while providing funds to support your inmate welfare programs and world class technology to automate processes with dedicated in state and onsite support to back it up. We recognize that LFUCG and the Division of Community Corrections may wish to propose modifications to our offers and we are willing to be flexible in any negotiations to best support your operational goals today and going forward.

Option A:

Service	Commission % paid to the Division of Community Corrections
Inmate Telephone Calls	72.0%
Video Visitation	72.0%
Email Product	72.0%
AIS Voicemail	72.0%
Tablets	0.0% Tablet usage available to inmates at no charge
Product/Service:	**Cost to the Division**
On Site Administrator	Included at No Cost
Inmate Calling Platform	Included at No Cost
Video Visitation	Included at No Cost
Inmate Communication Evaluating Report	Included at No Cost
InvestigatorPro Voice Identification	Included at No Cost
Threads	Included at No Cost
LBS – On Demand	Included at No Cost
Automated Information System	Included at No Cost
AIS Voicemail	Included at No Cost
Email	Included at No Cost
Debit Calling Interface with TSG	Included at No Cost
Commissary Order Interface with TSG	Included at No Cost
Non Subscription Tablet Program	Included at No Cost – with tablet refresh each year of the contract.
Video Relay Services	Included at No Cost

ConnectUs Applications:	
Phone Call, Law Library,JobView, Commissary Ordering, MP4 Video, Sick Call, Inmate Forms, Grievance	Included at No Cost
Additional Services Available:	
Guarded Exchange Monitoring Services	Add .04 per minute to base rate
LBS Geo Fencing	Add .02 per minute to base rate

Call Category	Rate for Per minute
All Instate Calling	$.14
All InterState Calling	$.14
International	$.50
Product	**Cost**
Remote/At-Home Video Session	$7.00
Voicemail	$1.99
Email	$2.00

Option A without Tablets commission percentage offer is 85%

f.   **Option B** – The Division receives a reduced commission on total gross revenue for a telephone calls, video visitation, fee based tablet usage. Cost of additional services to the Division (educational programming, automated information system, video visitation).

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Option B:

Service	Commission % paid to the Division of Community Corrections
Inmate Telephone Calls	50.0%
Video Visitation	50.0%
Email Product	50.0%
AIS Voicemail	50.0%
Tablets	0.0 % Tablet usage available to inmates at no charge
Product/Service Included:	**Cost to the Division**
On Site Administrator	Included at No Cost
Inmate Calling Platform	Included at No Cost
Video Visitation	Included at No Cost
Inmate Communication Evaluating Report	Included at No Cost
InvestigatorPro Voice Identification	Included at No Cost
Threads	Included at No Cost
LBS – On Demand	Included at No Cost
Automated Information System	Included at No Cost
AIS Voicemail	Included at No Cost
Email	Included at No Cost
Debit Calling Interface with TSG	Included at No Cost
Commissary Order Interface with TSG	Included at No Cost
Non Subscription Tablet Program	Included at No Cost – with tablet refresh each year of the contract.
Video Relay Services	Included at No Cost
ConnectUs Applications:	
Phone Call, Law Library,Jobview, Commissary Ordering, MP4 Video, Sick Call, Inmate Forms, Grievance	Included at No Cost
Additional Services Available:	
Guarded Exchange Monitoring Services	Add .04 per minute to base rate
LBS Geo Fencing	Add .02 per minute to base rate

Call Category	Rate for Per minute
All Instate Calling	$.10

All InterState Calling	$.10
International Calling	$.50

Product	Cost
Remote/At-Home Video Session	$7.00
Voicemail	$1.99
Email	$2.00

Option B without tablets commission percentage offer is 65.1%

g. **Option C – The Division receives a NO commission. Cost of additional services to the Division (educational programming, automated information system, video visitation).**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Option C:

Service	Commission % paid to the Division of Community Corrections
Inmate Telephone Calls	0.0%
Video Visitation	0.0%
Email Product	0.0%
AIS Voicemail	0.0%
Tablets	0.0% Tablet usage available to inmates at no charge
Product/Service Included	**Cost to the Division**
On Site Administrator	Included at No Cost
Inmate Calling Platform	Included at No Cost
Video Visitation	Included at No Cost
Inmate Communication Evaluating Report	Included at No Cost
InvestigatorPro Voice Identification	Included at No Cost
Threads	Included at No Cost
LBS – On Demand	Included at No Cost
Automated Information System	Included at No Cost
AIS Voicemail	Included at No Cost
Email	Included at No Cost
Debit Calling Interface with TSG	Included at No Cost
Commissary Order Interface with TSG	Included at No Cost
Non Subscription Tablet Program	Included at No Cost – with tablet refresh each year of the contract.
Video Relay Services	Included at No Cost
ConnectUs Applications:	
Phone Call, Law Library, JobView Commissary Ordering, MP4 Video, Sick Call, Inmate Forms, Grievance	Included at No Cost
Additional Services Available	
Guarded Exchange Monitoring Services	Add .04 per minute to base rate
LBS Geo Fencing	Add .02 per minute to base rate
100K Annual Grant for Off Site Visitation Center	Add .01 per minute to base rate

Call Category	Rate for Per minute
All InState Calling	$.03
All InterState Calling	$.03
International Calling	$.25
Product/Service	**Cost**
Remote/At-Home Video Session	$5.00
Voicemail	$1.99
Email	$2.00

h. **The proposal must include a rate table representing the rate for the first minute, the rate for each additional minute, the cost for a twenty-minute telephone call, and the commissions paid to the Division based on the total gross revenue for the telephone call. The rate table must reflect various times of day. <u>Excessive rates may be the basis for rejection of any proposal.</u>**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Securus is pleased to offer the following rates corresponding to options A, B, and C above:

Option A - 72% commission with tablets / 85% commission without tablets

Call Type	First Minute	Add'l Mins.	Cost for a 20-min call
All InState Calling	.14	.14	2.80
All Out of State Calling	.14	.14	2.80
International	.50	.50	10.00

Plus applicable taxes and other governmental fees.

Option B – 50% commission with tablets / 65.1% commission without tablets

Call Type	First Minute	Add'l Mins.	Cost for a 20-min call
All InState Calling	.10	.10	2.00
All Out of State Calling	.10	.10	2.00
International	.50	.50	10.00

Plus applicable taxes and other governmental fees.

Option C: 0% Commission

Call Type	First Minute	Add'l Mins.	Cost for a 20-min call
All InState Calling	.03	.03	.60
All Out of State Calling	.03	.03	.60
International	.25	.25	5.00

Plus applicable taxes and other governmental fees.

All Proposed options have slight per minute increases should the Division choose optional services as outlined in financial offer section.

    i. **The total of the charges imposed on all inmate calls must be approved by the Division for all call categories – Local, IntraLATA, InterLATA, Intrastate, Interstate, and International calls for both collect and debit. Any change, increase or decrease, in the rate must be approved by the Division, in writing, prior to the change. Applicable rates must take into account time of day, day of week and holiday discounts, if any, as offered by vendor.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

j. **Indicate the increments, (60 second, 30 second, 6 second, or other) in which calls are billed.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Calls are billed in increments of 60 seconds.

k. **A copy of current rates must be on file with the Division at all times and the Division must be notified, in writing, of any proposed increases or decreases in the tariff and must approve of such change, in writing, prior to any change in rates.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Please note that the Kentucky Public Service Commission does not review or approve rates or surcharges for inmate telecommunications service providers; as such, the Company is not required to maintain or file tariffs or rate schedules with the Commission.

l. **Any change in rate, increase or decrease, which is not approved by the Division in advance of the change will be considered a material breach of contract and may result in termination of the contract, at the sole discretion of the Division. Vendor must provide a guarantee that it will comply with this requirement and must explain, in detail, how the Division would monitor the rates throughout the term of the contract.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Upon request by the Division and as part of the Quarterly Account Review, Securus will verify the rates on a periodic basis to ensure that there are no changes.

m. **The vendor must provide an accessible toll free number where a billed party may call regarding any questions concerning billing. Inmates must be provided with a mailing address and instructions in English and Spanish on filing a complaint. All inquiries must be resolved promptly and fairly.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Securus is unique among its national competitors in offering an in-sourced, US-based call center to provide customer service to friends and family members of inmates. Our 200+ seat call center employs customer service representatives who are Securus employees, trained and managed to Securus' standards.

Live agent support is available to friends and family members seven days a week, 24 hours a day, and 365 days a year.

Customers can use our toll-free number (1-800-844-6591) to either speak to a live agent or use an intuitive, automated interactive voice response system to help them with their needs. For added convenience, we also offer personal account access via our website (www.securustechnologies.com). End-users can also now access Securus customer service via online "chat" 24 hours a day, seven days a week.

Our friendly and knowledgeable agents can help customers with:

- Setting up and funding accounts
- Making payment arrangements
- Obtaining information on credit limits
- Resolving complaints
- Blocking and unblocking numbers
- Reviewing call durations and history
- Learning about MoneyGram® options
- Learning about Western Union® options
- Receiving information on new services
- Confirming originating facility
- Reviewing account balances
- Answering questions and helping customers with refund requests
- Managing account notifications

Our customer service agents are highly trained on ITS issues and in satisfying the specific needs of called parties. We offer both English speaking and Spanish speaking agents.

We diligently survey our customers and measure satisfaction ratings to find ways to improve our service levels. Our customer satisfaction scores for our call center are 20 percent higher than the industry standard.

n. **Explain whether you can provide online accounting of all inmate telephone revenues through secured password Internet web access. The information would include at a minimum the following details; call detail report including all calls made by all offenders and listed by the Personal Identification Number (PIN), time and date of call, number called, length of call, cost of call and total cost of all calls. A history of all commissions and trouble tickets should also be available.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Securus provides partnering facilities with one of the only anywhere, anytime single-point access customer portals in the industry. At any time, day or night, 24x7x365, the Division

can use our SCP user interface to securely access the facility's operations. Approved users can access all calling activity, including all call detail reports.

In the call detail area, users can choose the date range, the site (if there are more than one), the originating telephone (or all), and the called number (or all). The initial report shows the number of calls and the revenue for that originating number. Users can click on the originating number to view additional details such as: date, time, number of minutes, and revenue for that call.

The default view provides the previous three months' worth of data. Users can select other months by entering appropriate dates. For each month, users can see the total number of calls, the total minutes, and the overall revenue.

The Facility Portal will serve as the user interface to Securus' electronic trouble ticket system and allows authorized Division users to perform functions such as creating and managing service tickets and generating reports. With Facility Portal, Division users can initiate trouble tickets for repairs, track the real-time status, and generate current and historical reports of these tickets. After a ticket is generated, a tracking number is automatically and immediately created. All updates are sent in real-time electronically to the originator of the ticket, as well as to the Division designee.

Reports

The Reports section of the Facility Portal allows users to view and download calling activity and revenue reports.

- **Calling Activity Report** - Provides details on the number and type of calls made from a telephone number at the facility(s)

- **Call Type Summary Report** - Provides details on the number and type of calls made from a specific telephone number at the facility(s), broken down by local, intraLATA, interLATA, and interstate

- **Daily Call Volume Snapshot** - Shows a daily snapshot of calls and minutes compared to the daily average

- **Monthly Call Frequency Chart** - Details the most frequently called numbers from the facility

- **Preliminary Monthly Revenue Report** - Details all calls, minutes, and revenue for a specific date range

- **Preliminary Daily Revenue Report** - Details all calls, minutes, and revenue for a specific date

- **Investigation Tool** - Allows for tracking of a specific dialed number from any of the approximately 2,700 facilities serviced by Securus

Service Center

The Service Center will allow you to create and manage your technical support tickets; however, your On-Site Administrator will manage this service for the Division. As needed, you can search for service tickets by entering the ticket number in the search field or by selecting date search.

Manage Your Service Tickets

Clicking the ticket number reveals ticket detail. Previous notes and the final resolution are available for all closed tickets. Users can create a new journal note or grant consent to close a ticket using the notes section.

Ticket Detail

Create a Service Ticket

To open a service ticket, users select **Create a Ticket** and complete the service ticket form.

Create a Service Ticket

o. **Disclose and explain the vendor's policy on payment of commissions. Include when commissions are paid and the time period covered in the commission statement. For example, state the date the Division will receive a commission payment for calls placed during a set period of time and any interest paid on late payments.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Securus provides commission payments and summary reports no later than 30 days after the last day of the month of traffic. For example, the Division will receive commission payment on or about the 25th day of February for calls placed during the month of January.

Traffic detail reports, such as call detail reports, can be viewed through our Facility Portal.

Securus is proud to be the only provider in the industry that is Sarbanes-Oxley Section 404 compliant and SOC-1 (formerly known as SAS-70 Type II), certified. These widely-recognized distinctions confirm that the company has effective controls and safeguards in place to

manage its financial matters. Unlike our competitors that do not provide transparency or vigor in their financial reporting, the Division will get accurate and timely reporting and commission payments from Securus.

p. **The commission offered to the Division must be based on the total of all non-free calls as sent to billing and collection with no deductions for fraud, bad debt, uncollectible or unbillable calls. Vendors must take note of this requirement in their Revenue Pro Forma's and provide a commission based on projected gross billables. Failure to pay the Division accurate commissions based on gross billables, on a regular, monthly basis will be grounds for the Division to cancel, without penalty, any contract executed as a result of this RFP.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Securus will pay commissions to the Division based on gross revenue. Gross revenues include all gross billed revenues directly relating to completed collect or prepaid calls, except for interstate calls, generated by and through the inmate telecommunications system. Customer revenue excludes required regulatory fees and other items such as federal, state and local charges, taxes and fees, including transaction funding fees, transaction fees, credits, billing recovery fees, charges billed by non-LEC third parties, and promotional programs.

q. **The vendor will be responsible for all billing disputes, claims or liabilities that may arise from this contract.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Securus is responsible for all billing disputes, claims, or liabilities that may arise from this contract.

r. **Billing charges must begin at the time the calling party is connected and the called party accepts the call. Charges must be terminated when either party hangs up. Incomplete calls, such as network intercept recordings, busy signals, no answers, refusal of calls, etc., must not be billed. Such charges will be established through negotiation with the Division.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Call charges begin upon positive acceptance by the called party. Charges are terminated when either party hangs up

s. **The vendor will be required to submit monthly commission reports that include, at a minimum, the number of calls separated into Local, InterLATA, IntraLATA, Intrastate, Interstate, and International calls; the total minutes by Local, InterLATA, Intrastate, IntraLATA, Interstate, and International totals; differentiate prepaid versus collect calls, the total amounts billed; commission rates; and commission payments. A sample of the proposed commission report must be submitted with your proposal.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

The Division will continue to be able to access a comprehensive usage and revenue report through the Securus Facility Portal.

The Facility Portal allows all facility customers to view commission reports, preliminary revenue reports, investigative tools, trouble ticket system, and a wide variety of other time-savings and revenue-generating features and services. These new tools provide unmatched visibility into financial and operational performance while automating many administrative tasks.

No other inmate telephone services provider offers the breadth and versatility of the Securus Facility Portal.

A sample commission report is in Appendix H Sample Commission Report for your review.

t. **There shall be no costs to the Division as a result of entering into a contract.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

There will be no costs to the Division as a result of entering into a contract.

u. **The vendor must list any other charges or revenues that are associated with the system.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

There are no other charges or revenues associated with the SCP system. The system will continue to be provided to the Division at no cost.

H. **Transition and Implementation Requirements**

    a. **The vendor must provide a transition plan that provides a smooth cut-over to the new system with minimal downtime, loss of telephone access, revenue, data, call records and/or recordings. This plan must ensure that continuity of services is maintained at a consistently high level with minimal interruption.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Please refer to Appendix I for a detailed preliminary implementation timeline.

The project plan consists of:

- Project Initiation Phase
- Project Planning Phase
- Project Execution Phase
- Project Monitoring/Controlling Phase
- Project Closure Phase

Project Initiation Phase

Immediately after contract award, the Securus Project Management Team hosts a meeting with the Division of Community Corrections team to review project scope, critical success factors, and the implementation timeline. Site survey activities are coordinated to ensure project information matches the latest physical characteristics of each location.

Project Planning Phase

During the Project Planning Phase, the Securus Project Management Team coordinates material and human resources required for the project. This phase includes the coordination of travel, facility access, deliveries, and customer training. Securus works directly with all interstate, intrastate, and Local Exchange Carriers (LECs) to coordinate the installation of network services and equipment required for the project. The Securus Project Management Team coordinates all activities and timelines with the Division of Community Corrections team.

Project Execution Phase

During the Project Execution Phase, Securus Technicians will travel to each location and complete pre-installation activities in preparation for the cut-over. The pre-installation activities include pre-wiring, hardware staging, and telecom test & turn-up activities that can be done in advance to reduce the time and complexity of the actual cut-over.

The Securus Project Management Team coordinates cut-over activities with the Division of Community Corrections team and the current service provider to ensure a seamless transition of service. The transition of service can be coordinated after hours or during inmate lockdown to limit service interruptions. If a service interruption is required, the activity will be coordinated with the Division of Community Corrections team at least five business days in advance.

During the cut-over, the Securus team performs a thorough inspection of the installation and resolves any issues before finalizing the implementation. The installation technicians perform a walk-through with the Division of Community Corrections team to review all installation documentation and checklists. The Securus Project Management Team hosts a customer acceptance review meeting with the Division of Community Corrections team after finalizing the cut-over at each location.

Onsite training and web-based training activities (if applicable) occur during this phase of the project.

Project Monitoring/Controlling Phase

During the Project Monitoring/Controlling Phase, the Securus Project Management Team focuses on completing any outstanding action items. The Securus Installation and Site Engineering Team will conduct daily diagnostic checks and monitoring to ensure the installed equipment is working well and meeting the requirements of the Division of Community Corrections.

The Securus Project Management Team maintains frequent communication with the Division of Community Corrections team through the resolution of all outstanding action items and final receipt of customer acceptance for the implementation project.

Project Closure Phase

During the Project Closure Phase, the Securus Project Management Team ensures there are no outstanding action items or deliverables. Securus reviews the full implementation project with the Division of Community Corrections team to obtain final acceptance.

The Securus Project Management Team transitions support responsibilities to the Securus Account Management Team for long-term, ongoing account support. The Securus Project Management Team completes all internal updates and project closure activities.

b. **The vendor must provide an implementation schedule that includes all key milestones commencing with the contract effective date.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

The Implementation Project Plan includes quality control checkpoints at important stages throughout the project. The quality control checkpoints are essential elements of the Securus project that ensure consistent, high-quality implementations. The Securus Installation Support team uses a Six Sigma quality measurement technique that identifies and removes the causes of errors and minimizes variability in the installation process. Each installation project follows a defined sequence of steps with quantifiable targets. These targets can be financial or any other measure that is important to our customers. The current process sigma is 4.12 (meaning less than five errors per 1,000 checks), with first-pass quality scores exceeding 90 percent.

Securus truly provides a level of quality assurance unmatched in our industry.

Please refer to Appendix I for a detailed preliminary implementation timeline.

c. **The vendor will be expected to coordinate with the incumbent and the Division to allow for an uninterrupted transition and implementation of new services.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Since Securus is the incumbent provider, the Division can be confident that we will provide an uninterrupted transition and smooth implementation.

I. **Training Requirements**

a. **The vendor shall provide training and training documents, throughout the contract term, for various aspects of the system administration, operation and reporting for various levels of personnel. Training must be provided at no cost to the Division. Describe the nature and content of the training programs the vendor will provide for Division staff, including course descriptions and/or table of contents.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Securus provides product training covering all features in the agreement. Hands-on training is conducted by experienced Securus employees at your facility through classroom training for contract renewal and twice-monthly instructor-led online classes for your new staff. Since our products are web-based, after a two or three-hour training session, most facility staff can easily maneuver through the system's features.

Securus provides product training for all SCP features in the agreement with the County. Experienced Securus employees conduct all training through online instructor-led classes or on-site, one-on-one and classroom training sessions at no cost. We deliver standard training using both hands-on experiences with your data and using instructor demonstrations to ensure each trainee understands all SCP functions.

Securus training programs enable facility staff to use all features the first day of installation. Since our products are web-based, after a two or three-hour training session, most facility staff can easily maneuver through the system's features.

In addition to standard training, Securus will develop an online training experience to meet the unique needs of your staff and facility. We offer separate classes focused on different agency functions such as investigations, live call monitoring, and system administration. Securus offers online instructor-led courses available twice a month throughout the year for product upgrades, new facility staff, or general refreshers. *Securus ongoing training ensures your staff always "stays on top" current and newly released SCP features*.

SCP Training Course Modules

Securus is committed to providing your staff with training that will maximize the potential of the features implemented at your facility. Training courses are in a offered in a user-friendly, task-oriented format to teach your staff what they need to know to do their job. We present courses in separate modules based on the types of duties officers tend to perform using the SCP inmate telephone system while focusing on the unique features of our applications.

The following table presents the standard SCP training course modules and associated learning objectives.

SCP Course Modules

Course Module	Objective
Getting Started	• Logging in • Navigating through the features • Managing your password • Contacting Technical Support for service calls
User Administration Activities	• Creating and changing user accounts • Defining a user's role and granting access permission • Resetting a user's password • Deactivating and/or deleting users • Running user management reports
Inmate Administration Activities	• Adding and changing inmate phone accounts • Deactivating inmate phone accounts • Setting up the phones to meet your requirements • Using administrative reports
Monitoring Activities	• Reviewing Call Detail Records (CDRs) • Monitoring live calls • Listening to recorded calls • Using monitoring reports • Saving calls and burning to CD
Investigation Activities	• Using CDRs for investigations • Recognizing trends in inmate activity • Using other investigative tools to collect evidence • "Digging" into the details
Super User Activities	• Learning time-saving tips and tricks • Discussing actual facility situations and turning evidence into intelligence • Troubleshooting for operational and maintenance staff to minimize unnecessary service calls

SCP Online Help

Securus also provides online self-help available at all times from a convenient Help menu accessible through SCP. Trainees use this online application to find quick answers to their questions about SCP. Keyword searching offers immediate access to the information or users can follow the table of contents for a full learning experience. Step-by-step instructions are designed to help the user complete tasks.

Officers can print one topic or the entire help system if a full User Manual is preferred. Securus continuously upgrades and enhances SCP, so we recommend only printing the section needed to ensure all printed material is current.

The following figure illustrates the SCP Online help screen

Secure Call Platform Online Help

The following table presents the SCP self-help online system features and associated functions:

SCP Online Help Features

Course Module	Objective
Welcome Page	Provides high-level descriptions for selected features describing their purpose and functions.
What is New in SCP	Describes new features in the current release and includes links to receive additional details or task-based instructions.
Getting Started	Offers task-based procedures to assist officers in efficiently using SCP to get their job done. Each topic includes a link that enables an e-mail to be sent for Technical Support or to Training for online help feedback.
Related Topics	Links to SCP feature elements such as phones, inmates, investigations, reports, workforce, and administration.
Pop-up Definitions	Defines glossary terms and word index at the click of a mouse without leaving a topic. This assists the trainee to quickly absorb new concepts and technology.
Tips and Tricks	Provides shortcuts, helpful hints, and advanced topics for highly-skilled officers looking to improve their performance.
Frequently Asked Questions (FAQ)	Offers common questions and their answers.
Troubleshooting	Presents self-help instructions for common functions such as the following:
Reference	An inmate was released, but I cannot release his PIN.
Advanced Management Functions	"You must deactivate the Custody Account before you can release the PIN. If you still cannot release the PIN, contact Technical Support."

b. **The vendor shall provide video-based training and training documents, throughout the contract term, for the inmate population. Explain how inmate will be instructed on the use of the phone system, the depositing of money for phone system use by family and friends, and the transfer of account funds for the purpose of designating all, or a portion, of the funds for either commissary use or phone system use. The intent is to enable the inmate to use his funds for either commissary or prepaid phone calls.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Securus will provide all training documentation related to any services we provide or propose in this response. Additionally, we will provide a PowerPoint presentation to be played on the Division's existing in-house video distribution system to aid the inmates in understanding the operation of the system features.

All the new phones will have the placards with the instructions. We will provide posters with detailed instructions for depositing of money for phone system use by Friends and Family as well as the transfer of account funds for the purpose of designating all or a portion, of the funds for either commissary use or phone system use.

J. **Performance Monitoring and Compliance**

a. **The Division shall have the right to audit, when it so determines, the activities of the vendor to insure contract compliance. The Division may elect to use a qualified independent auditor or a management firm for this purpose. If so, the Division will select a third party for audit purposes. The audit will include, but is not limited to, equipment and system operations, call processing, maintenance, management support, revenue and commission information and reporting, including the rating and billing of calls, and the preparation of revenue and commission reports. The vendor must cooperate by providing any and all necessary information, including that from a Clearinghouse, in a timely fashion. Failure to cooperate will be grounds for termination of the contract between the parties.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

b. **At the end of the contract period the vendor will work with Division staff to facilitate a smooth transition of uninterrupted inmate telephone service with the replacement vendor. Any phone wiring and related conduit and switches installed during the contract become the property of the Division. Vendor's equipment must be removed in such a manner as to allow existing wiring to be reused.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

At the end of the contract period, Securus will work with Division staff to facilitate a smooth transition of uninterrupted inmate telephone service with any replacement vendor.

K.   <u>Additional Services</u>

The vendor may include any other information or suggestions that are believed to be relevant but are not specifically asked for in this RFP. Such information or suggestions should be accompanied by detailed explanations of any innovations, alternatives, or approaches that it proposes in its response to this RFP. The vendor must disclose any one-time or ongoing costs, if any, to the Division and how the enhancements or customized services will impact the commission to the Division. Additional services, features, enhancement or options will not be included in the evaluation process, but may, at the option of the Division, be included in the contract for services resulting from this RFP.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

Securus is pleased to propose the following additional technology for the consideration of the Division:

- Video Relay Service

- Guarded Exchange

- PHD Medical

Video Relay Service

SCP provides support for hearing impaired inmates through both VRS (Video Relay Service) and TTY/TDD. The Securus VRS solution is a complete solution for correctional grade VRS services which incorporates FCC regulations as well as the inmate call controls, management, and investigative abilities expected for inmate calls.

Video Relay Services offer unique challenges to the correctional industry due to its reliance on American Sign Language (ASL) which requires visual communication, the automatic insertion of an ASL interpreter when needed, and adherence to FCC regulations which prohibit VRS Service providers from interfering with or recording the communication.

Securus VRS addresses all of these challenges so as to provide the Division with a VRS solution which does more than meet the requirements of ADA compliance – Securus VRS meets these challenges through a high level of integration with SCP. The high level of integration between Securus VRS and SCP provides hearing impaired inmates with "equal access" to communication services while providing the Division the ability to provide, manage, and investigate inmate VRS calls in a manner consistent with traditional inmate calls.

Securus VRS provides equal access by allowing the Division:

- To provide VRS capable inmate calling devices which fully conform to the rigorous needs of the correctional environment
- To manage VRS calls using the same controls as are used for traditional inmate calls
- To record VRS calls in accordance with the same recording controls which govern whether or not to record traditional inmate calls
    - Securus VRS is able to record VRS calls due to the fact that Securus is not a "VRS Provider". Instead, Securus is partnered with ZVRS/Purple to be the "VRS Provider". The nature of this relationship along with the proprietary integration of technologies, allows SCP to record VRS calls while still remaining compliant with FCC regulations.
- To include VRS call recordings in investigations including inclusion in CD Images and individual downloads

Securus VRS call recordings include the visual component of the inmate call for both the inmate and the other end of the video portion of the VRS call. The other end of the VRS call might be the inmate's called party (if they are a registered subscriber to the public VRS service) or the VRS interpreter (if the called party is not a registered subscriber to the public VRS service). Since the public VRS service automatically bridges in a VRS interpreter when necessary, Securus VRS fully accommodates the various scenarios the public VRS service may encounter. These scenarios include the potential that a VRS Service provider supports Voice Carry Over (VCO). When VCO is supported, the Securus VRS call recording will include the audio component of the VRS call.

Securus VRS highly leverages the standard inmate call management control structures used by SCP for traditional inmate calls, including the following:

- Calling Schedules
- Max Call Duration controls
- Calling Restrictions
- Calling Velocity
- Specific called party phone number controls both globally and on inmate PAN lists
- Control over which calls to record

- Inclusion of VRS calls in inmate calls collected for investigations and evidence

The power of this level of integration between Securus VRS and SCP means that the Division can set "inmate calling policies" which apply equally to all inmate calls including VRS calls or to set unique policies for VRS calls.

Inmate access to Securus VRS is provided as an application available through ConnectUs – the controlled inmate interface provided on inmate kiosks. Because ConnectUs is configurable to include numerous applications to the Division inmates, the same terminal providing Securus VRS calls can also be used for standard inmate calling, Securus Video Visitation, Inmate Forms, and more.

Because VRS calls are required by the FCC to be free, all inmate VRS calls will be provided at no cost to the inmate. To ensure the Division is able to prevent the unauthorized use of Securus VRS to place free calls, the Securus VRS is also integrated with SCP to allow the Division to designate which inmates are allowed to place VRS calls. The Securus VRS ConnectUs application will require inmates to enter both their designated inmate ID as well as their issued calling PIN before being allowed to place calls. To accommodate the needs of the hearing impaired, Securus VRS can be configured in designated booking &/or intake areas to not require the use of inmate PINs to place VRS calls through Securus VRS. By these controls, the Division is provided both security over VRS calling as well as flexibility to allow VRS calls in situations where detainees have not yet been issued a PIN.

Securus VRS represents the ultimate solution for accommodating conformance to ADA compliance and FCC regulations and the necessary call controls and investigative abilities to ensure safe communications.

Guarded Exchange

Monitoring Services

Guarded Exchange (GEX), LLC, is an integrated Investigative Solutions Company providing highly specialized turn-key investigative solutions to corrections and law enforcement agencies. Securus Technologies acquired Guarded Exchange in October 2015 as a primary resource to bring to bear the full potential of Securus' comprehensive suite of investigative and security products and services. Guarded Exchange aids corrections agencies in maintaining a high level of security by developing investigative tools and strategies which identify pattern changes in inmates' behaviors that may signal suspicious activity. Through the use of GEX, users can expect to leverage an extensive list of proprietary technologies that sift through all facility data types to produce investigative opportunities. Call data records and call recordings can be reviewed and correlated against disparate facility data,

live call monitoring and cellular data extraction. This investigation management component allows for Investigators and Intelligence Analysts to leverage investigative products from Securus to allow for data from inmate telephone monitoring and cellular forensics to be paired together to provide additional opportunities of interest. These investigative software products are:

- THREADS
- Investigator Pro
- ICER

Through the use of GEX services leads are chosen based on Securus' Actionable Intelligence Potential (AIP™) scoring system. This platform can also leverage additional technologies to mine through phone calls, emails, financial transactions, and other information sources. This service is also used to identify and report variations in offender calling patterns and information based on proven tools and statistical methods. These services on their own will provide investigative leads that can be curated and presented to facilities, allowing them to spend time focusing their efforts on data that is substantiated without spending additional man hours leveraging resources to identify focused leads. Collectively, Guarded Exchange staffing, resources and expertise, coupled with Securus unsurpassed suite of integrated investigative and security tools, provide Yavapai County with unparalleled solutions to combat fraud and enhance security and safety of staff, inmates and the public at large.

National Cellular Forensics

National Cellular Forensics brings the sharing of information through mobile devices directly in to the open by allowing agencies to access device level data. The ability for agencies and organizations to pull information from confiscated cellular devices nationwide is an important next step in identifying and solving a wide of investigative scenarios. National Cellular Forensics can identify information through any communication method utilized by cellular devices to uncover threats towards public officials, coordination of escape attempts, victim harassment and much more. Many times the equipment, licensing and training required to investigate cell phone data requires large capital investment, time, and resources than agencies are incapable of providing. In many cases phones are damaged and beyond the capability of traditional data extraction methods. In these particular cases, Securus has the ability to forensically extract data from those broken and damaged devices through highly advanced and technical methods. All of this provides facilities with the latest in cellular forensic resources, and allows Securus to deliver cellular data extraction support to any and all customers no matter how unique the request.

PHD Medical

Securus partners with PHD Medical to offer the Televisit™ telemedicine solution. Agencies can reduce the number of external inmate transports, reduce staffing costs, and increase public safety through telemedicine. Any medical practioner at any location with a computer and Internet connection can conduct routine evaluations, specialty consultations, and emergency medical examinations without the need to transport inmates. Televisit is an **FDA-approved** telemedicine suite specifically built to integrate with a host of medical devices required for medical examinations. The remote practitioner controls the high-resolution camera and diagnostic devices requiring little training for facility staff.

Facilities can use Televisit for:

- Scheduled health clinics for hypertension and diabetes management
- Perform psychological evaluations and clinical sessions for other mental health issues
- Exams with specialists such as Dermatology, Neurology, Cardiology
- Emergency examinations to determine need to transport a patient to an outside facility

Correctional Officer Memorial Fund

Securus supports the communities we serve. Our team members across the country improve the places they live by participating in multiple philanthropic organizations and giving countless volunteer hours each year. As a company, Securus demonstrates our commitment to the community through two significant initiatives.

Securus founded and fully funds a nationwide correctional officer memorial fund. This fund provides financial assistance to the families of corrections officers who have fallen in the line of duty at any Securus customer facility.

The company provides one year's salary as a token of gratitude, honoring the sacrifice corrections officers make protecting the communities they serve.

TAB I – PROPOSAL RESPONSE PREPARATION

A. **Proposal Format**

    a. Vendors must submit proposals that are <u>complete</u>, <u>thorough</u> and <u>accurate</u>. Vendors must explain, in detail their responses to <u>technical</u> requirements in technical terms as well as layman's terms to ensure that the vendor's response can be understood by technical staff as well as staff that are unfamiliar with telephone applications and terminology.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

    b. A response to a requirement which refers the evaluator to an exhibit or another section of the report rather than directly answering the question as presented must be deemed unresponsive to the question. Brochures and other similar material may be attached to the proposal and referenced as an exhibit, but must not be used by the evaluation team in determining the extent to which the proposal is responsive or complete.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

    c. The vendor <u>must</u> provide a response for each and every qualification, request for information and requirement listed in this RFP. Each response must include a statement that the vendor acknowledges the requirement, how the vendor will accomplish or meet the requirement, and specific performance measures to monitor vendor performance concerning the requirement if a contract is awarded.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

    d. The proposal and any clarification to the proposal must be signed by an officer of the vendor's firm or a designated agent empowered by the vendor to act on its behalf.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

B. **Letter of Transmittal**

The proposal must be accompanied by a Letter of Transmittal signed by a person who is authorized to commit the vendor to execute and perform the work included in the proposal.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

C. Appendices/Exhibits

This is left to the vendor's discretion, but in no way must appendices substitute for a thorough response. Appendices must include materials that will be helpful in describing the equipment and services being proposed.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

TAB J – EVALUATION OF PROPOSALS

A. **Proposal Evaluation Committee**

The evaluation will be performed by a Proposal Evaluation Committee. The Committee may require vendors to provide written clarifications of their proposal. The selection must be based upon the judgment of the evaluation committee from its review of the documentation provided in the proposal and any clarifications thereto.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

B. **Process Overview**

a. Proposals will first be examined to eliminate those that are clearly non-responsive to the stated requirements. Vendors must exercise care in reviewing the proposal format portion of the RFP.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

b. The detailed evaluation may result in one or more finalists. Presentations and demonstrations by the top three vendors will be requested. Finalists will be accorded fair and equal treatment with respect to any opportunity for discussion and revision of proposals and such revisions may be permitted after submissions and prior to award for the purpose of obtaining best and final offers. Presentations will be limited to 45 minutes.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

c. It is highly recommended that each finalist provide its own audiovisual support package, if planning to make an automated presentation. The Division will provide power strips and a viewing screen.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

d. Selected finalists are required to bring an example of their proposed telephone instrument (box and hand set) to their presentation.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

e. **The Proposal Evaluation Committee submits its recommendation to the Director for review and approval to move forward with the negotiations of a contract with the recommended vendor.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

f. **The contract is presented to Council for approval and signed by the Mayor**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

C. **Proposal Evaluation Factors**

Proposals will be evaluated by a Proposal Evaluation Committee and may be examined by other agencies and/or consultants of the Division. Any response that takes exception to any mandatory items in this proposal process may be rejected and not considered.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

D. **Contract Development and Award of Contract**

a. **The content of the RFP, RFP Addenda, the vendor's response and any correspondence relating to the requirements of the RFP will become an integral part of the contract for services, but may be modified by the provisions of the contract.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

b. **A proposal in response to an RFP is an offer to contract with the Division based upon the terms, conditions, scope of work and specifications contained in this RFP. By submission of proposals pursuant to this RFP, vendors acknowledge that they are amenable to the inclusion in a contract of any information provided either in response to this RFP or during the selection process and that they are able to perform the work as required in the specifications. Further, all vendors, by submitting proposals, agree that they have read and understand all the terms and conditions and will abide by the terms and conditions thereof.**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

c. No contract is binding upon the Division until it is approved by the Director or his designee and fully executed by both parties. Said Director or designee has the sole prerogative to accept or reject contract recommendations made by the Division. Conduct of pre-execution contract negotiations by the Division with a vendor is not an implicit or explicit guarantee that a contract will be executed.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

d. If the selected vendor fails to sign and return the Contract within fifteen days of receipt thereof, the Division may annul the award and award the contract to the next highest ranked vendor. The Division retains the right to make any subsequent award.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

e. The Division shall have the right to use all system ideas, or adaptations of those ideas contained in any proposal received in response to this RFP. Selection or rejection of the proposal must not affect this right.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

E.   <u>Selection Criteria</u>

The RFP Evaluation Committee will conduct a comprehensive evaluation of all submitted proposals with the objective of obtaining reliable inmate telephone service, reasonable rates to the inmates and their families, and a full-scale monitoring system.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

a. <u>Responsiveness to the Specifications</u> - Consideration will be given to how the vendor meets the functional requirements, provides the required coverage and reliability. (25 pts)

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

b. <u>Capabilities and Qualifications</u> - Consideration will be given to demonstrated capabilities and qualifications, past experiences with governmental agencies, with like or similar needs, proven operations. (15 pts)

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

c. **Attributes - Character, integrity, reputation, judgment, experience, and efficiency of the firm(s). (5 pts)**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

d. **Clarity/Completeness - Consideration will be given to the clarity and completeness of the responses to the requirements of this RFP. (10 pts)**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

e. **Ease of Implementation, Maintenance & Operation - Proposals will be evaluated for factors that will allow the Division to introduce, maintain and operate the system with minimal disruption to ongoing operations (10 pts)**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

f. **Service Technicians Availability - The availability of on-site technician with proven skills, qualifications and experience for maintaining the telephone system will be a large factor in the decision making process. (15 pts)**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

g. **Commission Rate and Call Costs – Commission paid to LFUCG for inmate telephone services, fee based tablet usage, video visitation. Cost of additional services to the Division (educational programming, automated information system, video visitation). Cost of Calls to the inmate population. (20 pts)**

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

The Final Recommendation - The Proposal Evaluation Committee's final recommendation will be based on all the factors mentioned in this RFP and will not rely solely on the highest commission rates being offered.

SECURUS ACKNOWLEDGES, UNDERSTANDS, AND COMPLIES WITH THIS REQUIREMENT.

TAB K - CLOSING

COMPANY SUMMARY

Securus Serves	City, County, State and Federal Governmental Agencies
Providing	Civil and Criminal Justice Technology Solutions
For	Public Safety, Investigation, Corrections and Monitoring Professionals

With Products And Services That Provide

Emergency Response	Communication
Incident Management	Information Management
Public Information	Inmate Self-Service
Investigation	Monitoring
Verification	Inmate Entertainment
Trust Funding and more...	

Name and Address
Securus Technologies
4000 International Parkway
Carrollton, TX 75007

Family and Friends Website: www.securustech.net

Agency Website: www.securustechnologies.com

Management:
Richard A. Smith, CEO
Robert Pickens, President
Geoff Boyd, CFO
John Bell, Senior VP Sales
Josh Conklin, VP Strategic Initiatives
Russell Roberts, VP Marketing and Product Strategy

Corporate Office Locations Dallas, TX; Framingham, MA; Miami, FL; Atlanta, GA

Other Brands Owned
JLG Technologies
Satellite Tracking of People (STOP)
JPay, Inc.
Guarded Exchange, Inc.

Headquartered in Dallas, Texas, and serving over 3,400 law enforcement and corrections agencies and 1,200,000 inmates across North America, Securus Technologies is committed to serve and connect by providing emergency response, incident management, public information, investigation, verification, communication, information management, inmate self-service, and monitoring products and services in order to make our world a safer place to live. Securus Technologies focuses on "Connecting what matters". To learn more about our full suite of civil and criminal justice technology solutions, please visit www.securustechnologies.com.

TAB L - APPENDICES

Appendix A:
  Certificate of Insurance

Appendix B:
  Sample SCP Reports

Appendix C:
  Complaints

Appendix D:
  Current Clients

Appendix E:
  Former Clients

Appendix F:
  Financial Statement

Appendix G:
  Certification Requirements

Appendix H:
  Sample Commission Report

Appendix I:
  Preliminary Implementation Timeline

Appendix J:
  Addenda

Appendix K:
Letter of Surety

Appendix A

Certificate of Insurance

ACORD® CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
9/9/2016

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER	CONTACT NAME:
Willis of Texas, Inc. c/o 26 Century Blvd P.O. Box 305191 Nashville, TN 37230-5191	PHONE (A/C, No, Ext): (877) 945-7378 FAX (A/C, No): (888) 467-2378
	E-MAIL ADDRESS:

INSURER(S) AFFORDING COVERAGE	NAIC #
INSURER A : Berkley National Insurance Company	38911
INSURER B : Berkley Regional Insurance Company	29580
INSURER C :	
INSURER D :	
INSURER E :	
INSURER F :	

INSURED
Securus Technologies, Inc.
14651 Dallas Parkway
Suite 600
Dallas, TX 75254-8815

COVERAGES   CERTIFICATE NUMBER: REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	X COMMERCIAL GENERAL LIABILITY CLAIMS-MADE [X] OCCUR			TCP7008991-10	09/09/2016	09/09/2017	EACH OCCURRENCE	$ 1,000,000
							DAMAGE TO RENTED PREMISES (Ea occurrence)	$ 1,000,000
							MED EXP (Any one person)	$ 10,000
							PERSONAL & ADV INJURY	$ 1,000,000
	GEN'L AGGREGATE LIMIT APPLIES PER:						GENERAL AGGREGATE	$ 2,000,000
	POLICY [X] PRO-JECT [X] LOC						PRODUCTS - COMP/OP AGG	$ 2,000,000
	OTHER:							$
A	AUTOMOBILE LIABILITY X ANY AUTO			TCP7008991-10	09/09/2016	09/09/2017	COMBINED SINGLE LIMIT (Ea accident)	$ 1,000,000
	ALL OWNED AUTOS SCHEDULED AUTOS						BODILY INJURY (Per person)	$
	HIRED AUTOS NON-OWNED AUTOS						BODILY INJURY (Per accident)	$
							PROPERTY DAMAGE (Per accident)	$
							Comp & Coll Ded	$ 1,000
A	X UMBRELLA LIAB [X] OCCUR EXCESS LIAB CLAIMS-MADE DED [X] RETENTION $ 10,000			TUL7008990-10	09/09/2016	09/09/2017	EACH OCCURRENCE	$ 5,000,000
							AGGREGATE	$ 5,000,000
								$
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY Y/N ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? [N] (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below		N/A	TWC7008989-10	09/09/2016	09/09/2017	X PER STATUTE OTH-ER	
							E.L. EACH ACCIDENT	$ 1,000,000
							E.L. DISEASE - EA EMPLOYEE	$ 1,000,000
							E.L. DISEASE - POLICY LIMIT	$ 1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

CERTIFICATE HOLDER	CANCELLATION
Securus Holdings, Inc. and its subsidiaries Attn: Mr. Philip Ninan 14651 Dallas Parkway, Suite 600 Dallas, TX 75254	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE

ACORD 25 (2014/01)   The ACORD name and logo are registered marks of ACORD

Appendix B

Sample SCP Reports

Secure Call Platform User Interface Sample Reports

Selected Sample SCP Reports

- Call Detail Search Screen
- Call Detail Results Screen
- Three Way Call Detection Report
- Call Frequency Report
- Custody Account Call Usage Report
- Call Tracker Report
- Hourly Usage
- Covert Alert Report
- Officer Check In Report
- PAN Frequency and Detail Report
- PAN Management Report
- SCP Debit Report
- Voice Biometric Status Report
- Voice Biometrics Frequency of Failure Report
- Crime Tip Report

- Informant Line Report
- Emergency Call Report
- Word Spotting Search Report
- Comprehensive System Change Log
- Management Change Log
- Custody Account Change Log
- PAN Entry Change Log
- Phone Number Change Log
- User Management Change Log
- Security Template Change Log
- System Access Report
- Recording Log
- Scan Patrol Log

Sample Call Detail Search Criteria Screen

Call Detail Report (CDR) – Provides users with an intuitive and user friendly report that enables them to view or search on virtually anything related to an inmate call. SCP's Call Detail Report provides industry-leading investigative, fraud prevention, and administrative capabilities to all approved users from anytime, anywhere.

Sample Call Detail Results Screen

Call Detail Result Screen – After criteria have been selected and a user selects the "search" button, CDR results are shown. From these results, users can select a record, playback recorded calls, add a note, access audit logs for the record(s), save the record(s) to another medium, and much more.

Three-Way Call Report

Three-Way Call Report – Investigators can run a comprehensive three-way report to display calls that have been flagged as having three-way activity. They can also use additional features to understand what happened to the call, make notes on the call, (and much more) – to uncover why the inmate attempted to "hide" the number. SCP can then be used to correct the behavior or flag the inmate or dialed number for further investigation.

Sample Call Frequency Report

Call Frequency Report – an essential investigative report. The report allows users to look up phone numbers in the system that have been called a certain number of times, within a given time frame by using criteria, such as threshold (of the number of times a number was called), international, watched, private, termination category, call type, call status, and date range.

Sample Custody Account Call Usage Report

Custody Account Call Usage Report – allows users to view how much time an inmate spends on the phone for a selected period and whether or not they speak to the called party—right from an inmate's Custody Account record. If required, full call detail reports are also available by entering an inmate's name, PIN, or custody account number in the Call Detail Report.

Sample Call Tracker Report

Call Tracker Report – an investigative report that allows users to track CDR notes (notes made by themselves of other investigators for a specific inmate call). Users can also export the report results to Excel, PDF, and CSV file formats.

Sample Hourly Usage Report

Hourly Usage Report – is a valuable administrative report that displays the number of phone calls that have taken place on a given date within a specific time range. Search criteria includes international, watched, private, call status, and date/time.

Sample Covert Alert CDR Report

SCP's Cover Alert Feature – is a sophisticated investigative tool providing a live, call-forwarding feature for dialed numbers, phones, or PINs that are under surveillance by an investigative unit. This feature enables authorized personnel to monitor a call—undetected—from any designated location while the call is in progress and even "barge into" the call if necessary. **Covert Alert Report**—shows investigators the triggered Covert Alerts by useful criteria such as date/time, PIN, Alertee name/number, inmate name, dialed number, call status, and termination category. Reports can be exported into Excel, PDV, and CSV formats.

Sample Officer Check-In Report

Officer Check-In Report – is a valuable administrative report showing users when officers have "checked in" at different phones and provides the ability to select and list to an messages they have left.

Sample Personal Allowed Number (PAN) Frequency Report

Personal Allowed Number (PAN) Frequency Report – allows investigators to research multiple occurrences of phone numbers among PAN lists. Users have the ability to enter threshold numbers to define search criteria. For example, a threshold of "3" will show phone numbers that appear in PAN lists more than three times.

Sample Personal Allowed Number (PAN) Management Report

PAN Management Report – interactive report providing a dashboard view of all PAN entries in the system. If a PAN entry is entered through the Inmate-Managed PAN System, it is indicated on this report. Users can select from more than 20 criteria to produce reports with multiple data points. All reports are exportable to Excel, CSV, and PDF.

Sample SCP Debit Report

SCP Debit Report – is a valuable administrative report allowing users to:

- Query Inmate Debit/Prepaid call detail records (CDRs) by the user-specified criteria.
- View all debits and credits that occurred during a specific time period for an individual inmate - for all inmates within a facility or for all facilities.

Sample Voice Biometrics Status Report

Voice Biometrics Status Report – allows users to see the status and configuration settings for each site, custody account, phone number, phone group, and phone. This report also shows changes to an inmate's account to assist administrators and investigators in tracking user accountability.

Sample Voice Biometrics Frequency of Failure Report

Sample Voice Biometrics Frequency of Failure Report – an administrative and investigative report that allows users to see which inmates have failed voice biometrics verification attempts. Users may also see what percentage of inmates are passing or failing. Search criteria includes key information such as custody account, first and last name, and date range.

Sample Crime Tip Report

Crime Tip – is a critical feature that enables anonymous two-way communication between inmates and facility staff. For inmates, the feature provides a secure method for reporting information about criminal activity. For facilities, the feature provides a flexible, configurable solution for gathering critical evidence to support investigations and prevent crimes from taking place in the facility. The Crime Tip Report shows detailed results for all Crime Tip calls. Results can be narrowed by using intuitive search criteria. Users can select to listen to, extend, download, add notes to, or audit each call record to manage the safety and security of their facility.

Sample Informant Line Report

SCP's Informant Line – is an investigative tool that allows inmates to communicate directly and anonymously with investigators. The call can be routed to a specific investigator, voicemail box, or answering machine. The Informant Line Report allows investigators to research and view details about these calls.

Sample Emergency Call Report

SCP's Emergency Call – is an optional SCP feature allowing individuals to enter a bypass code to connect to facility personnel for emergencies, such a medical, violent, riotous, or suspicious incidents. For users who are authorized to view and listen to historical Emergency Calls, SCP provides an Emergency Call Report as shown in the image below.

Sample Word Spotting Search Report

Word Spotting Search Report – is an essential investigative report that allows investigators to display all of the recordings that were submitted for Word Spotting processing with select criteria. Because Word Spotting is fully integrated with SCP, this report can be generated from the SCP user interface.

Sample Comprehensive System Log Search

Comprehensive System Log Search – can be used by administrators to monitor the changes that have been made to the system. Administrators can use search criteria—such as username, name, and date range—to narrow their search. The tool can also omit changes made to the system through automated processes to narrow search results to only changes made by personnel.

Sample Management Level Change Log Report

Management Level Change Log Report – can be used by administrators to monitor the changes made to features at each of the management levels. Administrators can use search criteria—such as username, name, and date range—to narrow their search.

Sample Custody Account Change Log Report

Custody Account Change Log Report – can be used by administrators to monitor the electronic and manual changes to custody accounts. Administrators can use search criteria—such as PIN, username, name, and date range—to narrow their search.

Sample PAN Entry Change Log Report

PAN Entry Change Log Report – PAN Change Log functionality records all actions that SCP users make to the verified field in the SCP user interface. It also allows administrators to examine all PAN list changes; specifically, when changes occur, and by whom, helping administrators and investigators track user accountability.

Sample Phone Number Change Log Report

Phone Number Change Log Report – allows administrators to review all changes to controlled numbers on the Global list at both the agency and facility levels.

Sample User Management Chang Log Report

User Management Change Log Report – allows administrators to review changes made to the account by selected users.

Sample Security Template Change Log Report

Security Template Change Log Report – allows administrators to review modifications made to security templates. Users can narrow their search by using criteria such as username, name, phone number, and date range.

Sample System Access Log Report

System Access Log Report – allows administrators to manage user access by reporting lists of system users by date range. Users can narrow their search by using criteria such as username, name, and date range.

Sample Recording Audit Log Report

Recording Audit Log Report – allows administrators to report and manage all activity for recording usage. Administrators can search on key criteria such as recording usage, name, call start/end, access start/end, dialed number and PIN.

Sample Scan Patrol Audit Log Report

Scan Patrol Audit Log Report – allows administrators to report and manage all activity for live monitor scans. Administrators can search on key criteria—such username and date range—to narrow their search. Users can also select to view the call detail records associated with each scan for additional information.

Appendix C

Complaints

				Complaint Data from 2013-2017			
State	Agency	Customer Name	Phone Number*	*Complaint	Date Received	Date Resolved	Explanation of Resolution
OH	PSC	Roger Shamhart	740-776-XXXX	Automated Calls	1/3/2013	1/7/2013	Satisfactorily Resolved
AK	PSC	Kevin Kambak	(907) 747-XXXX	Automated Calls	1/4/2013	1/4/2013	Satisfactorily Resolved
ND	AGO	Arlene Nitschke	701-222-XXXX	Automated Calls	1/9/2013	1/9/2013	Satisfactorily Resolved
IL	PSC	Angelo Pargia	(708) 293-XXXX	Pay Now	1/9/2013	1/11/2013	Satisfactorily Resolved
MD	FCC	James Widenhouse	(301) 932-XXXX / (225)286-XXXX	RCF (Call diversion)	1/9/2013	1/14/2013	Satisfactorily Resolved
TX	FCC	Cynthia Carpenter	906-250-XXXX	Billing Dispute	1/9/2013	Previously Responded	Satisfactorily Resolved
LA	PSC	Lee Brown	(318) 635-XXXX	3-way detection	1/10/2013	1/11/2013	Satisfactorily Resolved
WI	DOA	William Counts	inmate complaint 211570	Refund	1/14/2013	1/17/2013	Satisfactorily Resolved
AK	RCOA	Ian Coleman	907-720-XXXX	Account Inquiry	1/16/2013	1/24/2014	Satisfactorily Resolved
TX	PUC	Zerick Waites	214-388-XXXX	Billing Dispute	1/17/2013	1/21/2013	Satisfactorily Resolved
AK	FCC	Suzanne Clifton	907-223-XXXX	High Rates	1/17/2013	1/23/2013	Satisfactorily Resolved
NV	PUC	Tommy Olsen	312-787-XXXX	Automated Calls	1/18/2013	1/18/2013	Satisfactorily Resolved
GA	FCC	Michelle Bush	(912) 653-XXXX & (912) 434-XXXX	High Rates	1/24/2013	1/28/2013	Satisfactorily Resolved
WA	FCC	Noel Woodard	907-224-XXXX	High Rates	1/24/2013	1/29/2013	Satisfactorily Resolved
MO	AGO	Deborah Zumwalt	636-937-XXXX	Billing Dispute	1/29/2013	2/5/2013	Satisfactorily Resolved
MI	AGO	Micheal Majerek	269-845-XXXX	Billing Dispute	1/30/2013	1/31/2013	Satisfactorily Resolved

AZ	PUC	Judith Wiseman	480-393-XXXX	Cut off Calls	1/30/2013	2/5/2013	Satisfactorily Resolved
TN	AGO	Claudette Kerr	423-285-XXXX	Refund	2/1/2013	2/6/2013	Satisfactorily Resolved
OH	FCC	Doris Harp	419-428-XXXX	Billing dispute	2/6/2013	2/7/2013	Satisfactorily Resolved
TX	FCC	Cynthia Carpenter	(906) 250-6854	Billing dispute	2/6/2013	2/27/2013	Satisfactorily Resolved
GA	FCC	Ida Vereen	(678) 973-0911	System Issues(Calls won't connect)	2/6/2013	2/28/2013	Satisfactorily Resolved
MI	AGO	Robert Levi	(248) 366-4412	Refund	2/11/2013	2/13/2013	Satisfactorily Resolved
MN	Phone Escalation	Rose Holmes	N/A	Security Issue	2/12/2013	2/18/2013	Satisfactorily Resolved
GA	FCC	Michelle Bush	(912) 653-XXXX & (912) 434-XXXX	Multiple Issues	2/12/2013	2/19/2013	Satisfactorily Resolved
TN	FCC	Clifford Tadder	(423) 293-4457	Billing dispute	2/13/2013	2/15/2013	Satisfactorily Resolved
WI	DOA	Inmate Dominique Robinson	Inmate#313512	Billing Dispute	2/14/2013	2/25/2013	Satisfactorily Resolved
NC	DOA	Henry Armfield	336-312-XXXX	Unwanted Calls	2/18/2013	2/19/2013	Satisfactorily Resolved
MD	DOA	Angela Callahan	410-409-XXXX	Cut off Calls	2/20/2013	2/22/2013	Satisfactorily Resolved
WI	Phone Escalation	Bert Kolz	608-770-XXXX	(Alleged) Telemarketing Calls	2/22/2013	2/26/2013	Satisfactorily Resolved
LA	AGO	Nettie Boudoin	337-256-XXXX	Blocked Calls	2/25/2013	2/25/2013	Satisfactorily Resolved
MO	PUC	Beverly Watkins	573-783-XXXX	Unwanted Calls	2/25/2013	2/27/2013	Satisfactorily Resolved
WI	FCC	William Counts	Inmate Complaint	Refund	2/25/2013	3/4/2013	Satisfactorily Resolved
OH	DOA	Craig Wolin	(419) 333-XXXX	Billing dispute	2/27/2013	3/4/2013	Satisfactorily Resolved
MN	FCC	Richard Harwell	952-456-XXXX	Refund	2/28/2013	3/15/2013	Satisfactorily Resolved

MO	AGO	William D. Rohlf	417-343-XXXX	Call Diversion/ Advertising Inquiry	3/3/2013	3/22/2013	Satisfactorily Resolved
OH	FCC	Stephanie Keaton	614-260-XXXX	Billing Explanation	3/7/2013	4/1/2013	Satisfactorily Resolved
TN	FCC	Daniel Franks	615-274-XXXX	High Rates	3/7/2013	4/3/2013	Satisfactorily Resolved
TN	FCC	Phyllis Swayze	423-288-XXXX	Call Diversion	3/7/2013	4/19/2013	Satisfactorily Resolved
AK	PSC	Carla Cheatham	(907)746-XXXX & (907)746-XXXX	Billing Dispute	3/14/2013	3/29/2013	Satisfactorily Resolved
NC	PSC	Helen Barbour	919-772-XXXX	Lec Billing Changes	3/15/2013	3/21/2013	Satisfactorily Resolved
OH	PUC	David Hamilton	740-646-XXXX	Denies All Knowledge	3/18/2013	3/27/2013	Satisfactorily Resolved
AK	PUC	Salley Hinkley	904-646-XXXX	Payment Not Posted	3/22/2013	3/27/2013	Satisfactorily Resolved
NC	PUC	Rosie Henderson	704-399-XXXX	Billing Explanation	3/22/2013	4/5/2013	Satisfactorily Resolved
KY	FCC	Ryan Estridge	606-593-XXXX	CNGC	3/26/2013	4/2/2013	Satisfactorily Resolved
MT	PUC	Judy Johnson	406-387-XXXX	Lec Billing Changes	3/27/2013	4/1/2013	Satisfactorily Resolved
MS	FCC	Crystal Davison	601-485-XXXX	Billing Explanation	3/27/2013	4/9/2013	Satisfactorily Resolved
OH	PUC	Mary Potts	937-283-XXXX	Denies All Knowledge	3/29/2013	4/3/2013	Satisfactorily Resolved
AZ	AGO	William Carr	520-647-XXXX	Denies All Knowledge	3/29/2013	4/8/2013	Satisfactorily Resolved
FL	PSC	Richard F. Bryant	Inmate Complaint #262261-B2102	Rates	4/1/2013	5/2/2013	Satisfactorily Resolved
TX	FCC	Barbara Dickson	214-331-XXXX	Billing Dispute	4/7/2013	4/16/2013	Satisfactorily Resolved
OH	Phone Complaint	James Wright	330-447-XXXX	Unwanted Calls	4/8/2013	4/8/13	Satisfactorily Resolved
TX	PUC	Zerick Waites	214-388-XXXX	Billing Dispute	4/8/2013	11/13/2013	Satisfactorily Resolved

IL	FCC	Latonya Maddox	(630)340- XXXX/ (616)259-XXXX	High Rates/ConsCallHome	4/10/2013	4/11/2013	Satisfactorily Resolved
OH	FCC	Beth Smith	330-314-XXXX	Prepaid Overage	4/10/2013	4/11/2013	Satisfactorily Resolved
IL	FCC	Angelo Targia	(708) 293-0268	Billing Dispute	4/10/2013	4/12/2013	Satisfactorily Resolved
LA	FCC	Ronald Irby	(713) 726-8051	High Rates	4/10/2013	5/9/2013	Satisfactorily Resolved
WA	Phone Complaint	Justin Caseday	(360) 931-0859	Credit Card Fraud	4/11/2013	4/12/2013	Satisfactorily Resolved
TX	PSC	HL Legg	(979) 535-7332	Denies All Knowledge	4/12/2013	4/24/2013	Satisfactorily Resolved
IL	AGO	Martha Benson	(847) 664-0012	Dropped Calls	4/15/2013	4/17/2013	Satisfactorily Resolved
FL	PSC	Thomas Harris	Inmate Complaint (071281V4204)	Approved Calling List (Inquiry)	4/16/2013	4/23/2013	Satisfactorily Resolved
TX	FCC	Garland Hardin	903-641-XXXX	Billing Dispute	4/17/2013	4/24/2013	Satisfactorily Resolved
AL	PSC	Janet Adams	907-562-XXXX	CNGC	4/17/2013	4/24/2013	Satisfactorily Resolved
IL	PSC	Howard Leroy King	708-770-XXXX	Billing Dispute	4/17/2013	4/26/2013	Satisfactorily Resolved
WI	PSC	Lenora Davis	262-781-XXXX / 414-550-XXXX	Billing Dispute	4/22/2013	4/26/2013	Satisfactorily Resolved
AZ	PUC	Nellie Fay Kohl	602-715-XXXX	Billing Dispute	4/22/2013	4/29/2013	Satisfactorily Resolved
FL	FCC	Frank Martell	954-483-XXXX	Billing Dispute	4/24/2013	5/8/2013	Satisfactorily Resolved
AZ	PSC	Sam Alibrando	(928) 237-XXXX/ (928)-273-XXXX	CNGC	4/26/2013	5/3/2013	Satisfactorily Resolved
IL	FCC	Claudia Whaley	(708) 743- XXXX/(773) 893-XXXX	Block	5/1/2013	5/13/2013	Satisfactorily Resolved
AZ	FCC	James Jones	(530) 250- XXXXX/ (530) 250-XXXX	Rates	5/1/2013	5/14/2013	Satisfactorily Resolved
MD	FCC	Inmate De'von Hagans	Inmate#4280-206	Rates	5/6/2013	5/24/2013	Satisfactorily Resolved

ND	AGO	Barbara Kapple	(701) 720-XXXX	Billing Dispute	5/10/2013	5/21/2013	Satisfactorily Resolved
OH	FCC	Carol Mac Donald	330-264-XXXX	CNGC	5/22/2013	5/23/2013	Satisfactorily Resolved
TX	FCC	Afroz Burges	713-436-XXXX	Billing Dispute	5/22/2013	6/20/2013	Satisfactorily Resolved
IL	FCC	Inmate Willie Fullilove	Inmate#RC5933	Rate Inquiry	5/29/2013	6/3/2013	Satisfactorily Resolved
MO	AGO	Bill White	(417) 239-XXXX/(417) 337-XXXX	Block	5/29/2013	6/5/2013	Satisfactorily Resolved
AR	AGO	Clay Cutten	(479) 636-XXXX	Block	5/31/2013	6/21/2013	Satisfactorily Resolved
NC	PSC	Philip L Beaman	336-693-XXXX	Automated Calls	6/3/2013	6/10/2013	Satisfactorily Resolved
IL	FCC	Alethia McCall	773-952-XXXX	RCF (Call diversion)	6/5/2013	6/14/2013	Satisfactorily Resolved
OH	PSC	Richard Orgel	419-242-XXXX	Billing Dispute	6/12/2013	6/17/2013	Satisfactorily Resolved
CT	AGO	Al Bumin	(203) 600-XXXX	Automated Calls	6/13/2013	6/26/2013	Satisfactorily Resolved
PA	AGO	Maria Czulewicz	(814) 879-XXXX	Billing Dispute	6/18/2013	7/1/2013	Satisfactorily Resolved
LA	FCC	Lois Blanchard	(985) 449-XXXX	Exceeded PVP	6/19/2013	7/5/2013	Satisfactorily Resolved
CT	AGO	Lawrence Mansy	(203) 524-XXXX	Automated Calls	6/20/2013	6/25/2013	Satisfactorily Resolved
TX	AGO	Michael Barnes	Inmate# 259445	Billing Dispute	6/20/2013	8/1/2013	Satisfactorily Resolved
IL	AGO	David N. Sigler	815-895-XXXX	Block	6/24/2013	7/3/2013	Satisfactorily Resolved
OK	FCC	Paul King	405-797-XXXX	Quality of Service	6/26/2013	7/9/2013	Satisfactorily Resolved
LA	AGO	Henrietta S. McCrary	225-755-XXXX	Billing Dispute	6/28/2013	7/19/2013	Satisfactorily Resolved
OH	PSC	Diane Love	440-839-XXXX	Billing Dispute	7/1/2013	7/9/2013	Satisfactorily Resolved

IL	AGO	Chrystal Chisim	773-997-XXXX	Fraud	7/9/2013	7/23/2013	Satisfactorily Resolved
IA	FCC	Penny Hrycyshyn	319-390-XXXX	Automated Messages	7/10/2013	7/11/2013	Satisfactorily Resolved
FL	FCC	Kathy Pardee	863-658-XXXX	RCF (Call diversion)	7/10/2013	7/16/2013	Satisfactorily Resolved
IL	FCC	Inmate Willie Fullilove	Inmate#RC5933	Rate Inquiry	7/10/2013	7/26/2013	Satisfactorily Resolved
AK	PSC	Inmate Jack Ibach/ Judi Fairbanks	425-821-XXXX	CNGC	7/11/2013	7/18/2013	Satisfactorily Resolved
IN	AGO	Indiana AGO Complaint	(765) 674-XXXX/(812) 604-XXXX	Automated Calls	7/11/2013	7/23/2013	Satisfactorily Resolved
IL	AGO	Art Nelson	Inmate# 86268	Billing Dispute	7/11/2013	7/25/2013	Satisfactorily Resolved
NC	AGO	Mary Jo Jenkins	828-989-XXXX	Automated Calls	7/16/2013	7/31/2013	Satisfactorily Resolved
IL	AGO	Jermaine Carpenter	Inmate# B-32167	Approved Calling List (Inquiry)	7/18/2013	8/6/2013	Satisfactorily Resolved
MO	FCC	Francine Webb	314-921-XXXX	Billing Inquiry	7/31/2013	8/21/2013	Satisfactorily Resolved
IL	AGO	Jermaine Carpenter	Inmate Complaint	Block	8/3/2013	8/6/2013	Satisfactorily Resolved
WI	DCA	Reynold Moore	Inmate Complaint	Refund Not Receive	8/6/2013	8/15/2013	Satisfactorily Resolved
WA	AGO	Brian Hallett	(509) 493-1928	Billing Dispute	8/8/2013	8/12/2013	Satisfactorily Resolved
IL	AGO	Raphel Cameron	Inmate Complaint	Refund Not Receive	8/8/2013	8/13/2013	Satisfactorily Resolved
WI	PSC	Jimmie Miller	Inmate Complaint	Billing Dispute	8/9/2013	8/14/2013	Satisfactorily Resolved
WA	AGO	Linda Marie Ford	253-466-XXXX	Automated Calls	8/12/2013	8/16/2013	Satisfactorily Resolved
WA	AGO	James Browder	360-319-XXXX	Denies All Knowledge	8/12/2013	8/20/2013	Satisfactorily Resolved
AZ	AGO	Elizabeth Gipple	928-402-XXXX	Billing Dispute	8/15/2013	8/22/2013	Satisfactorily Resolved

FL	DCA	Yvonne Hall	813-887-XXXX	Refund Issue: 180 Day Policy	8/20/2013	9/4/2013	Satisfactorily Resolved
OR	FCC	Jessica Jensen	714-585-XXXX	RCF (Call diversion)	8/21/2013	9/13/2013	Satisfactorily Resolved
PA	FCC	Paula Anderson	570-275-XXXX	Rates	8/21/2013	9/17/2013	Satisfactorily Resolved
NC	PSC/PUC	James Crawford	910-805-XXXXX	Automated Calls	8/25/2013	9/1/2013	Satisfactorily Resolved
WA	AGO	Patricia Danford	425-454-XXXX	Denies All Knowledge	8/28/2013	9/16/2013	Satisfactorily Resolved
AL	FCC	Charles Ware	256-337-XXXX	High Rates	8/28/2013	9/17/2013	Satisfactorily Resolved
KY	FCC	Cathy Dowell	859-638-XXXX	High Rates	9/4/2013	9/19/2013	Satisfactorily Resolved
KY	FCC	Nathaniel Gerhart	502-296-XXXX	Account Inquiry	9/4/2013	9/24/2013	Satisfactorily Resolved
TX	FCC	Cleo Giddens	302-678-XXXX	Refund Not Receive	9/4/2013	10/3/2013	Satisfactorily Resolved
TX	FCC	Ruby Prado	512-665-XXXX	Cut Off Call	9/4/2013	10/31/2013	Satisfactorily Resolved
FL	DACS	Robert Anthony Stahl	386-330-XXXX	Refund Not Receive	9/9/2013	9/19/2013	Satisfactorily Resolved
TX	FCC	Caryn Baker	281-984-XXXX	Automated Calls	9/11/2013	9/23/2013	Satisfactorily Resolved
CA	FCC	Bruce Grant	650-595-XXXX	High Rates	9/18/2013	9/25/2013	Satisfactorily Resolved
CA	FCC	Margaret Childers	559-674-XXXX	High Rates	9/18/2013	9/30/2013	Satisfactorily Resolved
MA	FCC	Randall Huston	781-854-XXXX	High Rates	9/18/2013	10/1/2013	Satisfactorily Resolved
NC	DOJ	Betty W. Ross	919-467-XXXX	Billing Dispute	9/19/2013	9/26/2013	Satisfactorily Resolved
TX	FCC	Ginger Coleman	470-362-XXXX	Call Quality	10/2/2013	10/7/2013	Satisfactorily Resolved
AK	DOATCP	Toni Kirschenmann	509-966-XXXX	Blocked	10/7/2013	10/16/2013	Satisfactorily Resolved

OH	AGO	Susan Voegeli	330-499-XXXX	Denies All Knowledge	10/15/2013	10/23/2013	Satisfactorily Resolved
CA	PUC	Shawn Woodall	Inmate Complaint	Refund Not Receive	10/29/2013	11/1/2013	Satisfactorily Resolved
CO	FCC	Kay Ferro	970-641-XXXX	DAK	10/30/2013	11/11/2013	Satisfactorily Resolved
FL	FCC	Neko Barlow	407-470-XXXX	Cut Off Call	11/6/2013	12/4/2013	Satisfactorily Resolved
AR	AGO	Scott McKenzie	870-219-XXXX	Billing Dispute	11/8/2013	11/21/2013	Satisfactorily Resolved
IN	FCC	Edward Bay	812-277-XXXX	Pay Now	11/13/2013	12/13/2013	Satisfactorily Resolved
LA	PUC	Iva Hanna	318-673-XXXX	Cut off Calls	11/13/2013	12/19/2013	Satisfactorily Resolved
FL	FCC	Douglas Cliché	(352) 359-7972	High Rates	11/20/2013	11/18/2013	Satisfactorily Resolved
IL	AGO	John Gill	Inmate Complaint	Refund Not Receive	11/22/2013	11/25/2013	Satisfactorily Resolved
MI	FCC	L.G. Brown	989-292-XXXX	RCF (Call diversion)	12/4/2013	12/16/2013	Satisfactorily Resolved
IN	FCC	Jennifer Swiryd	850-454-XXXX	Refund	12/4/2013	12/23/2013	Satisfactorily Resolved
IN	RCOA	Andrea Fornter	812-870-XXXX	RCF Block	12/6/2013	12/23/2013	Satisfactorily Resolved
TX	FCC	Bonifacio Duran	512-921-XXXX	RCF (Call diversion)	12/11/2013	1/6/2014	Satisfactorily Resolved
CA	FCC	Annette Russ	530-680-XXXX	High Rates	12/11/2013	1/7/2014	Satisfactorily Resolved
TX	FCC	Kate Kindelspire	361-728-XXXX	RCF (Call diversion)	12/11/2013	1/7/2014	Satisfactorily Resolved
TX	FCC	Ms. C. Carpenter	906-250-XXXX	Billing Dispute	12/12/2013	1/3/2012	Satisfactorily Resolved
AK	PUC	Alan Newby	907-488-XXXX	High Rates	12/12/2013	12/17/2013	Satisfactorily Resolved
AK	RCOA	Arlene Chapman	907-373-XXXX	Account Inquiry	12/13/2013	12/20/2013	Satisfactorily Resolved

MO	AGO	Cassandra Ann Brown	573-291-XXXX	Denies All Knowledge	12/13/2013	1/13/2014	Satisfactorily Resolved
NM	DOA	Sandoval	Inmate Complaint	Payment Posting Delay	12/17/2013	1/20/2014	Satisfactorily Resolved
CA	FCC	Jeff McPherson	619-333-XXXX	RCF (Call diversion)	1/2/2014	1/15/2014	Satisfactorily Resolved
CA	FCC	Steven Nair	470-208-XXXX	RCF (Call diversion)	1/2/2014	1/17/2014	Satisfactorily Resolved
AR	FCC	Wilma Niles	501-318-XXXX	Payment Posting Delay	1/2/2014	2/4/2014	Satisfactorily Resolved
LA	DOJ	Patricia Frey	225-242-XXXX	Billing Dispute	1/6/2014	1/14/2014	Satisfactorily Resolved
IL	AGO	John Gill	Inmate Complaint	Refund	1/9/2014	1/22/2014	Satisfactorily Resolved
PR	FCC	Rosela Taull	787-790-XXXX	Billing Dispute	1/9/2014	1/27/2014	Satisfactorily Resolved
MA	FCC	Elizabeth Schaul	216-272-XXXX	High Rates	1/9/2014	1/28/2014	Satisfactorily Resolved
AK	RCOA	Richard Hudson	907-452-XXXX	Billing Dispute	1/10/2014	1/10/2014	Satisfactorily Resolved
FL	DOJ	Wesley Charles Gager	352-562-XXXX	Video Visitation	1/14/2014	2/11/2014	Satisfactorily Resolved
AR	PSC	Debbie Cossey	501-743-XXXX	Billing Dispute	1/16/2014	1/27/2014	Satisfactorily Resolved
IL	AGO	Karen Ward	773-287-XXXX	Refund Issue: 180 Day Policy	1/16/2014	1/29/2014	Satisfactorily Resolved
TX	FCC	Derek Smith	832-372-XXXX	High Rates	1/22/2014	1/30/2014	Satisfactorily Resolved
CA	FCC	Maureen Sweeney	858-373-XXXX	DAK	1/22/2014	2/3/2014	Satisfactorily Resolved
LA	FCC	Alonzo Allen	Inmate Complaint	High Rates	1/22/2014	2/3/2014	Satisfactorily Resolved
CA	FCC	Selena Brewer	662-345-XXXX	RCF (Call diversion)	1/22/2014	2/4/2014	Satisfactorily Resolved
AL	FCC	Terrance Peacock	334-588-XXXX	High Rates	1/29/2014	2/10/2014	Satisfactorily Resolved

IL	AGO	Lashawn Herndon	Inmate Complaint	Payment Posting Delay	2/7/2014	2/18/2014	Satisfactorily Resolved
CA	FCC	Robert Fiore	951-385-XXXX	Pay Now	2/12/2014	2/18/2014	Satisfactorily Resolved
MD	FCC	Torina Collis	240-508-XXXX	Billing Dispute	2/19/2014	2/21/2014	Satisfactorily Resolved
OH	DOA	Darrin Harris	419-524-XXXX	DAK/LEC	2/19/2014	2/28/2014	Satisfactorily Resolved
AL	FCC	Cindy Carlen	334-369-XXXX	Billing Dispute	2/26/2014	3/6/2014	Satisfactorily Resolved
FL	FCC	Gisela Salermo	786-601-XXXX	High Rates	3/5/2014	3/21/2014	Satisfactorily Resolved
GA	FCC	Claudia Davis	770-482-XXXX	Billing Dispute	3/12/2014	3/24/2014	Satisfactorily Resolved
KY	FCC	Bratcher	Inmate Complaint	High Rates	3/12/2014	4/2/2014	Satisfactorily Resolved
NC	PUC	Dorothy W Shanklin	(919)732-XXXX/ (919)-614-XXXX	Automated Calls	3/17/2014	3/19/2014	Satisfactorily Resolved
AL	FCC	Earl Rief	256-632-XXXX	Billing Dispute/Account Inquiry	3/19/2014	3/26/2014	Satisfactorily Resolved
CT	FCC	Jerome Cariaso	(646) 827-XXXX	High Rates (Served prior to FCC rate change)	3/19/2014	4/9/2014	Satisfactorily Resolved
TX	FCC	Bonnie Sweet	Inmate Complaint #1327814	Billing Dispute	3/19/2014	4/17/2014	Satisfactorily Resolved
MO	AGO	William Goodman	417-714-XXXX	Account Inquiry/ Inablitlity to access account using company website.	3/25/2014	3/28/2014	Satisfactorily Resolved
AK	PUC	Don McDonald	Inmate Complaint	High Rates (Served prior to FCC rate change)	3/25/2014	4/9/2014	Satisfactorily Resolved
MO	FCC	Gail Dees	(636) 789-2349	High Rates (Served prior to FCC rate change)	3/26/2014	3/31/2014	Satisfactorily Resolved
FL	FCC	Carol Stuart	(810) 623- XXXX (239) 935-XXXX	High Rates, RCF, Long Hold Times, Transaction Fees	3/26/2014	4/1/2014	Satisfactorily Resolved
TX	FCC	Adrian Estrada	Inmate Complaint #1707518	High Rates (Served prior to FCC rate change)	3/26/2014	4/8/2014	Satisfactorily Resolved
NY	FCC	Ronald Gans	212-957-XXXX	High Rates (Served prior to FCC rate change)	3/26/2014	4/25/2014	Satisfactorily Resolved

CO	FCC	Sharalynn Rocha	303-759-XXXX	CNGC	3/26/2014	4/28/2014	Satisfactorily Resolved
TX	FCC	Freesia Denton	903-887-XXXX	Payment Posting Delay	3/26/2014	4/28/2014	Satisfactorily Resolved
MI	FCC	Helen Garcia	On behalf of her son (inmate)	High Rates (Served prior to FCC rate change)	3/26/2014	4/29/2014	Satisfactorily Resolved
MN	FCC	Anita Carithers	763-228-XXXX	Billing Dispute	3/26/2014	5/2/2014	Satisfactorily Resolved
AK	PSC	Jack Ibach	Inmate Complaint	CNGC/LEC Billing Eliminated	4/4/2014	4/15/2014	Satisfactorily Resolved
AR	PSC	Micheal Pierce	(602) 464-XXXX	Billing Dispute/Rate Inquiry	4/4/2014	4/15/2014	Satisfactorily Resolved
KY	FCC	Patricia Thomas	513-349-XXXX	Billing Dispute/Inmate Debit Acct	4/4/2014	5/6/2014	Satisfactorily Resolved
LA	PSC	Janet Crouse	(225) 928-XXXX	High Rates/Rate Inquiry	4/8/2014	4/16/2014	Satisfactorily Resolved
LA	PSC	Susan Burch	(225) 721-XXXX	High Rates/Rate Inquiry	4/8/2014	4/16/2014	Satisfactorily Resolved
LA	PSC	Charles H. Parker	Inmate Complaint	Rate Inquiry/Pay Now calls	4/9/2014	4/21/2014	Satisfactorily Resolved
CT	FCC	Melissa Sylvain	203-873-XXXX	High Rates (FCC)	4/9/2014	5/8/2014	Satisfactorily Resolved
TX	FCC	Gerald Holchknecht #519312	Inmate Complaint	High Rates (FCC)/ Collection Calls	4/9/2014	5/14/2014	Satisfactorily Resolved
WA	FCC	Diane Cristelli Webb	206-617-XXXX	Payment Issue	4/9/2014	5/14/2014	Satisfactorily Resolved
VT	AGO	Janet M. O'Bryan	413-441-XXXX	Fraudlent Charges	4/9/2014	Pending	Satisfactorily Resolved
WA	AGO	Clinton E Shell	Inmate Complaint	RCF/CNGC	4/15/2014	4/22/2014	Satisfactorily Resolved
MT	PSC	Rona Witt	(406) 452-XXXX	Unable to reach a representative	4/23/2014	4/23/2014	Satisfactorily Resolved
TX	FCC	Cedric Pruitt	Inmate Complaint	High Rates	4/23/2014	5/16/2014	Satisfactorily Resolved
FL	FCC	Johanne Madsen	(954) 600-XXXX (954) 525-XXXX	Dropped calls/Premature Disconnect	4/23/2014	5/19/2014	Satisfactorily Resolved

NY	AGO	Susan West	515-991-XXXX	DAK/ Fraudlent Charges	4/25/2014	4/30/2014	Satisfactorily Resolved
OH	AGO	Alberta Bell	937-270-XXXX	Dropped Calls	4/27/2014	5/5/2014	Satisfactorily Resolved
NM	PSC	Jacob Zuniga	505-402-XXXX	High Rates	4/30/2014	5/5/2014	Satisfactorily Resolved
AK	PSC	Marjorie Shorthill	907-696-XXXX	High Rates	4/30/2014	5/13/2014	Satisfactorily Resolved
CA	FCC	Martin Ozolins	760-405-XXXX	Automated Calls	4/30/2014	5/21/2014	Satisfactorily Resolved
MI	FCC	Katherine Burdett	269-967-XXXX	High Rates (FCC)/Disconnected Calls	4/30/2014	5/22/2014	Satisfactorily Resolved
IL	PSC	James Barr	312-814-XXXX	CNGC	5/5/2014	5/20/2014	Satisfactorily Resolved
AZ	FCC	James Gill	623-486-XXXX	Billing Issues	5/7/2014	6/13/2014	Satisfactorily Resolved
IL	FCC	Jacqueline Brewer	Inmate Complaint	Rate Inquiry	5/7/2014	6/13/2014	Satisfactorily Resolved
TX	FCC	Mike Burrington	815-864-XXXX	High Rates (FCC)	5/7/2014	6/13/2014	Satisfactorily Resolved
TX	FCC	Richard Jaxson	281-256-XXXX	High Rates (FCC)	5/7/2014	6/13/2014	Satisfactorily Resolved
TX	FCC	Jason Laird	Inmate Complaint	High Rates (FCC)	5/7/2014	6/13/2014	Satisfactorily Resolved
ND	AGO	Dawn Lende	(701)-650-XXXX/ (701)-650-XXXX/ (701)-652-XXXX	Unwanted Automated Calls	5/9/2014	5/29/2014	Satisfactorily Resolved
CA	AGO	Ronald Lee	707-442-XXXX	PVP (LEC Block)	5/12/2014	6/12/2014	Satisfactorily Resolved
AK	FCC	Carl JR. Thompson	Inmate Complaint	High Rates (FCC)	5/16/2014	6/20/2014	Satisfactorily Resolved
MT	FCC	Stacey Gasta	406-933-XXXX	High Rates	5/16/2014	6/20/2014	Satisfactorily Resolved
TX	FCC	Sandra Sanders	(972) 820-XXXX(214) 724-XXXX	Payment Issues/ Automated Calls	5/16/2014	6/20/2014	Satisfactorily Resolved
TX	PUC	Judy Meuir	972-752-XXXX	Billing Issues	5/29/2014	6/27/2014	Satisfactorily Resolved

AR	PSC	Susan Bravo	(907) 339-XXXX	Denies All Knowledge (DAK)	6/2/2014	6/4/2014	Satisfactorily Resolved
FL	FCC	Malcolm Austin	352-216-XXXX	Voice Mail Greeting	6/2/2014	6/25/2014	Satisfactorily Resolved
AK	PUC	Susan Bravo	(907) 339-XXXX	Denies All Knowledge (DAK)	6/3/2014	6/4/2014	Satisfactorily Resolved
PA	AGO	Roberta Lutz	570-363-XXXX	CNGC	6/3/2014	6/10/2014	Satisfactorily Resolved
PA	AGO	Roberta Lutz	570-363-XXXX	CNGC	Agent granted an extension b/c the complaint was	6/10/2014	Satisfactorily Resolved
KY	AGO	Sandra Vaughn	(859) 401-XXXX customer's# (859)-304-XXXX cust states this # does not belong to her	Billing Dispute	6/11/2014	6/20/2014	Satisfactorily Resolved
LA	PSC	Becky McRae	318-933-XXXX	Not LEC Billable	6/11/2014	6/25/2014	Satisfactorily Resolved
PA	AGO	Alicia Smith	717-701-XXXX	CNGC	6/11/2014	6/27/2014	Satisfactorily Resolved
PA	AGO	Alicia Smith	717-701-XXXX	CNGC	6/11/2014	6/27/2014	Satisfactorily Resolved
PA	FCC	Alicia Smith	717-701-XXXX	CNGC	6/11/2014	6/27/2014	Satisfactorily Resolved
FL	FCC	Kendrick Candida	(863) 244-XXXX	Dropped Calls	6/11/2014	7/2/2014	Satisfactorily Resolved
FL	FCC	L.R./ Linda Wright	727-546-XXXX	Dropped Calls	6/11/2014	7/11/2014	Satisfactorily Resolved
MO	FCC	Dennis Banahan	417-275-XXXX	High Rates (FCC Rates)	6/16/2014	6/27/2014	Satisfactorily Resolved
TX	FCC	Bruce Harp Pid# 440816	Inmate Complaint (832) 610-XXXX	High Rates (FCC Rates)	6/19/2014	6/27/2014	Satisfactorily Resolved
KY	AGO	Sandra Vaughn	(859) 401-2124 customer's# (859)-304-5030 cust states this # does not belong to her	Billing Dispute	N/A	6/20/2014	Satisfactorily Resolved
LA	PSC	Virginia Harris	318-925-XXXX	Billing Dispute	6/23/2014	7/16/2014	Satisfactorily Resolved
IL	FCC	Inmate Montrell Holmes	(773)978-XXXX/ 773) 933-XXXX/773)375-XXXX/ 773)587-XXXX	Billing Dispute	6/25/2014	7/11/2014	Satisfactorily Resolved
MI	FCC	Robert Naughton	517-294-XXXX	Billing Dispute	6/25/2014	7/17/2014	Satisfactorily Resolved

FL	FCC	Jesse Cordon	954-674-XXXX	Dropped Calls	6/30/2014	7/4/2014	Satisfactorily Resolved
AZ	FCC	Lynn Moosbrugger	602-303-XXXX	CNGC	7/2/2014	7/22/2014	Satisfactorily Resolved
FL	FCC	Kelvin Dontzltr	Inmate Complaint	High Rates	7/9/2014	7/9/2014	Satisfactorily Resolved
AZ	FCC	Andrea Charles	(520) 233-XXXX/ (602) 579-XXXX	CNGC / RCF	7/9/2014	7/29/2014	Satisfactorily Resolved
MO	AGO	Bill White	(417) 239-XXXX (417) 337-XXXX	CNGC	7/10/2014	7/24/2014	Satisfactorily Resolved
IL	AGO	Lisa	812-499-XXXX	Solicitation Calls	7/11/2014	8/1/2014	Satisfactorily Resolved
LA	AGO	Faye Hill	318-933-XXXX	CNGC	7/16/2014	8/6/2014	Satisfactorily Resolved
CA	AGO	Terri M. Robinson	951-242-XXXX	CNGC	7/21/2014	8/6/2014	Satisfactorily Resolved
PA	FCC	Carrisa Kepple	814-594-XXXX	CNGC	7/23/2014	8/7/2014	Satisfactorily Resolved
FL	FCC	Victoria Bridgeman	407-572-XXXX	Billing Dispute/High Rates	7/23/2014	8/8/2014	Satisfactorily Resolved
AK	FCC	Carl Dashnan	809-939-XXXX	CNGC	7/23/2014	8/12/2014	Satisfactorily Resolved
MI	AGO	Trudy Jackson	989-932-XXXX	No Third Party Calls Allowed	7/25/2014	8/4/2014	Satisfactorily Resolved
LA	AGO	Ruby Graham	318-925-XXXX	CNGC	7/29/2014	7/29/2014	Satisfactorily Resolved
IL	AGO	Gary Kraulides	(773) 767-XXXX	Automated Calls	7/29/2014	8/5/2014	Satisfactorily Resolved
AK	FCC	Sherman Pitt	(907) 224-XXXX/ (360) 592-XXXX	FCC High Rates/ Block Calls	7/30/2014	8/14/2014	Satisfactorily Resolved
CA	FCC	Celeste Dobbs	619-781-XXXX	Cut of Calls	7/30/2014	8/14/2014	Satisfactorily Resolved
TX	FCC	Mark Johnson	Inmate Complaint	FCC High Rates	7/30/2014	8/15/2014	Satisfactorily Resolved
VA	FCC	Natonya Lucas	757-277-XXXX	Billing Dispute/ Drop Call	7/30/2014	8/19/2014	Satisfactorily Resolved

IL	FCC	Shantaye Jethroe	618-972-XXXX	Call Interruption's	7/30/2014	8/21/2014	Satisfactorily Resolved
TX	FCC	Jason Laird	Inmate Complaint	FCC High Rates	7/30/2014	8/22/2014	Satisfactorily Resolved
TX	FCC	Susan Scheeler	(682) 215-XXXX (682) 224-XXXX	Billing Dispute	7/30/2014	8/22/2014	Satisfactorily Resolved
WI	FCC	Angela Williams	(414) 458-XXXX (815) 802-XXXX	FCC High Rates	7/30/2014	8/25/2014	Satisfactorily Resolved
TN	FCC	Jim Fowler	(423) 991- XXXX (423) 332-XXXX	RCF Block	7/30/2014	9/5/2014	Satisfactorily Resolved
FL	PSC	Kimberly Brooks	941-879-XXXX	Payment not Posted	8/1/2014	8/12/2014	Satisfactorily Resolved
IN	AGO	Cheryl L Byrnes	812-476-XXXX	Automated Calls	8/6/2014	8/12/2014	Satisfactorily Resolved
WI	FCC	Angela Williams	(414) 458-8618	FCC High Rates	8/6/2014	8/26/2014	Satisfactorily Resolved
TN	FCC	Elizabeth Malone	(423) 508-XXXX (423) 622-XXXX	Billing Dispute	8/6/2014	8/27/2014	Satisfactorily Resolved
MO	FCC	Inmate James Geitz #59286	Inmate Complaint#59286	FCC High Rates	8/6/2014	8/28/2014	Satisfactorily Resolved
CO	FCC	Sharon Dorcas	720-360-XXXX	Billing Dispute/ FCC High Rates/ Video Visitation	8/6/2014	9/15/2014	Satisfactorily Resolved
LA	FCC	Sandra Humphries	318-249-XXXX	LEC Billing Not Allowed	8/13/2014	9/2/2014	Satisfactorily Resolved
MI	FCC	Rickie Hill	816-399-XXXX	FCC High Rates	8/13/2014	9/4/2014	Satisfactorily Resolved
TX	FCC	Devyn Collins	(936) 371-XXXX_ (936) 371-XXXX	FCC High Rates	8/13/2014	9/11/2014	Satisfactorily Resolved
FL	FCC	Erin Garrett	850-777-XXXX	FCC High Rates	8/13/2014	9/12/2014	Satisfactorily Resolved
TX	FCC	Zerick Waites	214-995-XXXX	Update Account Information	8/13/2014	9/16/2014	Satisfactorily Resolved
FL	FCC	Julio Martinez	Inmate Complaint #053602	FCC High Rates	8/13/2014	9/17/2014	Satisfactorily Resolved
OH	AGO	Cinda Boucher	614-260-XXXX	CNGC-Jail Call Services	8/18/2014	8/20/2014	Satisfactorily Resolved

AL	FCC	Tracy Stokes	850-380-XXXX	Dropped Calls	8/20/2014	9/22/2014	Satisfactorily Resolved
TX	FCC	Sonia Hernandez	512-653-XXXX	Billing Dispute	8/20/2014	10/2/2014	Satisfactorily Resolved
FL	FCC	Richard Colosky	561-860-XXXX	Cut of Calls (cell phone)	8/21/2014	9/22/2014	Satisfactorily Resolved
AK	PSC	Thomas Piper	907-278-XXXX	CNGC	8/22/2014	8/22/2014	Satisfactorily Resolved
IL	AGO	Barbara/ Solomon Davis	773-378-XXXX	Customer is not Getting Calls	9/10/2014	9/17/2014	Satisfactorily Resolved
MI	FCC	Alahnda McGinnis	989-817-XXXX	FCC High Rates	9/10/2014	10/3/2014	Satisfactorily Resolved
IL	AGO	Terry Barker	Inmate Complaint	High Rates	9/15/2014	9/24/2014	Satisfactorily Resolved
IL	PUC	Pamela Gretza	630-776-XXXX	Cut Off Calls	9/15/2014	9/25/2014	Satisfactorily Resolved
TX	FCC	Syble Gallo	727-383-XXXX	Billing Dispute	9/17/2014	10/6/2014	Satisfactorily Resolved
CO	FCC	Jason Runyan	303-815-XXXX	Securus Video Visitation Blocked	9/17/2014	10/7/2014	Satisfactorily Resolved
NC	FCC	Justin Wilson	(828) 381-XXXX(910) 604-XXXX	RCF Jall Call Services	9/17/2014	10/8/2014	Satisfactorily Resolved
FL	FCC	George Dorman	850-465-XXXX	Billing Dispute	9/17/2014	10/16/2014	Satisfactorily Resolved
IL	AGO	Marlon Singleton	Inmate Complaint	High Rates	9/18/2014	9/26/2014	Satisfactorily Resolved
IL	AGO	Donald Quickle	Inmate Complaint	High Rates	9/18/2014	9/29/2014	Satisfactorily Resolved
IL	AGO	Sandy Williams	Inmate Complaint	High Rates /Cut Of Calls	9/18/2014	10/1/2014	Satisfactorily Resolved
OK	FCC	Agnes Zornes	(405) 592-XXXX/ (405) 592-XXXX	RCF Inmate Aid	9/18/2014	10/10/2014	Satisfactorily Resolved
CA	FCC	Melissa Estus	510-507-XXXX	RCF Jall Call Services	9/18/2014	10/13/2014	Satisfactorily Resolved
AL	FCC	Pala Slayton	205-594-XXXX	RCF ("RCF")	9/18/2014	10/21/2014	Satisfactorily Resolved

UT	FCC	Loni Radmall	801-694-XXXX	Securus Video Visitation Blocked	9/18/2014	10/24/2014	Satisfactorily Resolved
TN	FCC	Jim Fowler	(423) 991- XXXX (423) 332-XXXX	RCF Block	9/19/2014	9/22/2014	Satisfactorily Resolved
TX	FCC	Jennifer Leonardi	423-388-XXXX	FCC High Rates	9/24/2014	10/28/2014	Satisfactorily Resolved
AK	PUC	Marjorie Saccheus	907-890-XXXX	Billing Dispute	9/29/2014	10/1/2014	Satisfactorily Resolved
FL	PUC	William Khol	239-461-XXXX	Unwanted Automated Calls	9/29/2014	10/1/2014	Satisfactorily Resolved
MO	FCC	Pam Gretza	630-285-XXXX	Cut Off Calls	10/1/2014	10/2/2014	Satisfactorily Resolved
LA	FCC	Mary Humphries	318-396-XXXX	CNGC/LEC billing Discontinued	10/1/2014	10/29/2014	Satisfactorily Resolved
CO	AGO	Rebecca Pickett	740-591-XXXX	High Rates	10/3/2014	10/9/2014	Satisfactorily Resolved
CO	FCC	Jamie Crystal	(303) 963-XXXX, (503) 349-XXXX, (303) 963-XXXX	CNGC/ Payment Block	10/8/2014	11/5/2014	Satisfactorily Resolved
AR	AGO	Nikki Womack	479-445-XXXX	Automated Calls	10/13/2014	10/14/2014	Satisfactorily Resolved
IL	AGO	Rosetta Holmes	Inmate Montrell Holmes (773) 933-9768	Billing Dispue	10/15/2014	10/20/2014	Satisfactorily Resolved
SC	FCC	Edward Oliver	Inmate Complaint	High Rates	10/15/2014	11/10/2014	Satisfactorily Resolved
MI	FCC	Jayelynn White	313-231-XXXX	High Rates	10/15/2014	11/11/2014	Satisfactorily Resolved
IN	PSC	George Hewitt	574-333-XXXX	Automated Calls	10/24/2014	10/28/2014	Satisfactorily Resolved
WA	PSC	Terrance Sullivan	206-824-XXXX	High Rates	10/27/2014	11/3/2014	Satisfactorily Resolved
IL	FCC	Aureliuse Piper	Inmate Complaint (399831)	High Rates	10/29/2014	11/19/2014	Satisfactorily Resolved
OR	FCC	Payson Young	503-754-XXXX	High Rates	10/29/2014	11/25/2014	Satisfactorily Resolved
MN	AGO	Evelyn Walker	651-340-XXXX	Payment not Posted	11/3/2014	11/5/2014	Satisfactorily Resolved

TX	FCC	Janice Bailey	972-576-XXXX	Payment Issue	11/10/2014	12/8/2014	Satisfactorily Resolved
IL	AGO	Herman Addison	Inmate Herman Addison # B85250	Billing Issues	11/26/2014	12/8/2014	Satisfactorily Resolved
TN	FCC	Inmate F.E. Harris Jr.	Inmate F.E. Harris # 216259	Lec Billing Changes	12/3/2014	12/23/2014	Satisfactorily Resolved
KY	AGO	Carl Casey	502-487-XXXX	Payment Issues/	12/4/2014	1/23/2015	Satisfactorily Resolved
IL	PSC	Bridget Talmer-Cook	773-699-XXXX	CNGC	12/9/2014	12/10/2014	Satisfactorily Resolved
MN	AGO	Frances Juker	612-226-XXXX	Unwanted Calls	12/10/2014	12/10/2014	Satisfactorily Resolved
VA	FCC	Eboni Carmon	804-447-XXXX	High Rates	12/10/2014	12/16/2014	Satisfactorily Resolved
MN	AGO	Cheryl Kaliszewski	651-774-XXXX	CNGC	12/15/2014	12/22/2014	Satisfactorily Resolved
TX	FCC	A. Jean Thomas on behalf of William Beck	713-501-XXXX	Billing Issues	12/16/2014	12/24/2014	Satisfactorily Resolved
IL	AGO	Juanita Woodard	773-233-XXXX	Lec Billing Changes	12/19/2014	12/29/2014	Satisfactorily Resolved
GA	FCC	Sheliah Eakin	229-246-XXXX	High Rates	1/5/2015	1/15/2015	Satisfactorily Resolved
MI	PSC	William Darling	616-456-XXXX	High Rates	1/13/2015	1/23/2015	Satisfactorily Resolved
TX	FCC	Sheryl Brown	469-573-XXXX	Blocked/RCF	1/14/2015	2/13/2015	Satisfactorily Resolved
WI	PSC	Vallie Kaprelian	920-450-XXXX	Account Status	1/26/2015	2/9/2015	Satisfactorily Resolved
OH	FCC	Tina Azolino	602-892-XXXX	Blocked/RCF	1/26/2015	2/20/2015	Satisfactorily Resolved
AZ	FCC	Ronald Gans	212-957-XXXX	High Rates	1/27/2015	2/24/2015	Satisfactorily Resolved
	AGO	Mark Moriarity	989-254-XXXX	Billing Dispute	2/5/2015	3/4/2015	Satisfactorily Resolved
MI	FCC	Kathryn Montgomery	313-401-XXXX/343-451-XXXX	High Rates	2/5/2015	3/4/2015	Satisfactorily Resolved

NE	FCC	Terrie Thawke	402-278-XXXX	High Rates	2/5/2015	3/11/2015	Satisfactorily Resolved
CO	FCC	Brandon Prestwich	801-205-XXXX	Billing Dispute	2/10/2015	3/6/2015	Satisfactorily Resolved
NC	FCC	Maria Madison	828-280-XXXX	RCF	2/11/2015	3/13/2015	Satisfactorily Resolved
OH	FCC	Michael Crossno	567-560-XXXX/941-388-XXXX	CNGC	2/13/2015	3/13/2015	Satisfactorily Resolved
PA	FCC	Andrew Boyd	814-621-XXXX	System Issue	2/18/2015	3/17/2015	Satisfactorily Resolved
IL	FCC	Elizabeth Cox	630-607-XXXX	High Rates	2/18/2015	3/18/2015	Satisfactorily Resolved
MO	AGO	Linda S. Ehlen	314-803-XXXX	CNGC	2/19/2015	3/11/2015	Satisfactorily Resolved
PA	FCC	Claudia Tramer	022-349-XXXX	High Rates	3/1/2015	3/26/2015	Satisfactorily Resolved
WA	AGO	Shirley Ann Boggs	229-322-XXXX/229-322-XXXX	Biling Dispute	3/3/2015	3/19/2015	Satisfactorily Resolved
AZ	FCC	Betty Perkins	602-892-XXXX/520-777-XXXX	RCF	3/3/2015	3/25/2015	Satisfactorily Resolved
IL	PSC	Betty Wilson	917-837-XXXX	CNGC/180 Day Policy	3/4/2015	3/11/2015	Satisfactorily Resolved
WI	PSC	Gary Graham	715-232-XXXX	Automated Calls/Pay	3/4/2015	3/18/2015	Satisfactorily Resolved
AK	PSC	Inmate Jason Pirtle	Inmate Complaint	CNGC/Billing Issues	3/6/2015	3/16/2015	Satisfactorily Resolved
GA	FCC	Shirley Poole	229-322-XXXX/ 229-322-XXXX	High Rates	3/9/2015	3/16/2015	Satisfactorily Resolved
OK	PSC	Kathy Mills	918-833-XXXX	High Rates	3/10/2015	3/23/2015	Satisfactorily Resolved
MI	FCC	Richard Meyer	989-275-XXXX	Billing / Customert Not Getting Calls	3/11/2015	4/7/2015	Satisfactorily Resolved
IL	FCC	Betty Larsha	773-933-XXXX	Unable to reach a representative	3/16/2015	4/8/2015	Satisfactorily Resolved
WI	AGO	Valda Payette	920-897-XXXX	CNGC/ Lec Billing Not Allowed	3/19/2015	4/2/2015	Satisfactorily Resolved

VA	FCC	Vicki Rose	804-371-XXXX	High Rates	3/19/2015	4/7/2015	Satisfactorily Resolved
PA	AGO	Betty Lane	412-363-XXXX	Payment Issue	3/19/2015	4/9/2015	Satisfactorily Resolved
MI	FCC	Sarah Ferguson	248-283-XXXX	High Rates	3/23/2015	4/13/2015	Satisfactorily Resolved
MN	FCC	Tyler Tiegs	715-419-XXXX	High Rates	3/24/2015	4/23/2015	Satisfactorily Resolved
OH	AGO	Julianna Crawford Aburahmeh	937-496-XXXX	Payment Issue	4/1/2015	4/14/2015	Satisfactorily Resolved
FL	FCC	James Loftus	813-498-XXXX	Pay Now	4/1/2015	4/21/2015	Satisfactorily Resolved
KY	FCC	Malcolm Froome	615-785-XXXX	Pay Now	4/3/2015	4/22/2015	Satisfactorily Resolved
LA	PSC	Lee A. Brown	318-635-XXXX	Lec Not Billable	4/8/2015	4/17/2015	Satisfactorily Resolved
IL	AGO	Inmate Eddie Adams	Inmate Complaint	Payment Issues	4/13/2015	4/17/2015	Satisfactorily Resolved
IL	AGO	Inmate George Mack	Inmate Complaint	Cut of Calls	4/15/2015	4/21/2015	Satisfactorily Resolved
MN	FCC	Erin Meleen	612-791-XXXX	High Rates	4/15/2015	5/28/2015	Satisfactorily Resolved
LA	PSC	Paul LaCombe	318-665-XXXX	Refund Issues	4/21/2015	422/15	Satisfactorily Resolved
TN	FCC	Gary Action	901-674-XXXX	Inability to Talk to a Rep	4/22/2015	5/6/2015	Satisfactorily Resolved
TX	FCC	Laura Rodriguez	281-650-XXXX	High Rates	4/23/2015	4/28/2015	Satisfactorily Resolved
WI	PSC	Christopher Yops	414-541-XXXX	Payment Issues	4/23/2015	4/28/2015	Satisfactorily Resolved
LA	FCC	Colin Pipkins	504-881-XXXX	High Rates	4/23/2015	5/12/2015	Satisfactorily Resolved
WI	PSC	Inmate Darryl Deramus	Inmate Complaint	Payment Issue	4/27/2015	4/30/2015	Satisfactorily Resolved
WI	PSC	Wayne D. Murphy	Inmate Complaint	High Rates	4/27/2015	5/13/2015	Satisfactorily Resolved

WI	PSC	Donley Mc Intosh	Inmate Complaint	High Rates	4/29/2015	5/14/2015	Satisfactorily Resolved
FL	FCC	Julio Martinez	305-773-XXXX	High Rates	4/30/2015	5/18/2015	Satisfactorily Resolved
TX	FCC	Elizabeth Ocejo	210-394-XXXX	Payment Time	4/30/2015	5/19/2015	Satisfactorily Resolved
TX	FCC	Kathy Burkett	936-441-XXXX	High Rates;#Inability to Talk to Rep	5/1/2015	5/21/2015	Satisfactorily Resolved
TX	FCC	Tabatha Perry	972-279-XXXX	Account/Billing Conversion	5/1/2015	5/27/2015	Satisfactorily Resolved
TX	FCC	Martha Chapman	956-472-XXXX	High Rates	5/4/2015	5/26/2015	Satisfactorily Resolved
SC	FCC	Brandi Johnson	843-325-XXXX	High Rates	5/4/2015	6/4/2015	Satisfactorily Resolved
SC	FCC	Inmate Ralph Roman-GP5705	Inmate Complaint	Call Quality	5/13/2015	6/4/2015	Satisfactorily Resolved
AL	FCC	Robert Hirt	404-514-XXXX	High Rates;#Inability to Talk to Rep	5/13/2015	6/10/2015	Satisfactorily Resolved
AZ	FCC	Glennaris Carter	480-899-XXXX	180 Day Policy	5/20/2015	6/12/2015	Satisfactorily Resolved
ND	AGO	Bobbi Milbrath	701-228-XXXX	Unwanted Inmate Calls	5/22/2015	5/22/2015	Satisfactorily Resolved
MN	AGO	Mark Olson/ Tammy Wittmer	763-762-XXXX	Dropped Calls	5/27/2015	5/28/2015	Satisfactorily Resolved
NM	FCC	Teresa Ouchley	915-274-XXXX	High Rates	5/27/2015	6/17/2015	Satisfactorily Resolved
LA	AGO	Leonard Cosby	318-371-XXXX	Account/Billing Conversion	5/28/2015	6/12/2015	Satisfactorily Resolved
TX	FCC	Terry McNiel	512-658-XXXX	Cut off Call	6/2/2015	6/19/2015	Satisfactorily Resolved
AK	PSC	Vlada Sotskaya	907-929-XXXX	Account Information	6/4/2015	6/4/2015	Satisfactorily Resolved
OH	AGO	Barbara Parker	740-262-XXXX/740-387-XXXX	High Rates	6/4/2015	6/19/2015	Satisfactorily Resolved
FL	PSC	Ed Bowell	321-946-XXXX/ 386-589-XXXX	Payment Issue	6/5/2015	6/8/2015	Satisfactorily Resolved

NJ	FCC	Danielle Krzeczkowski	973-803-XXXX	Billing Issues	6/8/2015	6/22/2015	Satisfactorily Resolved
AZ	FCC	Theresa Elliot	928-580-XXXX	Billing Issues	6/11/2015	6/25/2015	Satisfactorily Resolved
TX	FCC	Loycie Williams	817-703-XXXX	Billing Issues	6/11/2015	6/30/2015	Satisfactorily Resolved
AK	PSC	Evelyn Johnson	907-747-XXXX	CNGC (CNGC)	6/16/2015	6/17/2015	Satisfactorily Resolved
NV	FCC	Marcia S. Kosterka	702-270-XXXX	Payment Issue	6/16/2015	6/30/2015	Satisfactorily Resolved
IL	AGO	William A. Becker	618-317-XXXX	Unwanted Calls	6/17/2015	6/18/2015	Satisfactorily Resolved
NC	PSC	Donna Horner	336-221-XXXX	Instant Pay/PayNow/Text2Connect/FCC	6/17/2015	6/22/2015	Satisfactorily Resolved
IL	AGO	Inmate Andre G. Jones #R22158	Inmate Complaint	Cut Off Calls (COC) - Cellular	6/18/2015	6/18/2015	Satisfactorily Resolved
IL	PSC	Ina Schaffer	847-432-XXXX	Cut Off Calls (COC) - Cellular	6/22/2015	7/1/2015	Satisfactorily Resolved
FL	FCC	Beverly Irvin	440-356-XXXX	Billing Issues	6/22/2015	9/24/2015	Satisfactorily Resolved
CA	FCC	Virginia McCall	714-846-XXXX	Billing Issues	6/23/2015	7/10/2015	Satisfactorily Resolved
LA	FCC	Michelle Martin	480-206-XXXX	CNGC	6/24/2015	7/10/2015	Satisfactorily Resolved
NJ	FCC	Mike Andrejko	732-349-XXXX	Payment Issue	6/29/2015	6/30/2015	Satisfactorily Resolved
PA	FCC	Oscar Various Hs-3136	Inmate Complaint	Call Quality	7/1/2015	7/14/2015	Satisfactorily Resolved
AK	PSC	Anuska Hanson	907-596-XXXX	Payment Not Posted	7/7/2015	7/13/2015	Satisfactorily Resolved
NC	FCC	DAWN PAFFENROTH	919-471-XXXX	High Rates	7/7/2015	7/30/2015	Satisfactorily Resolved
TX	FCC	Cynthia R. Wells	214-738-XXXX	Billing Issues	7/7/2015	8/5/2015	Satisfactorily Resolved
IL	AGO	Eugene Jackson	217-725-XXXX	CNGC	7/15/2015	7/16/2015	Satisfactorily Resolved

GA	FCC	Lindsay Snipes	706-350-XXXX	RCF	7/15/2015	8/10/2015	Satisfactorily Resolved
IL	AGO	Inmate Juan Padilla# N10785	Inmate Complaint	Payment Issues	7/17/2015	7/20/2015	Satisfactorily Resolved
IL	AGO	Inmate Octavius House#M03724	Inmate Complaint	Cut Off Calls	7/17/2015	7/21/2015	Satisfactorily Resolved
AK	PSC	Rita Thompson	907-561-XXXX	Billing Issues	7/17/2015	7/21/2015	Satisfactorily Resolved
IL	FCC	Toni Shumate	708-724-XXXX	CNGC (CNGC)	7/17/2015	7/27/2015	Satisfactorily Resolved
FL	FCC	Glenn Stuart	407-403-XXXX	Payment Not Posted	7/17/2015	8/7/2015	Satisfactorily Resolved
NM	FCC	Sandra Cates	575-487-XXXX	No Positive Acceptance	7/17/2015	8/11/2015	Satisfactorily Resolved
CA	FCC	Melissa Estus	510-507-XXXX	High Rates	7/22/2015	8/17/2015	Satisfactorily Resolved
WI	AGO	Bettie R. Butler	217-235-XXXX	Billing Issues	7/23/2015	7/24/2015	Satisfactorily Resolved
LA	PSC	Dorthy Liesmann	318-861-XXXX	Inquiry	7/24/2015	7/29/2015	Satisfactorily Resolved
GA	FCC	John Abercrombie	423-400-XXXX	High Rates	7/28/2015	8/24/2015	Satisfactorily Resolved
VA	PSC	Lisa Griffith	275-591-XXXX	Cut Off Calls	8/11/2015	8/12/2015	Satisfactorily Resolved
TX	FCC	Debra Newton	979-595-XXXX	Cut Off Calls	8/13/2015	9/3/2015	Satisfactorily Resolved
IL	FCC	Ruben Aguilar III	361-800-XXXX	High Rates	8/14/2015	8/31/2015	Satisfactorily Resolved
SC	FCC	Yvonne Richards	864-556-XXXX	High Rates	8/19/2015	9/9/2015	Satisfactorily Resolved
OR	FCC	Tim McKnight	503-863-XXXX	High Rates	8/21/2015	9/14/2015	Satisfactorily Resolved
VT	AGO	Robert Lierle	802-275-XXXX	SVV Credit/Payment Issue	8/21/2015	9/16/2015	Satisfactorily Resolved
AR	AGO	Inmate Vonnie Moore-Shabazz	Inmate Complaint	Payment Issue	8/23/2015	10/19/2015	Satisfactorily Resolved

NC	PSC	Monica L. Brown	267-884-XXXX	Fraudlent Charges	8/24/2015	8/26/2015	Satisfactorily Resolved
OH	PSC	Eleanor Keenum	440-238-XXXX	Inability to Talk to a Rep	8/25/2015	9/1/2015	Satisfactorily Resolved
AK	AGO	Sara Mach	541-744-XXXX	RCF	8/28/2015	9/23/2015	Satisfactorily Resolved
IL	AGO	David Summers	217-316-XXXX	Payment/Funding Fees	8/31/2015	9/16/2015	Satisfactorily Resolved
VA	FCC	Larry Levine/ Pamela Powell	540-212-XXXX	RCF	8/31/2015	9/21/2015	Satisfactorily Resolved
AK	PSC	Glenn Arnold	907-401-XXXX	Payment Issue	9/3/2015	9/3/2015	Satisfactorily Resolved
AK	FCC	Don McDonald	360-652-XXXX	Account/Billing Conversion	9/4/2015	9/15/2015	Satisfactorily Resolved
TX	FCC	Charlane Meyer	512-581-XXXX	High Rates	9/9/2015	Pending	Satisfactorily Resolved
MO	FCC	Kelly Steffen	660-684-XXXX	No Positive Acceptance	9/15/2015	9/15/2015	Satisfactorily Resolved
CA	FCC	Inmate Charles Wade	Inmate Complaint	Account Status	9/21/2015	10/14/2015	Satisfactorily Resolved
IL	FCC	Bessie Spencer	312-498-XXXX	Payment Issue	9/23/2015	9/24/2015	Satisfactorily Resolved
IL	AGO	Barbara Maltimore	217-491-XXXX	Billing Dispute/Fraud	9/24/2015	9/25/2015	Satisfactorily Resolved
AR	FCC	Gerald Niles	Inmate Complaint	90 Day Inactivity	9/24/2015	9/28/2015	Satisfactorily Resolved
IL	AGO	Mary Ward	724-256-XXXX	Billing Dispute	9/30/2015	9/30/2015	Satisfactorily Resolved
IL	AGO	Daniele Loyd	617-967-XXXX	CNGC	9/30/2015	10/9/2015	Satisfactorily Resolved
AK	FCC	Manfred West	Inmate Complaint	High Rates	9/30/2015	10/16/2015	Satisfactorily Resolved
OH	FCC	Inmate Brian A. Smith	Inmate Complaint	High Rates	9/30/2015	10/19/2015	Satisfactorily Resolved
FL	FCC	Scott Schneider	727-417-XXXX	Billing Dispute	10/1/2015	10/21/2015	Satisfactorily Resolved

MO	FCC	Scott Schneider	(727) 417-XXXX	High Rates	10/1/2015	10/21/2015	Satisfactorily Resolved
FL	FCC	Inmate Otis Blaxton	Inmate Complaint Blocked	10/5/2015	10/22/2015	Satisfactorily Resolved
PA	FCC	Cathy Ludwig	(814) 893-XXXX Remote Call Forwarding	10/6/2015	10/23/2015	Satisfactorily Resolved
AK	FCC	Diane Boyd	(907) 422-XXXX High Rates	10/6/2015	10/26/2015	Satisfactorily Resolved
IL	FCC	Maureen Stewart	(708) 663-XXXX Payment Issue	10/7/2015	11/15/2015	Satisfactorily Resolved
TX	FCC	Deborah Cardenas	(210) 831-XXXX Blocked	10/8/2015	11/3/2015	Satisfactorily Resolved
KY	AGO	Tommy Southard	(270) 765-XXXX Refund Issue	10/8/2015	11/5/2015	Satisfactorily Resolved
IL	FCC	Inmate Taurean Giles	Inmate Complaint Call Quality	10/14/2015	11/4/2015	Satisfactorily Resolved
PA	FCC	Inmate Tyree Tucker	Inmate Complaint Call Quality	10/14/2015	11/9/2015	Satisfactorily Resolved
GA	FCC	David Miller	(903) 885-XXXX High Rates	10/14/2015	11/10/2015	Satisfactorily Resolved
TX	FCC	Peter Mead	(541) 434-XXXX Billing Dispute	10/14/2015	11/12/2015	Satisfactorily Resolved
AK	FCC	Sarah Isto, M.D.	(907) 586-XXXX Billing Dispute	10/19/2015	11/25/2015	Satisfactorily Resolved
CA	FCC	Rufus Nichols	(770) 483-XXXX Pay Now	10/21/2015	11/16/2015	Satisfactorily Resolved
MA	FCC	Mark Rain	(650) 363-XXXX High Rates	10/21/2015	11/16/2015	Satisfactorily Resolved
MN	FCC	Michelle Barry	(218) 671-XXXX Pay Now	10/21/2015	11/19/2015	Satisfactorily Resolved
NM	FCC	Phyllis LaRue	(281) 463-XXXX High Rates	10/23/2015	11/20/2015	Satisfactorily Resolved
FL	FCC	Nicholas Reville	(508) 963-XXXX Billing Dispute	10/23/2015	11/23/2015	Satisfactorily Resolved
TX	FCC	Rebecca Barnes	(832) 971-XXXX High Rates	10/26/2015	11/25/2015	Satisfactorily Resolved

MT	DOJ	Bert Pezzarossi	(406) 951-XXXX	Billing Dispute	10/28/2015	11/17/2015	Satisfactorily Resolved
FL	FCC	Edward Weiss	(215) 888-XXXX	Call Quality	10/28/2015	11/25/2015	Satisfactorily Resolved
LA	FCC	Heike Preisendoerfer	318-717-XXXX	Remote Call Forwarding	11/1/2015	12/15/2015	Satisfactorily Resolved
MO	AGO	Kenneth Burris	573-746-XXXX	Inability to Talk to a Rep	11/2/2015	11/11/2015	Satisfactorily Resolved
AK	FCC	Inmate Carl Thompson Jr	Inmate Complaint	High Rates	11/2/2015	12/2/2015	Satisfactorily Resolved
TN	FCC	Sidney Mcelhaney	(731) 859-XXXX	Remote Call Forwarding	11/2/2015	12/4/2015	Satisfactorily Resolved
FL	FCC	Pamela Rowdon	(386) 788-XXXX	Automated Calls	11/3/2015	12/3/2015	Satisfactorily Resolved
AR	PSC	Suzanne Weece	(479) 651-XXXX	High Rates	11/5/2015	11/24/2015	Satisfactorily Resolved
FL	FCC	Inmate James Pautauros	(727) 847-XXXX	Premature Call Disconnections	11/9/2015	12/7/2015	Satisfactorily Resolved
MI	FCC	Rachel Reese	(269) 858-XXXX	High Rates	11/16/2015	12/4/2015	Satisfactorily Resolved
CA	FCC	Robin Rain	(650) 291-XXXX	High Rates	11/16/2015	12/9/2015	Satisfactorily Resolved
OR	DOJ	Deanna L Duey	(503) 585-XXXX	Automated Calls	11/17/2015	12/9/2015	Satisfactorily Resolved
TX	FCC	Lisa Adewole Roberts	(512) 650-XXXX	High Rates	11/20/2015	12/10/2015	Satisfactorily Resolved
OR	DOJ	Rebecca Whetstine	(360) 910-9717	Refund Issues	11/21/2015	12/10/2015	Satisfactorily Resolved
TX	FCC	Mary Pavey	(512) 564-XXXX	High Rates	12/1/2015	12/15/2015	Satisfactorily Resolved
CT	FCC	Michael Walsh	(203) 260-XXXX	Billing Dispute	12/2/2015	12/17/2015	Satisfactorily Resolved
AK	FCC	Tina Whisler	(907) 745-XXXX	Automated Calls	12/7/2015	12/17/2015	Satisfactorily Resolved
IN	AGO	Riley Fleming	Inmate Complaint	Refund Issues	12/9/2015	12/23/2015	Satisfactorily Resolved

IN	AGO	Kimberly Grant	317-682-XXXX	Automated Calls	12/10/2015	12/21/2015	Satisfactorily Resolved
PA	FCC	Inmate Greg Eldred	Inmate Complaint High Rates	12/16/2015	1/7/2016	Satisfactorily Resolved
PA	FCC	Ceasar Polito	Inmate Complaint High Rates	12/21/2015	1/11/2016	Satisfactorily Resolved
IL	FCC	Inmate Dennis L. Martin	Inmate Complaint High Rates	12/23/2015	1/8/2016	Satisfactorily Resolved
TX	FCC	Jozesa Gorski	(860) 827-XXXX	Automated Calls	12/28/2015	1/13/2016	Satisfactorily Resolved
IL	FCC	Elizabeth Pittman	(618) 334-XXXX	Blocked	12/29/2015	1/14/2016	Satisfactorily Resolved
TX	FCC	Lisa Rodriguez	(817) 366-XXXX	Billing Dispute	12/30/2015	1/15/2016	Satisfactorily Resolved
IL	FCC	Inmate Joseph Dole	Inmate Complaint High Rates	12/31/2015	1/26/2016	Satisfactorily Resolved
AL	FCC	William Lawrence	205-409-XXXX	High Rates	1/3/2016	1/5/2017	Satisfactorily Resolved
AR	FCC	Mary Day	(920) 933-XXXX	High Rates	1/4/2016	1/28/2016	Satisfactorily Resolved
PA	FCC	Kelly Miele	(570) 780-XXXX	Billing Dispute	1/8/2016	1/14/2016	Satisfactorily Resolved
TX	FCC	Shanell Smith	(210) 986-XXXX	High Rates	1/8/2016	2/1/2016	Satisfactorily Resolved
IL	FCC	Inmate Robert Beard	Inmate Complaint Billing Dispute	1/12/2016	2/2/2016	Satisfactorily Resolved
TX	FCC	Jordan Smith	(830) 214-XXXX	High Rates	1/13/2016	2/3/2016	Satisfactorily Resolved
CT	FCC	Amanda Hickey	(203) 509-XXXX	High Rates	1/13/2016	2/4/2016	Satisfactorily Resolved
IL	AGO	Inmate Timothy Lucas	Inmate Complaint Billing Dispute	1/13/2016	2/17/2016	Satisfactorily Resolved
IL	FCC	Sara Murphy	(618) 751- XXXX	High Rates	1/22/2016	2/8/2016	Satisfactorily Resolved
IL	FCC	Marlene Fredrick	262-237-XXXX	Billing Dispute	1/26/2016	2/12/2016	Satisfactorily Resolved

			(903) 588-XXXX				
TX	FCC	Elisa Torres		High Rates	1/26/2016	2/15/2016	Satisfactorily Resolved
AL	FCC	Cynthia Slocum	(334) 514-XXXX	Premature Call Disconnections	1/26/2016	2/16/2016	Satisfactorily Resolved
TX	FCC	Carri Joseph	(214) 317-XXXX	Billing Dispute	1/27/2016	1/12/2016	Satisfactorily Resolved
TX	FCC	David Haymes	(972) 233-XXXX	High Rates	1/27/2016	2/23/2016	Satisfactorily Resolved
NM	PSC	Susan Ruetern Prokuski	(505) 988-XXXX	Automated Calls	2/1/2016	2/10/2016	Satisfactorily Resolved
FL	FCC	Inmate Gerald Niles # 122280	Inmate Complaint	90 Day Inactivity Policy	2/1/2016	2/12/2016	Satisfactorily Resolved
WI	PSC	Michelle Mees	920-254-XXXX	Account Change Request;#Account Set Up	2/1/2016	2/15/2016	Satisfactorily Resolved
TX	FCC	Tamara Scott	(713) 359-XXXX	Billing Dispute	2/2/2016	3/1/2016	Satisfactorily Resolved
MT	FCC	Kristi Barden	(406) 850-0289	Account Status	2/2/2016	3/2/2016	Satisfactorily Resolved
AK	FCC	Charles Rollins	(907) 488-XXXX	Billing Dispute	2/2/2016	3/3/2016	Satisfactorily Resolved
AK	FCC	Charles Rollins	907-488-XXXX	Payment Not Posted	2/2/2016	3/3/2016	Satisfactorily Resolved
MT	FCC	Susanne Kreidler	(406) 855-XXXX	High Rates	2/2/2016	3/3/2016	Satisfactorily Resolved
MT	FCC	Kristi Barden	855-822-XXXX	Customer Not Getting Calls;#High Rates	2/2/2016	3/3/2016	Satisfactorily Resolved
MT	FCC	Susanne Kreidler	406-855-XXXX	Blocked Accounts;#High Rates	2/2/2016	3/3/2016	Satisfactorily Resolved
NH	FCC	Justin Wilcox	(405) 748-XXXX	High Rates	2/2/2016	3/3/2016	Satisfactorily Resolved
NH	FCC	Justin Wilcox	405-748-0185	Fees;#High Rates	2/2/2016	3/3/2016	Satisfactorily Resolved
TX	FCC	Tamara Scott	972-794-XXXX	Billing Explanation;#Billing Issues;#Refund Process	2/2/2016	3/3/2016	Satisfactorily Resolved
FL	FCC	Michael Hasden	(850) 673-XXXX	Automated Calls	2/3/2016	3/3/2016	Satisfactorily Resolved

FL	FCC	Michael Hasden	850-673-XXXX	Unwanted Inmate Calls	2/3/2016	3/4/2016	Satisfactorily Resolved
AR	FCC	Becca Phillips	(716) 361-XXXX	High Rates	2/4/2016	3/7/2016	Satisfactorily Resolved
AR	FCC	Beca Phillips	(479) 220-XXXX	High Rates	2/4/2016	3/7/2016	Satisfactorily Resolved
NJ	FCC	Jennifer Suriel	(806) 203-XXXX	Pay Now	2/8/2016	3/10/2016	Satisfactorily Resolved
NM	PSC	Michelle Mees	(920) 254-XXXX	Automated Calls	2/9/2016	2/15/2016	Satisfactorily Resolved
TX	AGO	Jeffrey Simmons	(503) 547-XXXX	Billing Dispute	2/11/2016	2/26/2016	Satisfactorily Resolved
OK	FCC	Larry Gray	918-351-XXXX	Fees: Wireless/Admin/Regulatory	2/26/2016	3/27/2016	Satisfactorily Resolved
TX	FCC	Jannelle Gallegos	210-489-XXXX	FCC Rate Change	3/3/2016	4/2/2016	Satisfactorily Resolved
MI	FCC	Samantha Ardelean	517-512-XXXX	High Rates	3/7/2016	4/6/2016	Satisfactorily Resolved
AK	PSC	Terrance Stern	907-222-XXXX	Billing Dispute	3/8/2016	3/24/2016	Satisfactorily Resolved
AR	FCC	Elaine McCool	479-439-XXXX	Payment Funding Fees	3/8/2016	4/27/2016	Satisfactorily Resolved
MI	FCC	EDDIE-MAY WARD	231-773-XXXX	Automated Calls	3/9/2016	4/8/2016	Satisfactorily Resolved
IL	FCC	Inmate Francisco Gonzalez	Inmate Complaint	Call Quality	3/14/2016	4/13/2016	Satisfactorily Resolved
TX	FCC	Tammy Matsche	903-388-XXXX	FCC Rate Change	3/15/2016	4/14/2016	Satisfactorily Resolved
WI	FCC	Darelen Gambel	N/A	High Rates	3/15/2016	4/14/2016	Satisfactorily Resolved
IL	FCC	Inmate Robert Beard #R22516	N/A	Cut Off Calls	3/16/2016	3/30/2016	Satisfactorily Resolved
IL	FCC	Inmate Joseph Dole	N/A	90 Day Inactivity	3/16/2016	3/30/2016	Satisfactorily Resolved
PA	FCC	Inmate-Charles Smith	N/A	Automated Calls	3/16/2016	4/14/2016	Satisfactorily Resolved

MI	FCC	Patricia Lesko	734-734-XXXX	FCC Rate Change	3/16/2016	4/15/2016	Satisfactorily Resolved
IN	FCC	Sky Collins	502-299-XXXX	FCC Rate Change	3/17/2016	4/16/2016	Satisfactorily Resolved
AR	FCC	Inmate Manford West	Inmate Complaint	Customer Not Getting Calls	3/18/2016	4/17/2016	Satisfactorily Resolved
IL	FCC	Shaun Hubband #B46211	N/A	Automated Calls	3/21/2016	4/20/2016	Satisfactorily Resolved
IL	FCC	Alex Negron	N/A	Automated Calls	3/21/2016	4/20/2016	Satisfactorily Resolved
AK	FCC	Louis Hastings	N/A	Billing Dispute	3/22/2016	3/29/2016	Satisfactorily Resolved
CA	FCC	Mark Rain	650-349-XXXX	Payment Funding Fees	3/22/2016	4/15/2016	Satisfactorily Resolved
NJ	FCC	Bruce Lieberman	201-522-XXXX	Dropped Calls/ Pay Now Calls	3/22/2016	4/21/2016	Satisfactorily Resolved
IL	FCC	Inmate Renaldo Matthews	Inmate Complaint	Account Set Up	3/23/2016	4/22/2016	Satisfactorily Resolved
VA	FCC	Melanie Allen Dees	385-205-XXXX	Cut of Calls	3/23/2016	4/22/2016	Satisfactorily Resolved
CA	FCC	Sabina Herrera	760-486-XXXX	FCC Rate Change	3/23/2016	4/23/2016	Satisfactorily Resolved
IL	FCC	Inmate Daron Smith 346216	Inmate Complaint	Automated Calls	3/24/2016	4/21/2016	Satisfactorily Resolved
AR	FCC	Elaine McCool	479-439-XXXX	FCC Rate Change	3/28/2016	4/27/2016	Satisfactorily Resolved
AZ	FCC	Marissa Andrada	520-350-XXXX	FCC Rate Change	3/28/2016	4/27/2016	Satisfactorily Resolved
GA	FCC	Patricia Yancey	404-990-XXXX	FCC Rate Change	3/28/2016	4/27/2016	Satisfactorily Resolved
OK	FCC	Linda Abitbol	918-378-XXXX	FCC Rate Change	3/28/2016	4/27/2016	Satisfactorily Resolved
OR	FCC	Joshua Callington	612-879-XXXX	Fees	3/30/2016	4/29/2016	Satisfactorily Resolved
KY	FCC	Inmate Christopher Hooper#189984	Inmate Complaint	FCC Rate Change	3/31/2016	4/28/2016	Satisfactorily Resolved

AR	FCC	Marilyn Donigan	877-710-XXXX	FCC Rate Change	3/31/2016	4/30/2016	Satisfactorily Resolved
TX	FCC	Marina Habib	281-599-XXXX	FCC Rate Change	3/31/2016	4/30/2016	Satisfactorily Resolved
KY	FCC	Clyde Adkins/ Larry Levine	859-439-XXXX	Remote Call Forwarding	3/31/2016	5/3/2016	Satisfactorily Resolved
PA	FCC	Audrey Owensbury/ Larry Levine	234-200-3374	Remote Call Forwarding	3/31/2016	5/3/2016	Satisfactorily Resolved
PA	FCC	Amanda Dumme/ Larry Levine	630-701-6181	Remote Call Forwarding	3/31/2016	5/3/2016	Satisfactorily Resolved
PA	FCC	Bennisha Roundtree / Larry Levine	404-334-4135	Remote Call Forwarding	3/31/2016	5/3/2016	Satisfactorily Resolved
PA	FCC	Larry/Levine / Abony Person	319-774-5771	Remote Call Forwarding	3/31/2016	5/3/2016	Satisfactorily Resolved
PA	FCC	Larry Levine on behalf of Sheila Thompson	419-549-XXXX	Remote Call Forwarding	3/31/2016	5/3/2016	Satisfactorily Resolved
AR	FCC	Gerald Niles/ Wilma Niles	501-318-XXXX	FCC Rate Change	4/4/2016	5/4/2016	Satisfactorily Resolved
IL	FCC	Inmate Anthony Spaulding K-54932	Inmate Complaint	FCC Rate Change	4/4/2016	5/4/2016	Satisfactorily Resolved
TX	FCC	Gabriela Alcala	956-330-XXXX	FCC Rate Change	4/4/2016	5/4/2016	Satisfactorily Resolved
TX	FCC	Mitchell Phillilps	N/A	Payment Funding Fees	4/4/2016	5/5/2016	Satisfactorily Resolved
KY	FCC	Inmate David Miller	Inmate Complaint	FCC Rate Change	4/5/2016	5/5/2016	Satisfactorily Resolved
TX	FCC	Inmate Tracy Hicks	Inmate Complaint	Refund Issue	4/6/2016	5/6/2016	Satisfactorily Resolved
TX	FCC	Janit Smith	254-835-XXXX	FCC Rate Change	4/6/2016	5/6/2016	Satisfactorily Resolved
GA	FCC	Diane Bethea	404-316-XXXX	Cut of Calls	4/8/2016	5/8/2016	Satisfactorily Resolved
TX	FCC	Marisol Martinez	512-938-XXXX	FCC Rate Change	4/8/2016	5/8/2016	Satisfactorily Resolved
TX	FCC	Felicia Sosa	409-767-XXXX	FCC Rate Change	4/8/2016	5/8/2016	Satisfactorily Resolved

IN	FCC	Jennifer Hamer	317-604-XXXX	FCC Rate Change	4/11/2016	5/11/2016	Satisfactorily Resolved
IL	FCC	LeShawn Lundy	773-981-XXXX	Cut of Calls	4/14/2016	5/14/2016	Satisfactorily Resolved
IL	FCC	Marie Landrum	779-225-XXX	Cut of Calls	4/18/2016	5/18/2016	Satisfactorily Resolved
LA	FCC	Lori Gross	504-864-XXXX	FCC Rate Change	4/18/2016	5/18/2016	Satisfactorily Resolved
FL	FCC	John Holliday	877-710-XXXX	Blocked Accounts	4/19/2016	5/19/2016	Satisfactorily Resolved
TX	FCC	Lindsay Guest	956-607-XXXX	FCC Rate Change	4/19/2016	5/19/2016	Satisfactorily Resolved
TX	FCC	Robin Malone	806-350-XXXX	FCC Rate Change	4/20/2016	5/20/2016	Satisfactorily Resolved
IL	FCC	Inmate Leonard Kedd N23646	Inmate Complaint	Unwanted Dialer Calls	4/21/2016	5/21/2016	Satisfactorily Resolved
IL	FCC	Inmate Dwayne Davis# M08877	Inmate Complaint	Cut of Calls	4/21/2016	5/21/2016	Satisfactorily Resolved
IL	FCC	Mary J Ruberstell	219-741-XXXX	FCC Rate Change	4/21/2016	5/21/2016	Satisfactorily Resolved
WI	FCC	Inmate Charles Wilson# 249903	Inmate Complaint	FCC Rate Change	4/21/2016	5/21/2016	Satisfactorily Resolved
CT	FCC	Daniela Milici	203-313-XXXX	FCC Rate Change	4/22/2016	5/22/2016	Satisfactorily Resolved
TX	FCC	Stella Eachus	214-354-XXXX	90 DAY Inactivity	4/25/2016	5/25/2016	Satisfactorily Resolved
WI	AGO	Inmate Damaris Griffin	Inmate Complaint	Refund Issue	4/28/2016	5/23/2016	Satisfactorily Resolved
CT	AGO	Inmate John Williams	203-248-XXXX	Refund Issue	4/29/2016	5/6/2016	Satisfactorily Resolved
WI	FCC	Inmate Koleh Wilson	Inmate Complaint	FCC Rate Change	4/29/2016	5/29/2016	Satisfactorily Resolved
WI	FCC	Shirley Laux	414-763-XXXX	Unwanted Dialer Calls	5/1/2016	5/16/2016	Satisfactorily Resolved
TX	FCC	Linda Hopp	979-532-XXXX	FCC Rate Change	5/2/2016	6/1/2016	Satisfactorily Resolved

NM	FCC	Patricia A Flores	575-680-XXXX	Velocity Rules	5/4/2016	5/5/2016	Satisfactorily Resolved
CT	FCC	Lyneen Smith	475-218-XXXX	FCC Rate Change	5/4/2016	6/3/2016	Satisfactorily Resolved
IL	FCC	Inmate Joseph Dole	Inmate Complaint	90 Day Inactivity	5/4/2016	6/3/2016	Satisfactorily Resolved
FL	FCC	Marsha Rule	850-877-XXXX	Fees: Wireless/Admin	5/6/2016	6/5/2016	Satisfactorily Resolved
TX	FCC	Destiny Moore	936-615-XXXX	Payment: Special Rule	5/6/2016	6/5/2016	Satisfactorily Resolved
GA	FCC	Michelle Regan	770-265-XXXX	Remote Call Forwarding/Call Diversion	5/9/2016	6/8/2016	Satisfactorily Resolved
OH	FCC	Kimberly Pace	330-461-XXXX	FCC Rate Change	5/9/2016	6/8/2016	Satisfactorily Resolved
IL	FCC	Ms. Sandra Lawrence	N/A	CNGC	5/10/2016	5/24/2016	Satisfactorily Resolved
MO	AGO	Thomas Brewer	573-788-XXXX	High Rates	5/11/2016	5/12/2016	Satisfactorily Resolved
WI	FCC	LEONARD MOORE	(715) 518-XXXX	High Rates;#Remote Call Forwarding	5/12/2016	6/13/2016	Satisfactorily Resolved
OH	FCC	Joseph Jeffers	330-754-XXXX	Remote Call Forwarding	5/13/2016	6/13/2016	Satisfactorily Resolved
NM	FCC	EVANGELINE SALCIDO	303-524-XXXX	Billing Dispute	5/16/2016	6/9/2016	Satisfactorily Resolved
NM	PSC	Christy Chavez	505-217-XXXX	FCC;#High Rates	5/17/2016	6/9/2016	Satisfactorily Resolved
PA	FCC	Joan Boehm	717-334-XXXX	Automated Calls	5/17/2016	6/10/2016	Satisfactorily Resolved
IL	FCC	Ms. Sandra Lawrence	312-246-XXXX	Payment Issue	5/18/2016	5/27/2016	Satisfactorily Resolved
TX	FCC	Larry Levine /CARRIE MARTINI	254-613-XXXX	Remote Call Forwarding	5/18/2016	6/13/2016	Satisfactorily Resolved
PA	FCC	ZUBAIDA QAZI	979-532-XXXX	Payment Issue	5/24/2016	6/14/2016	Satisfactorily Resolved
TX	FCC	Samantha Shuffield	936-566-XXXX	FCC Rate Change	5/25/2016	6/8/2016	Satisfactorily Resolved

AR	FCC	Inmate Jason Jordengreen	Inmate Complaint	Cut Off Calls (COC)	6/1/2016	6/17/2016	Satisfactorily Resolved
LA	FCC	Barbara Forrest	985-630-XXXX	FCC Rate Change	6/1/2016	6/17/2016	Satisfactorily Resolved
LA	FCC	Inmate Thomas Jackson/ Darren Hooks	Inmate Complaint	High Rates	6/1/2016	6/21/2016	Satisfactorily Resolved
OH	PSC	Mark Williams	409-220-XXXX	Rate Change	6/2/2016	6/17/2016	Satisfactorily Resolved
GA	FCC	Michelle Regan	770-265-XXXX	Refund Issue	6/2/2016	6/21/2016	Satisfactorily Resolved
NC	FCC	Ronada Shelton	(210) 620-XXXX	Cut Off Calls (COC)	6/6/2016	6/9/2016	Satisfactorily Resolved
IL	FCC	Inmate Duane Wiedman	Inmate Complaint	High Rates	6/6/2016	6/29/2016	Satisfactorily Resolved
KY	FCC	Inmate Donald Phillips	Inmate Complaint	Payment: Special Rule	6/10/2016	6/24/2016	Satisfactorily Resolved
WI	AGO	Craig	608-518-XXXX	Unwanted Dialer Calls	6/14/2016	6/27/2016	Satisfactorily Resolved
SC	FCC	Dana Allen	864-310-XXXX	FCC Rate Change	6/17/2016	7/20/2016	Satisfactorily Resolved
WA	AGO	Kristy Heutink	N/A	Account/Billing Conversion	6/20/2016	6/24/2016	Satisfactorily Resolved
MO	FCC	Cynthia Draine	314-339-XXXX	Remote Call Forwarding/Call Diversion	6/21/2016	6/29/2016	Satisfactorily Resolved
GA	FCC	Kimberly Broner	404-734-XXXX	Fees: Wireless/Admin/Regulatory	6/21/2016	6/30/2016	Satisfactorily Resolved
FL	FCC	SAMANTHA WILSON	561-809-XXXX	FCC Rate Change	6/21/2016	6/30/2016	Satisfactorily Resolved
NC	FCC	Charissa Melvin	336-494-XXXX	RCF / Call Diverter	6/21/2016	6/30/2016	Satisfactorily Resolved
IN	PSC	Nichole Letley	260-243-XXXX	High Rates	6/21/2016	6/30/2016	Satisfactorily Resolved
IL	FCC	Luz C Colon	773-435-XXXX	Cut Off Calls (COC)	6/21/2016	7/11/2016	Satisfactorily Resolved
GA	FCC	LATREACE SIMMONS	678-643-XXXX	High Rates	6/22/2016	7/7/2016	Satisfactorily Resolved

MO	FCC	Jo Ann Drago	314-221-XXXX	FCC Rate Change	6/22/2016	7/8/2016	Satisfactorily Resolved
TX	FCC	BRIAN FOSTER	940-393-XXXX	FCC Rate Change	6/23/2016	7/11/2016	Satisfactorily Resolved
FL	FCC	Marsha Rule	850-877-XXXX	FCC Rate Change	6/24/2016	7/8/2016	Satisfactorily Resolved
CO	FCC	SANDY MCMINN	720-296-XXXX	Fees	6/24/2016	7/11/2016	Satisfactorily Resolved
FL	FCC	STEPHANIE STEVENS	352-551-XXXX	FCC Rate Change	6/24/2016	7/12/2016	Satisfactorily Resolved
TN	FCC	KELLIE HENDRIX	423-620-XXXX	FCC Rate Change	6/24/2016	7/12/2016	Satisfactorily Resolved
NM	FCC	Inmate Ronnie King	Inmate Complaint	FCC Rate Change	6/24/2016	7/12/2016	Satisfactorily Resolved
IN	FCC	Jennifer VanHook	260-350-XXXX	FCC Rate Change	6/24/2016	7/12/2016	Satisfactorily Resolved
MO	FCC	BARBARA MITCHELL	262-221-XXXX	FCC Rate Change	6/24/2016	7/19/2016	Satisfactorily Resolved
IL	FCC	Inmate Jason Wright	Inmate Complaint	High Rates	6/27/2016	7/11/2016	Satisfactorily Resolved
MA	FCC	Karin Guthrie	978-300-XXXX	Cut Off Calls (COC)	6/27/2016	7/14/2016	Satisfactorily Resolved
OK	FCC	Tessa Robinson	918-944-XXXX	FCC Rate Change	6/27/2016	7/14/2016	Satisfactorily Resolved
IL	FCC	Meghan Lancaster	618-318-XXXX	Remote Call Forwarding/Call Diversion	6/27/2016	7/18/2016	Satisfactorily Resolved
TX	FCC	Kenneth Adams	508-824-XXXX	Cut Off Calls (COC)	6/28/2016	7/14/2016	Satisfactorily Resolved
GA	FCC	BEVERLY SMITH	517-833-XXXX	FCC Rate Change	6/28/2016	7/15/2016	Satisfactorily Resolved
CA	FCC	NIKAH HALVERSON	530-828-7899	FCC Rate Change	6/28/2016	7/18/2016	Satisfactorily Resolved
MA	FCC	JAYME MCASSEY	774-291-XXXX	FCC Rate Change	6/28/2016	7/18/2016	Satisfactorily Resolved
MS	FCC	JULIE MILLS	662-803-XXXX	FCC Rate Change	6/28/2016	7/18/2016	Satisfactorily Resolved

MI	FCC	BETHANY SCHEPLER	810-969-XXXX		FCC Rate Change	6/28/2016	7/18/2016	Satisfactorily Resolved
NY	FCC	JOYANNE KASMARCIK	585-285-XXXX		FCC Rate Change	6/28/2016	7/18/2016	Satisfactorily Resolved
CA	FCC	Velta Johnson	972-734-XXXX		FCC Rate Change	6/28/2016	7/18/2016	Satisfactorily Resolved
TX	FCC	SUSAN KUFFEL	817-659-XXXX		FCC Rate Change	6/28/2016	7/18/2016	Satisfactorily Resolved
MO	FCC	ERMIONI GREINKE	417-883-XXXX		FCC Rate Change	6/28/2016	7/19/2016	Satisfactorily Resolved
VA	FCC	Inmate Mike McVicker	Inmate Complaint		FCC Rate Change	6/28/2016	7/19/2016	Satisfactorily Resolved
VA	FCC	Inmate Robert Gulbranson	Inmate Complaint		FCC Rate Change	6/28/2016	7/19/2016	Satisfactorily Resolved
TX	FCC	Monica Brieger	512-203-XXXX		High Rates	6/28/2016	7/20/2016	Satisfactorily Resolved
TX	FCC	TANEKA BALDWIN	281-571-XXXX		FCC Rate Change	6/28/2016	7/20/2016	Satisfactorily Resolved
WA	FCC	JILLIAN NEWINGHAM	253-503-XXXX		FCC Rate Change	6/28/2016	7/20/2016	Satisfactorily Resolved
IA	FCC	Delta Erwin	870-565-XXXX		FCC Rate Change	6/28/2016	7/20/2016	Satisfactorily Resolved
PA	FCC	LISA GREELEY	570-439-XXXX		FCC Rate Change	6/28/2016	7/20/2016	Satisfactorily Resolved
MS	FCC	GLORIA ALSUP	662-750-XXXX		FCC Rate Change	6/28/2016	7/21/2016	Satisfactorily Resolved
VA	FCC	EARLENE PERRY	540-748-XXXX		FCC Rate Change	6/28/2016	7/21/2016	Satisfactorily Resolved
TX	FCC	Inmate James Crouch	Inmate Complaint		High Rates	6/28/2016	7/26/2016	Satisfactorily Resolved
CA	FCC	Joseph Mettler	909-646-XXXX		None	6/29/2016	7/18/2016	Satisfactorily Resolved
GA	FCC	Tamara Hamilton	770-619-XXXX		FCC Rate Change	6/30/2016	7/20/2016	Satisfactorily Resolved
TX	FCC	Susan Keffel	817-659-XXXX		Billing Latency	7/5/2016	8/8/2016	Satisfactorily Resolved

TX	FCC	STELLA EACHUS	214-354-XXXX	Customer Not Getting Calls	7/6/2016	7/21/2016	Satisfactorily Resolved
MA	FCC	VIRGINIA JACKSON	978-767-XXXX	FCC Rate Change	7/6/2016	7/25/2016	Satisfactorily Resolved
MA	FCC	ROSA FALETTE	978-390-XXXX	FCC Rate Change	7/6/2016	7/25/2016	Satisfactorily Resolved
FL	FCC	NATALIE WHITE	904-614-XXXX	FCC Rate Change	7/6/2016	7/25/2016	Satisfactorily Resolved
WA	FCC	COREY DICKINSON	253-232-XXXX	FCC Rate Change	7/6/2016	7/25/2016	Satisfactorily Resolved
CA	FCC	Inmate Mitchell Greene	Inmate Complaint	FCC Rate Change	7/8/2016	7/25/2016	Satisfactorily Resolved
TN	FCC	DWAN GREY	615-506-XXXX	FCC Rate Change	7/8/2016	7/26/2016	Satisfactorily Resolved
WY	FCC	Inmate Robert Poutre	Inmate Complaint	FCC Rate Change	7/8/2016	7/26/2016	Satisfactorily Resolved
PA	FCC	Inmate Rosha Williams	Inmate Complaint	FCC Rate Change	7/8/2016	7/27/2016	Satisfactorily Resolved
MA	FCC	Dianne O'Connell	508-420-XXXX	FCC Rate Change	7/19/2016	7/28/2016	Satisfactorily Resolved
MN	FCC	Emily Ballentine	612-385-XXXX	FCC Rate Change	7/19/2016	7/29/2016	Satisfactorily Resolved
KY	FCC	Ben Runner	270-202-XXXX	Unwanted Dialer Calls	7/22/2016	8/3/2016	Satisfactorily Resolved
VA	FCC	Pat Young	540-205-XXXX	Payment: Collect vs Debit	7/22/2016	8/3/2016	Satisfactorily Resolved
KY	FCC	RODNEY RANKIN	502-599-XXXX	High Rates	7/22/2016	8/3/2016	Satisfactorily Resolved
SC	FCC	SCOTT SAWYER	864-993-XXXX	FCC Rate Change	7/22/2016	8/3/2016	Satisfactorily Resolved
NM	FCC	Inmate Bently Street	Inmate Complaint	FCC Rate Change	7/22/2016	8/8/2016	Satisfactorily Resolved
TX	FCC	Samantha Shuffield	936-566-XXXXX	High Rates	7/27/2016	8/3/2016	Satisfactorily Resolved
TX	FCC	Inmate Complaint Richard Haskins	Inmate Complaint	FCC Rate Change	7/28/2016	7/29/2016	Satisfactorily Resolved

MT	PSC	Patricia Ramirez	406-952-XXXX	FCC Rate Change	7/28/2016	7/29/2016	Satisfactorily Resolved
OK	FCC	STEVONNA JOHNSON	405-413-XXXX	FCC Rate Change	8/1/2016	8/3/2016	Satisfactorily Resolved
TX	FCC	Inmate Dana Brock	Inmate Complaint	FCC Rate Change	8/1/2016	8/3/2016	Satisfactorily Resolved
TX	FCC	Robbie Brown	214-991-XXXX	FCC Rate Change	8/1/2016	8/4/2016	Satisfactorily Resolved
TX	FCC	ANDREA POINTER	737-529-XXXX	RCF / Call Diverter	8/1/2016	8/4/2016	Satisfactorily Resolved
KY	FCC	RENEE PRESTON	280-735-XXXX	FCC Rate Change	8/1/2016	8/4/2016	Satisfactorily Resolved
AZ	FCC	Inmate Casey Butler Ryan	Inmate Complaint	FCC Rate Change	8/1/2016	8/8/2016	Satisfactorily Resolved
IL	AGO	Inmate Dwayne Bruce	Inmate Complaint	Payment: Special Rule	8/1/2016	8/11/2016	Satisfactorily Resolved
AZ	AGO	Nicole Olson	623-476-XXXX	SVV: Visit Issues	8/1/2016	8/23/2016	Satisfactorily Resolved
FL	FCC	Brittany Beaudry	352-702-XXXX	FCC Rate Change	8/2/2016	8/8/2016	Satisfactorily Resolved
MT	FCC	Inmate Ira Henderson	Inmate Complaint	FCC Rate Change	8/2/2016	8/8/2016	Satisfactorily Resolved
FL	FCC	KEEUNA CAMPBELL	352-792-XXXX	FCC Rate Change	8/2/2016	8/10/2016	Satisfactorily Resolved
MA	FCC	CRYSTAL VENTRILLO	978-489-5468	FCC Rate Change	8/3/2016	8/3/2016	Satisfactorily Resolved
NM	FCC	Pamela Lesiak	505-930-XXXX	FCC Rate Change	8/5/2016	8/8/2016	Satisfactorily Resolved
AZ	FCC	Inmate James Hale# B60722	Inmate Complaint	Cut Off Calls (COC)	8/9/2016	8/10/2016	Satisfactorily Resolved
FL	DOACS	Charon Hannink	407-257-XXXX	Billing Latency	8/9/2016	8/31/2016	Satisfactorily Resolved
TX	FCC	JOANNE JONES	409-789-XXXX	FCC Rate Change	8/10/2016	8/15/2016	Satisfactorily Resolved
OK	FCC	Tina Goertz	405-220-XXXX	FCC Rate Change	8/10/2016	8/15/2016	Satisfactorily Resolved

SC	FCC	Russell Farnham	843-205-XXXXX	None	8/10/2016	8/23/2016	Satisfactorily Resolved
MI	FCC	Rick Hill	816-399-XXXXX	RCF / Call Diverter	8/11/2016	8/31/2016	Satisfactorily Resolved
OK	FCC	Inmate John H. Dean	Inmate Complaint	Customer Not Getting Calls	8/17/2016	8/24/2016	Satisfactorily Resolved
FL	FCC	RISHAE BROOKS	352-359-XXXX	FCC Rate Change	8/22/2016	8/23/2016	Satisfactorily Resolved
MN	FCC	Peggy Reed	701-371-XXXX	FCC Rate Change	8/22/2016	8/31/2016	Satisfactorily Resolved
NC	AGO	Steven Applebee	336-250-XXXX	Unwanted Dialer Calls	8/23/2016	8/25/2016	Satisfactorily Resolved
TX	FCC	Elizabeth Molfese	832-368-XXXX	FCC Rate Change	8/23/2016	8/30/2016	Satisfactorily Resolved
TX	FCC	Delvin Smith	832-368-XXXX	FCC Rate Change	8/25/2016	8/29/2016	Satisfactorily Resolved
CT	FCC	Inmate Omar Miller##202230	Inmate Complaint	FCC Rate Change	8/30/2016	8/31/2016	Satisfactorily Resolved
IL	FCC	Inmate Janene Clay# R76622	Inmate Complaint	Billing Latency	8/31/2016	9/8/2016	Satisfactorily Resolved
KS	FCC	Gina Willhite	316-516-XXXX	High Rates	8/31/2016	9/9/2016	Satisfactorily Resolved
IN	URC	Vince Klock	765-398-XXXX	Cut Off Calls (COC)	8/31/2016	9/9/2016	Satisfactorily Resolved
CO	FCC	Anastasia Moore	720-422-XXXX	High Rates	8/31/2016	9/12/2016	Satisfactorily Resolved
IN	FCC	Elkhart Corpe	574-343-XXXX	Payment: Special Rule	8/31/2016	9/14/2016	Satisfactorily Resolved
CT	FCC	Nicolette Mills	203-668-XXXX	High Rates	8/31/2016	9/20/2016	Satisfactorily Resolved
TX	FCC	Jason D. Donet	956-203-XXXX	High Rates	8/31/2016	10/6/2016	Satisfactorily Resolved
TX	FCC	Deborah Cardenas	210-831-XXXX	FCC Rate Change	9/6/2016	9/8/2016	Satisfactorily Resolved
GA	FCC	Allen Conley	770-355-XXXX	FCC Rate Change	9/13/2016	9/13/2016	Satisfactorily Resolved

AZ	FCC	Patricia Walchendorf	520-378-XXXX	Account/Billing Conversion	9/14/2016	9/20/2016	Satisfactorily Resolved
MS	FCC	Inmate Breck Bradshaw, K72355	Inmate Complaint	Refund Check Delivery Times	9/15/2016	9/15/2016	Satisfactorily Resolved
NC	FCC	Inmate Jerry Johnson	Inmate Complaint	High Rates	9/20/2016	9/20/2016	Satisfactorily Resolved
IL	AGO	Lewis Henry	Inmate Complaint	Refund Issue	9/20/2016	9/28/2016	Satisfactorily Resolved
GA	FCC	Inmate Jon Krueger	Inmate Complaint	High Rates	9/27/2016	9/28/2016	Satisfactorily Resolved
VA	FCC	Inmate Edduardo Ferguson	Inmate Complaint		9/28/2016	10/4/2016	Satisfactorily Resolved
MO	FCC	Mindy Doggette	636-235-XXXX	None	9/28/2016	10/18/2016	Satisfactorily Resolved
FL	FCC	Don Paul	954-709-XXXX	Cut Off Calls (COC)	9/29/2016	10/6/2016	Satisfactorily Resolved
TX	FCC	Craig Smith	832-368-XXXX	Unwanted Dialer Calls	9/29/2016	10/10/2016	Satisfactorily Resolved
WI	FCC	Inmate Lorenzo Johnson	Inmate Complaint	Payment Processing Times	9/29/2016	10/12/2016	Satisfactorily Resolved
IL	FCC	Tracy Lehr	618-697-XXXX	High Rates	9/29/2016	10/18/2016	Satisfactorily Resolved
KS	FCC	Linda Fagan	316-312-XXXX		9/30/2016	10/6/2016	Satisfactorily Resolved
MA	FCC	Debra Wright-Hinds	508-285-XXXX	High Rates	10/13/2016	10/18/2016	Satisfactorily Resolved
NM	FCC	Inmate Bentley Street	Inmate Complaint	High Rates	10/17/2016	10/25/2016	Satisfactorily Resolved
FL	FCC	Kayla Henderson	386-561-9434	High Rates	10/17/2016	10/31/2016	Satisfactorily Resolved
CT	FCC	Victoria Milne	203-252-XXXX	High Rates	10/17/2016	11/1/2016	Satisfactorily Resolved
NM	FCC	CHERYL MACKEY	575-441-6683	High Rates	10/17/2016	11/1/2016	Satisfactorily Resolved
TX	FCC	Glenda Blackmon	713-884-1405	Cut Off Calls (COC)	10/17/2016	11/8/2016	Satisfactorily Resolved

GA	FCC	KAROLE CRAWFORD	770-873-6090	High Rates	10/17/2016	11/8/2016	Satisfactorily Resolved
LA	FCC	KIM NGUYEN	504-319-XXXX	High Rates	10/17/2016	11/8/2016	Satisfactorily Resolved
GA	FCC	Shirley Teems	770-382-XXXX	Unwanted Dialer Calls	10/18/2016	11/8/2016	Satisfactorily Resolved
KS	FCC	MICHAELA LYNES	316-730-0094	High Rates	10/19/2016	10/24/2016	Satisfactorily Resolved
LA	FCC	JOHN OGDEN	713-208-XXXX	High Rates	10/19/2016	10/24/2016	Satisfactorily Resolved
TX	FCC	Carol Anne Mahory	281-452-XXXX	None	10/19/2016	10/25/2016	Satisfactorily Resolved
TX	FCC	Cindy Jones	979-417-XXXX	Refund Issue	10/19/2016	11/2/2016	Satisfactorily Resolved
FL	FCC	ANDREA Belcher	850-329-2463	High Rates	10/19/2016	11/4/2016	Satisfactorily Resolved
NM	FCC	DESIREE FERNANDL	575-993-XXXX	High Rates	10/19/2016	11/14/2016	Satisfactorily Resolved
WI	FCC	Inmate Toby Hill	Inmate Complaint	Payment Issue	10/19/2016	11/14/2016	Satisfactorily Resolved
LA	FCC	Inmate Dr. Eric Denet/380958	Inmate Complaint	High Rates	10/28/2016	11/10/2016	Satisfactorily Resolved
LA	FCC	Cammie Maturin	225-329-XXXX	High Rates	11/9/2016	11/10/2016	Satisfactorily Resolved
IL	AGO	Charlie Franklin	773-653-XXXX	High Rates	11/10/2016	11/14/2016	Satisfactorily Resolved
IL	FCC	Inmate Francisco Gonzalez	Inmate Complaint	Customer Not Getting Calls	11/14/2016	11/21/2016	Satisfactorily Resolved
LA	FCC	Solomon Washington#416026	Inmate Complaint	High Rates	11/15/2016	11/21/2016	Satisfactorily Resolved
MA	FCC	Thomas Daly	781-479-8188	High Rates	11/15/2016	11/22/2016	Satisfactorily Resolved
LA	FCC	Kiesha Keller	504-884-XXXX	High Rates	11/15/2016	11/22/2016	Satisfactorily Resolved
MA	FCC	Steven Sommer	Inmate Complaint	High Rates	11/15/2016	pending	Satisfactorily Resolved

SC	ORS	Candance Smith	803-413-XXXX	High Rates	11/16/2016	11/21/2016	Satisfactorily Resolved
AK	FCC	KATHLEEN DOWNS	907-746-XXXX	Payment: Special Rule	11/21/2016	11/22/2016	Satisfactorily Resolved
KS	FCC	Brad Evans	785-845-XXXX	High Rates	11/22/2016	pending	Satisfactorily Resolved
MA	FCC	Donna Mazialnik	978-503-XXXX	High Rates	11/22/2016	pending	Satisfactorily Resolved
TX	FCC	Inmate Matthew J. Leachman	Inmate Complaint	High Rates	11/22/2016	pending	Satisfactorily Resolved
WI	FCC	Carla Padovani	715-554-XXXX	High Rates	11/23/2016	12/5/2016	Satisfactorily Resolved
GA	FCC	Linda Wallate	470-428-XXXX	High Rates	11/25/2016	pending	Satisfactorily Resolved
AK	RCA	Loretta Gaines	907-687-XXXX	Billing Dispute	11/28/2016	12/6/2016	Satisfactorily Resolved
NM	PSC	Lydia Torres	505-440-XXXX	Billing Dispute	11/30/2016	12/6/2016	Satisfactorily Resolved
PA	FCC	Inmate Raymond Hargrove KC/3539	Inmate Complaint	High Rates	11/30/2016	pending	Satisfactorily Resolved
WI	FCC	Keith McAtee 227500	Inmate Complaint	High Rates	11/30/2016	pending	Satisfactorily Resolved
FL	FCC	Stephanie Adam	561-720-XXXX/561-294-XXXX	High Rates	12/2/2016	12/12/2016	Satisfactorily Resolved
OH	FCC	Nia Kaudo	614-316-XXXX	Customer Not Getting Calls	12/2/2016	1/3/2017	Satisfactorily Resolved
AK	FCC	Loretta Gaines	907-459-XXXX	Billing Issues	12/5/2016	12/6/2016	Satisfactorily Resolved
FL	PSC	Stephanie Adam	561-720-XXXX/561-294-XXXX	High Rates	12/5/2016	12/13/2016	Satisfactorily Resolved
NM	PSC	Lydia Torres	505-440-XXXX	Billing Issues	12/6/2016	12/6/2016	Satisfactorily Resolved
FL	FCC	Suzanne Lapsley	352-603-XXXX	High Rates	12/6/2016	12/19/2016	Satisfactorily Resolved
IL	AGO	Inmate Kenneth Key #A-70562	N/A	Refund	12/9/2016	12/16/2016	Satisfactorily Resolved

IL	AGO	Inmate Breck Bradshaw, K72355	N/A	Refund Inmate	12/12/2016	12/16/2016	Satisfactorily Resolved
WI	FCC	Inmate Keith McAtee	N/A	High Rates	12/16/2016	12/19/2016	Satisfactorily Resolved
LA	FCC	Christina LH	985-517-XXXX	High Rates	12/23/2016	12/30/2016	Satisfactorily Resolved
WI	PSC	Gladys Hill	773-952-XXXX	Fraud Credit Card Identity	1/3/2017	1/3/2017	Satisfactorily Resolved
LA	FCC	Inmate Eric Denet	N/A	Billing Issues	1/4/2017	1/5/2017	Satisfactorily Resolved
TX	FCC	Sharon Templin	832-688-XXXX	High Rates	1/5/2017	1/12/2017	Satisfactorily Resolved
WI	FCC	David Smith	715-203-XXXX	SVV: Visit Issues	1/6/2017	2/8/2017	Satisfactorily Resolved
FL	FCC	Amanda Muffett	352-875-XXXX	High Rates	1/9/2017	1/12/2017	Satisfactorily Resolved
IL	FCC	Inmate Edward Traywick, #M12052	N/A	Payment Issue	1/9/2017	1/12/2017	Satisfactorily Resolved
TX	AGO	Inmate Phillip Sandoval	N/A	High Rates	1/10/2017	1/27/2017	Satisfactorily Resolved
IL	AGO	Charlie Franklin	773-653-XXXX	90 Day Inactivity	1/11/2017	1/12/2017	Satisfactorily Resolved
IL	FCC	Inmate Rodolfo Rosas	N/A	Payment Issues	1/11/2017	1/12/2017	Satisfactorily Resolved
IL	AGO	Inmate Tim Mobley	N/A	Payment Not Posted	1/13/2017	2/20/2017	Satisfactorily Resolved
OKC	FCC	Gary OBrien	405-600-XXXX	Unwanted Calls	1/17/2017	1/31/2017	Satisfactorily Resolved
GA	AGO	Alex Webb	706-450-XXXX	RCF / Call Diverter	1/17/2017	2/2/2017	Satisfactorily Resolved
TX	FCC	Tom Boeker	910-747-XXXX	Fraud Credit Card Identity	1/24/2017	2/8/2017	Satisfactorily Resolved
	FCC	Inmate Denemica Miles	N/A	High Rates	1/24/2017	2/8/2017	Satisfactorily Resolved
TX	FCC	Inmate Charles Coggeshall	N/A	High Rates	1/27/2017	2/13/2017	Satisfactorily Resolved

FL	FCC	Maggie Borges	305-713-XXXX	High Rates	1/27/2017	2/20/2017	Satisfactorily Resolved
FL	FCC	Jospeh Zoltak	843-828-XXXX	SVV: Visit Issues	1/30/2017	2/3/2017	Satisfactorily Resolved
CO	FCC	Diego Alexander Luna	N/A	High Rates	1/31/2017	2/3/2017	Satisfactorily Resolved
IN	FCC	George Hewitt	317-234-XXXX	Unwanted Dialer Calls	1/31/2017	2/6/2017	Satisfactorily Resolved
MO	FCC	Inmate Walter Wallace	N/A	High Rates	1/31/2017	2/6/2017	Satisfactorily Resolved
MO	AGO	Larry Shoemaker	660-676-9741	Customer Not Getting Calls	2/3/2017	2/6/2017	Satisfactorily Resolved
FL	FCC	June Campbell	352-792-XXXX	Unwanted Calls	2/6/2017	2/6/2017	Satisfactorily Resolved
TX	FCC	Lorri Thomas	214-238-XXXX	High Rates	2/8/2017	2/8/2017	Satisfactorily Resolved
AZ	FCC	James Filed	509-930-XXXX	SVV: Visit Issues	2/14/2017	2/28/2017	Satisfactorily Resolved
AR	FCC	VICTORIA HAMILTON	501-842-XXXX	Cut Off Calls	2/14/2017	3/1/2017	Satisfactorily Resolved
TX	FCC	Sharon Templin	832-688-XXXX	Billing Issues	2/15/2017	3/1/2017	Satisfactorily Resolved
TX	FCC	Ray Hightower, Jr	N/A	FCC Rate Change	2/20/2017	pending	Satisfactorily Resolved
IL	AGO	Inmate Jeremiah Bivens# K64390	N/A	High Rates	2/22/2017	3/1/2017	Satisfactorily Resolved
CA	FCC	Lavonne Acosta	951-229-XXXX	High Rates	2/28/2017	pending	Satisfactorily Resolved
CT	FCC	Inmate Danny Jones 91143	N/A	High Rates	2/28/2017	pending	Satisfactorily Resolved
IL	FCC	Aurelius Piper/ Lamica Hawkins	580-284-XXXX	High Rates	2/28/2017	pending	Satisfactorily Resolved
TX	FCC	Inmate Paul Welch	N/A	High Rates	3/7/2017	pending	Satisfactorily Resolved
IL	AGO	Rima Jones	773-971-XXXX	Billing Dispute	3/17/2017	3/17/2017	Satisfactorily Resolved

IN	FCC	JAMIE NUSSBAUM	765-532-XXXX	High Rates	3/17/2017	3/30/2017	Satisfactorily Resolved
PA	FCC	LORENZO DODSON	215-516-9491	Fraudlent Charges	3/17/2017	4/10/2017	Satisfactorily Resolved
IL	FCC	TESSIE SHARPE	708-577-XXXX	Billing Dispute	3/24/2017	3/24/2017	Satisfactorily Resolved
AZ	FCC	James Fields	509-930-XXXX	Dropped Calls	3/24/2017	4/3/2017	Satisfactorily Resolved
CT	FCC	Inmate Danny Jones	Inmate Complaint	High Rates	3/24/2017	4/3/2017	Satisfactorily Resolved
OH	FCC	Amy Gannett	641-390-XXXX	Billing Dispute	3/28/2017	3/29/2017	Satisfactorily Resolved
TX	FCC	JACQUELINE BEAVER	304-437-XXXX	Billing Dispute	3/28/2017	4/5/2017	Satisfactorily Resolved
SD	FCC	DEBRA BAKER	605-939-XXXX	Customer Not Getting Calls	3/28/2017	4/25/2017	Satisfactorily Resolved
MA	FCC	LISA HOGAN	774-262-XXXX	High Rates	3/30/2017	4/12/2017	Satisfactorily Resolved
GA	PSC	Captain Thorton	706-614-XXXX	Billing Dispute	4/7/2017	4/10/2017	Satisfactorily Resolved
MN	FCC	Becky Amble	651-458-XXXX	Customer Not Getting Calls	4/7/2017	4/25/2017	Satisfactorily Resolved
TX	FCC	Sara Lakey	469-888-XXXX	Billing Dispute	4/10/2017	4/24/2017	Satisfactorily Resolved
CA	FCC	Thomas Callahan	707-655-XXXX	Billing Dispute	4/12/2017	4/12/2017	Satisfactorily Resolved
AK	PSC	EVA BIROTTE	907-744-XXXX	Billing Dispute;#Customer Not Getting Calls	4/12/2017	4/14/2017	Satisfactorily Resolved
MO	AGO	KARRYSA REESE	816-921-XXXX	Billing Dispute	4/14/2017	4/14/2017	Satisfactorily Resolved
MO	FCC	Terra Bussard	414-242-XXXX	Billing Dispute;#Fraudlent Charges	4/17/2017	4/18/2017	Satisfactorily Resolved
KS	FCC	Phil Ray	316-304-XXXX	Customer Not Getting Calls	4/17/2017	4/19/2017	Satisfactorily Resolved
CA	FCC	Augusta Narchand	858-335-XXXX	Billing Dispute	4/25/2017	4/27/2017	Satisfactorily Resolved

WI	FCC	JORA LEAHY	715-661-XXXX	High Rates	4/26/2017	4/28/2017	Satisfactorily Resolved
NC	FCC	Kaye Goodyear/Sandra Bouge	919-672-XXXX	High Rates	4/26/2017	5/1/2017	Satisfactorily Resolved
NC	FCC	SONDRA BERGMAN	828-467-XXXX	High Rates	4/26/2017	5/2/2017	Satisfactorily Resolved
TX	FCC	AUDREY LANZ	940-262-XXXX	High Rates	4/26/2017	5/9/2017	Satisfactorily Resolved
TX	FCC	Frank Guerrero	Inmate Frank Guerrero	High Rates	4/26/2017	5/12/2017	Satisfactorily Resolved
FL	FCC	Priscilla Davis	561-327-XXXX	Remote Call Forwarding	4/28/2017	5/25/2017	Satisfactorily Resolved
WI	FCC	Cynthia Williams	262-412-XXXX	High Rates	5/1/2017	5/19/2017	Satisfactorily Resolved
NC	PSC	Christine L Compton	910-512-XXXX	Automated Calls	5/9/2017	5/9/2017	Satisfactorily Resolved
IL	AGO	David Anderson	309-932-XXXX	Automated Calls	5/11/2017	5/11/2017	Satisfactorily Resolved
WV	FCC	JACQUELINE BEAVER	304-437-XXXX	Billing Dispute;#Payment Issue	5/11/2017	5/23/2017	Satisfactorily Resolved
CA	FCC	Thomas Callahan	707-655-XXXX	Billing Dispute	5/15/2017	5/31/2017	Satisfactorily Resolved
IL	AGO	Inmate Claude Mc Gee #B10590	Inmate Complaint	Payment Issue	5/17/2017	5/18/2017	Satisfactorily Resolved
CO	FCC	Inmate Carlos Arias	Inmate Complaint	High Rates	5/18/2017	6/12/2017	Satisfactorily Resolved
MS	FCC	Shalika Horton	662-816-XXXX	High Rates	5/19/2017	6/12/2017	Satisfactorily Resolved
CO	FCC	Donald J. Warner	Inmate Complaint	High Rates;#Inmate Debit Account	5/23/2017	5/23/2017	Satisfactorily Resolved
GA	PSC	CAPTAIN R.E. THORNTON	706-614-XXXX	Billing Dispute	5/24/2017	5/25/2017	Satisfactorily Resolved
IL	AGO	Inmate Rodolfo Rosas#R-07067	Inmate Complaint	Payment Issue	5/25/2017	6/1/2017	Satisfactorily Resolved
IL	AGO	Marilyn Finn	954-558-XXXX	Billing Dispute	6/5/2017	6/6/2017	Satisfactorily Resolved

IL	AGO	Inmate Gary Smith #B51597/ Carliss Sager	Inmate Complaint	Customer Not Getting Calls	6/5/2017	6/7/2017	Satisfactorily Resolved
AL	AGO	Gail Minor	205-339-XXXX	Customer Not Getting Calls	6/6/2017	6/6/2017	Satisfactorily Resolved
IL	AGO	Mr. Jose Ortiz	Inmate Complaint	Payment Issue	6/6/2017	6/7/2017	Satisfactorily Resolved
MA	FCC	Benjamin Litchfield	703-638-XXXX	High Rates	6/6/2017	6/16/2017	Satisfactorily Resolved
NM	FCC	Leon Rupe	772-643-XXXX	Payment Issue	6/9/2017	6/29/2017	Satisfactorily Resolved
MT	FCC	Inmate Jason Parkhill	Inmate Complaint	High Rates	6/13/2017	6/19/2017	Satisfactorily Resolved
IA	FCC	Dana Noss	641-430-XXXX	High Rates	6/27/2017	6/29/2017	Satisfactorily Resolved
FL	FCC	Priscilla Davis	561-327-XXXX	Remote Call Forwarding	7/3/2017	7/6/2017	Satisfactorily Resolved
MA	FCC	Benjamin Litchfield	703-638-XXXX	High Rates;#Pay Now Calls	7/3/2017	7/12/2017	Satisfactorily Resolved
SC	FCC	Richard Bolton	478-401-XXXX	High Rates	7/10/2017	7/24/2017	Satisfactorily Resolved
TX	FCC	Harvey Angel	346-804-XXXX	Pay Now Calls	7/11/2017	7/21/2017	Satisfactorily Resolved
TX	FCC	Jimmy D. Casey	Inmate Complaint	High Rates	7/13/2017	7/17/2017	Satisfactorily Resolved
PA	FCC	Jeffrey Hoelzel	610-741-XXXX	Customer Not Getting Calls	7/17/2017	7/25/2017	Satisfactorily Resolved
		Please note that Securus has redacted customer identifying information for telephone numbers from the complaint information provided. Federal , 47 CFR,					
	Acronym						
	DAK	Denies All Knowledge					

	HV	High Velocity					
	HT	High Toll					
	NA	Not Available					
	COC	Cut Off Calls					
	RCF	Remote Call Forwarding					
	AGO	Attorney General Office					
	PUC	Public Utility Commissions					
	FCC	Federal Communications Commission					
	LEC	Local Exchange Carrier					
	CNGC	Customer Not Getting Calls					
	SVV	Securus Video Visitation					

Appendix D

Current Clients

List Of Securus Current Contracts

Account Name	First Name	Last Name	Phone	Email
ABBEVILLE COUNTY DETENTION CENTER	JOSEPH	BATTLE	(864) 446-6000	dcadmin@wctel.net
ABERDEEN POLICE DEPT	MYRA	ROCKWELL	3605384411	mrockwell@apdinfo.com
ADAMS COUNTY JAIL	CHAD	DOWNS	(217) 277-2200	cdowns@co.adams.il.us
ADAMS COUNTY JAIL	TRAVIS	PATTEN	6014422752	tpatten@adamscosheriff.org
ADAMS COUNTY JAIL	GREGG	MAGEE	(402) 461-7181	gmagee@adamscounty.org
ADAMS COUNTY JAIL	LES	BECKMAN	(608) 339-4239	les.beckman@co.adams.wi.us
AIKEN COUNTY DETENTION CENTER	NICK	GALLAM	(803) 642-3628	ngallam@aikencountysc.gov
AK - CHIN POLICE DEPT	SEAN	HANDWERK	(520) 5681244	shandwerk@ak-chin.nsn.us
AK DOC	TIM	ROUTEN	907-269-7397	tim.routen@alaska.gov
ALACHUA COUNTY JAIL	KEVIN	SMITH	3523387300	kgsmith@alachuacounty.us
ALAMANCE COUNTY DETENTION CENTER	ALAN	MILES	(336) 5706265	alan.miles@alamance-nc.com
ALAMOSA COUNTY DETENTION CENTER	ADAM	ABEYTA	(719) 589-6608	aabeyta@alamosacounty.org
ALBEMARLE DISTRICT JAIL	WAYNE	JONES	2523404734	wjones@albemarlejail.com
ALCONA COUNTY SHERIFF'S DEPT	DOUG	ATCHISON	(989) 724-6271	atchison@alcona-county.net
ALEXANDER CITY JAIL	AVERY	MORRIS	(256) 3296743	acpd236@charterinternet.com
ALEXANDRIA DETENTION CENTER	FRANK	MILANO	(703) 838-4114	frank.milano@alexandriava.gov
ALGER COUNTY SHERIFF'S DEPT	TODD	BROCK	9063877022	tbrock@algerso.com
ALLAMAKEE COUNTY JAIL	KERRI	BERNS	319-568-4521	dispatch@co.allamakee.ia.us
ALLEN COUNTY JUVENILE JUSTICE CENTER	JAMIE	MANN	2604498034	jamie.mann@acjc.us
ALLEN COUNTY SHERIFF'S OFFICE	TIM	AMSTUTZ	(419) 228-3700	amstutz@acso-oh.us
ALPENA COUNTY JAIL	SCOTT	GAGNON	(989) 3549835	gagnons@alpenacounty.org
ALTON CITY POLICE DEPT	GARY	CRANMER	(618) 4633505 EXT. 263	cranmer@altonpolice.com
AMADOR COUNTY JAIL	ADAM	STONE	(209) 2236319	astone@amadorgov.org
AMITE COUNTY JAIL	TIM	WROTEN	(601) 657-8057	timwroten@yahoo.com
ANACONDA POLICE DEPT	TIM	BARKELL	4065635241	tbarkell@anacondadeerlodge.mt.gov
ANDREWS COUNTY JAIL	CHERYL	MARTIN	(432) 523-5545	cmartin@co.andrews.tx.us
ANDROSCOGGIN COUNTY JAIL	JOHN	LEBEL	(207) 753-2500	keyper@roadrunner.com
ANNISTON CITY JAIL	RUSSELL	BUCKALEW	(256) 2317679	rbuckalew@ci.anniston.al.us
ANSON COUNTY SHERIFF'S OFFICE	TOMMY	ALLEN	(704) 694-9328	tallen@co.anson.nc.us
ANTRIM COUNTY SHERIFF'S OFFICE	TODD	RAWLING	(231) 533-8627	rawlingt@antrimcounty.org
APACHE COUNTY JAIL	MICHAEL	CIRIVELLO	(928) 337-7581	mcirivello@co.apache.az.us
APPANOOSE COUNTY SHERIFF'S DEPT	CHAD	BUTLER	(641) 437-7106	cbutler@appanoosecounty.org
AR DOC	SHEILA	SHARP	(870) 267-6200	sheila.sharp@arkansas.gov
ARAPAHOE COUNTY SHERIFF'S OFFICE	TAMMY	VIENOT	720-874-3500	tvienot@co.arapahoe.co.us
ARENAC COUNTY JAIL	MIKE	BADOUR	(989) 8469096	mbadour@arenaccountygov.com
ARKANSAS COUNTY DETENTION CENTER	ALLEN	CHEEK	(870) 946-3161	acarcosheriff@centurytel.net
ARNOLD CITY JAIL	ROBERT	RUCKMAN	6362962222	rruckman@arnoldmo.org
ASHLAND COUNTY SHERIFF'S OFFICE	DAVID	BLAKE	(419) 289-3911	dblake@ashlandcounty.org
ASHTABULA CITY POLICE DEPT	ALAN	ALTONEN	4409927151	aaltonen@ashtabulapolice.com
ASHTABULA COUNTY JAIL	JIM	KEMMERLE	(440) 576-9046	jekemmerle@ashtabulacounty.us

List Of Securus Current Contracts

Account Name	First Name	Last Name	Phone	Email
ASOTIN COUNTY JAIL	JIM	SMITH	(509) 243-4717	jsmith@co.asotin.wa.us
ATASCOSA COUNTY JAIL	MARTIN	GONZALES	(830) 769-3434	martin.gonzales@acso-tx.org
ATHENS CLARKE COUNTY CORRECTIONS INSTITUTION	WC	BOLTON	7066133400	williebolton@co.clarke.ga.us
ATHENS CLARKE COUNTY JAIL	JIMPS	COLE	7066133265	jimps.cole@athensclarkecounty.com
ATKINSON COUNTY JAIL	DAVID	MOORE	912-422-3611	sheriffmoore@atkinsonsheriff.org
AUDUBON COUNTY JAIL	TODD	JOHNSON	(712) 563-2631	audcoso@iowatelcom.net
AUGLAIZE COUNTY JAIL	LISA	WRIGHT	(419) 739-6565	lwright@auglaizecounty.org
AURORA CITY POLICE DEPT	RICK	BATSON	(417) 678-5025	aurorap@msn.om
AURORA MUNICIPAL COURT ADMINISTRATION	BOB	DUNN	(303) 7396790	rdunn@auroragov.org
AVERY COUNTY SHERIFF'S OFFICE	TRINA	COOK	(828) 733-5855	trina.cook@ncmail.net
BAKER COUNTY DETENTION CENTER	MATT	YARBOROUGH	904-259-3311	myarborough@bakerso.com
BALDWIN COUNTY JAIL	JARVIS	CULVER	(478) 288-6557	jculver@baldwinsheriff.com
BAMBERG COUNTY JAIL	JOSEPH	GLOVER	(803) 2453014	j_glover01@att.net
BARAGA COUNTY JAIL	ROBERT	TEDDY	(906) 524-6177	bteddy@baragacounty.org
BARNSTABLE COUNTY CORRECTIONS FACILITY	JOHN	ROGORZENSKI	(508) 5634338	rogo@bsheriff.net
BARREN COUNTY DETENTION CENTER	MATT	MUTTER	(270) 651-8806	bcjmatt@glasgow-ky.com
BARRON COUNTY SHERIFF DEPT	TIM	EVENSON	(715) 537-5814	tim.evenson@co.barron.wi.us
BARROW COUNTY SHERIFF'S OFFICE	MIKE	KATSEGIANES	(770) 307-3084	mpkatsegianes@barrowsheriff.com
BARTHOLOMEW COUNTY JAIL	KIM	MARTOCCIA	8123791650	kmartoccia@bartholomew.in.gov
BARTON COUNTY JAIL	BRAD	PATZNER	(620) 793-1876	bpatzner@bartoncounty.net
BASTROP COUNTY JAIL	LOREN	SPENCER	(512) 549-5025	loren.spencer@co.bastrop.tx.us
BAXTER COUNTY DETENTION CENTER	JOHN	MONTGOMERY	(870) 425-7000	jmontgomery@baxtercountysheriff.com
BAY COUNTY LAW ENFORCEMENT CENTER	TROY	STEWART	(989) 895-4050	stewartt@baycounty.net
BAYFIELD COUNTY SHERIFF'S DEPT	KATHLEEN	GREY	(715) 373-6120	kgrey@bayfieldcounty.org
BEAVER COUNTY JAIL	KEITH	DRAPER	4354386467	rkdraper@beaver.utah.gov
BEAVERHEAD COUNTY JAIL	JAY	HANSEN	(406) 683-3700	jhansen@beaverheadsheriff.com
BEDFORD POLICE DEPT	CHIEF GREGORY	DUBER	4407356551	chiefofpolice@bedfordoh.gov
BELKNAP COUNTY HOC	JAMES	HAYES	(603) 528-9111	jhayes@lrmfa.org
BELL COUNTY LAW ENFORCEMENT CENTER	NANCY	BOTKIN	(254) 933-5410	nancy.botkin@co.bell.tx.us
BELMONT COUNTY JAIL	BRENT	CARPENTER	(740) 695-5124	bcarpenter@belmontsheriff.com
BENEWAH COUNTY SHERIFF'S DEPT	DAVE	RESSER	(208) 245-2555	longrifle43@gmail.com
BENT COUNTY SHERRIFF'S OFFICE JAIL DIVISION	DAVID	ENCINIAS	(719) 4561363	undersheriff@bentcounty.net
BENZIE COUNTY SHERIFF'S DEPT	JEFF	CONQUEST	(231) 882-4484 ext 235	jconquest@benzieco.net
BERKELEY CITY POLICE DEPT	DEANNA	JONES	3144003756	cityclerk@ci.berkeley.mo.us
BERKSHIRE COUNTY HOC	DALE	NEWBERRY	(413) 443-7220	dale.newberry@sdb.state.ma.us
BERNALILLO COUNTY	VIRGINIA	CHAVEZ	(505) 468-7100	vtchavez@bernco.gov
BERWICK CITY POLICE DEPT	DAVID	LEONARD	(985) 3847710	pd@townofberwick.org
BIBB COUNTY	RUSSELL	NELSON	(478) 621-5659	rnelson@co.bibb.ga.us
BIG HORN COUNTY DETENTION CENTER	JOHN	PARKER	(307) 568-9311	john.parker@bighorncountywy.gov
BIG SANDY REGIONAL JAIL	PETE	FITZPATRICK	(606) 297-5245	pete.fitzpatrick@suddenlinkmail.com

List Of Securus Current Contracts

Account Name	First Name	Last Name	Phone	Email
BISMARCK TRANSITION CENTER	MELISSA	PENNINGTON	7012223440	mpenington@cccscorp.com
BLADEN COUNTY SHERIFF'S OFFICE	PRENTIS	BENSTON	(910) 862-6960	pbenston@bladenco.org
BLUE RIDGE REGIONAL JAIL AUTHORITY	STEVE	RIVERS	(434)847-3100	srivers@brrja.state.va.us
BOND COUNTY JAIL	JIM	LEITSCHUCH	6186642151	chiefdeputy@bondcountyil.com
BOONE COUNTY COMMISSION	DWAYNE	CAREY	(573) 875-1111	dcarey@boonecountymo.org
BOONE COUNTY JAIL 2	BILL	PURVIS	8155449322	billpurvis@boonecountysheriff.com
BOYD COUNTY DETENTION CENTER	JOE	BURCHETT	(606) 739-4224	boydcountyjail@yahoo.com
BRADFORD COUNTY JAIL	DAWN	MCKINLEY	(904) 966-6250	dawn_mckinley@bradfordsheriff.org
BRADLEY COUNTY JAIL	TONY	MOORE	(423) 728-7300	tmoore@bradleyco.net
BRANCH COUNTY JAIL	FRED	BLANKENSHIP	(517) 2782325	fblankenship@countyofbranch.com
BRANTLEY COUNTY JAIL	MIKE	MERCIER	(912) 462-5727	bcbc@btconline.net
BRAZORIA COUNTY SHERIFF'S DEPT JAIL	GILBERT	GARDNER	(979) 864-2214	gilbertg@brazoria-county.com
BREMER COUNTY SHERIFF'S DEPT	ADAM	SPRAY	(319) 352-5400	aspray@co.bremer.ia.us
BRISTOL COUNTY	WAYNE	GENEREUX	(508) 9956400	waynegenereux@bcso-ma.org
BRISTOL VIRGINIA CITY JAIL	CHRIS	TURNER	2766457446	turnerc@bvso.net
BROADVIEW HEIGHTS POLICE DEPT	ERIC	GROSSNICKLE	4407174082	egrossnickle@cris.cuyahogacounty.us
BROADWATER COUNTY	TAMMY	ALLEN	406 2669258	tallen@co.broadwater.mt.us
BROOKLYN PARK POLICE DEPT	TODD	MILBURN	7634938222	todd.milburn@brooklynpark.org
BROOKS COUNTY JAIL	MAMIE	BENTON	2292637558	mbenton@brookssheriff.com
BROOMFIELD POLICE DEPT DETENTION CENTER	PAT	RAULERSON	(720) 887-2020	praulerson@broomfield.org
BROWARD COUNTY	MICHAEL	WALKER	954-831-5900	michael.walker@sherif.org
BROWN COUNTY ADULT DETENTION CENTER	BRIAN	DUTLINGER	(937) 3784435	bcso8b31@yahoo.com
BROWN COUNTY JAIL	CRAIG	NELSON	6056267100	craig.nelson@browncounty.sd.gov
BROWN COUNTY JAIL / JUVENILE DETENTION CENTER	PHIL	STEFFAN	(920) 391-6806	steffen_pm@co.brown.wi.us
BROWNSVILLE POLICE DEPT	FELIX	SAUCEDA, JR.	(956) 548-7002	sauceda3534@cob.us
BRUNSWICK COUNTY	JANE	EVANS	(910) 253-2760	jevans@brunsco.net
BRYAN COUNTY SHERIFF?S OFFICE	LARRY	JACOBS	9126533800	bcsdjail@bryan-county.org
BUFFALO COUNTY SHERIFF'S DEPT	DIANE	MIKELSON	(608) 685-4433	diane.mikelson@buffalocounty.com
BULLOCH COUNTY SHERIFF'S OFFICE	JOHN	STATEN	(912) 7641770	john.staten@bullochsheriff.com
BURLESON COUNTY JAIL	DALE	STROUD	(979) 567-4343	dstroud@burlesoncounty.org
BUTLER COUNTY CORRECTIONS	KELLY	HERZET	3163224254	kherzet@bucoks.com
BUTLER COUNTY JAIL	KENNY	HARDEN	(334) 382-6521	eharden000@centurytel.net
BUTLER COUNTY PRISON	BEAU	SNEDDON	(724) 431-2174	bsneddon@co.butler.pa.us
BUTTE COUNTY JAIL	ANDREA	THOMPSON	5305386883	andrea.thompson@cmgcos.com
BUTTE SILVERBOW COUNTY JAIL	JEROME	MCCARTHY	(406) 782-4224	jmccarthy@bsb.mt.gov
CABARRUS COUNTY SHERIFF'S OFFICE	DONALD	ANTHONY	(704) 920-3058	dbanthony@cabarruscounty.us
CACHE COUNTY JAIL	SHAUNA	LEONHARDT	435-755-1210	sleonhardt@cachesheriff.com
CALAVERAS COUNTY SHERIFF'S OFFICE	EDDIE	BALLARD	2097542892	eballard@co.calaveras.ca.us
CALDWELL COUNTY DETENTION CENTER	WENDY	GREENE	(828) 7591501	wgreene@caldwellcountync.org
CALDWELL COUNTY JAIL	JON	PETTIT	(270) 365-2287	ccso45@yahoo.com

List Of Securus Current Contracts

Account Name	First Name	Last Name	Phone	Email
CAMPBELL COUNTY JAIL	ROBBIE	GOINS	4235627446	sheriffgoins@campbellcounty.com
CAPE GIRARDEAU COUNTY JAIL	JP	MULCAHY	(573) 243-3551	no_email@nowhere.com
CAPE GIRARDEAU POLICE DEPT	ROGER W.	FIELDS	(573) 3356621 EXT 1002	rfields@capegirardeau.org
CAPE MAY COUNTY CORRECTIONAL CENTER	DONALD	LOMBARDO	(609) 465-1233	dlombardo@cmcsheriff.net
CARBON COUNTY JAIL	GUY	ADAMS	(435) 6363251	guy.adams@carbon.utah.gov
CARLTON COUNTY JAIL	PAUL	COUGHLIN	(218) 384-4560	paul.coughlin@co.carlton.mn.us
CARROLL COUNTY DETENTION CENTER	MIKE	HUMPHREY	5027329499	hump0026@hotmail.com
CARROLL COUNTY DOC	JASON	JOHNSON	(603) 539-2282	jjohnson@cchoc.org
CARROLL COUNTY JAIL	SHANE	TAYLOR	7708305888	staylor@carrollsheriff.com
CARROLL COUNTY JAIL	KENT	SMITH	7319861914	ksmith@carroll.tn.org
CARROLL COUNTY SHERIFF'S OFFICE	JEN	FERGUSON	(330) 627-2141	jferguson@carrollcountysheriff.org
CARTER COUNTY DETENTION CENTER	RANDY	BINION	(606) 4745662	ccdcrbinion@hotmail.com
CARTER COUNTY JAIL	CHRIS	MATHES	(423) 542-1846	cwmvolztn@hotmail.com
CARVER COUNTY JAIL	REED	ASHPOLE	(952) 3611202	rashpole@co.carver.mn.us
CASCADE COUNTY DETENTION CENTER	DAN	O'FALLON	(406) 454-6820	dofallon@cascadecountymt.gov
CASS COUNTY	KATIE	JACOBSON	701-271-2900	jacobsonk@casscountynd.gov
CASS COUNTY JAIL	JOHN	WESTERING	(712) 243-6960	jwestering@casscoia.us
CASS-PULASKI COMMUNITY CORRECTIONS	PATTI	FREY	(574) 7537706 X1111	no email address on file
CATOOSA COUNTY JAIL	BRYAN	HUCKABEE	(706) 965-6862	bryan.huckabee@catoosa.com
CCA	ELIDA	ORTIZ	9403256933	elida.ortiz@cca.com
CCA CORRECTIONAL TREATMENT FACILITY	LYNNITA	THOMAS	(202) 523-7160	lynnita.thomas@dc.gov
CCA EDEN DETENTION CENTER	CORINNE	AVILA	3258692704	corinne.avila@cca.com
CCA LAKE CITY CORRECTIONAL FACILITY	CHARLES	BRYAN	(904) 758-0535	no email address on file
CCA LEAVENWORTH DETENTION CENTER	WAYNE	BIGELOW	9136806852	wayne.bigelow@cca.com
CCA MCRAE CORRECTIONAL FACILITY	TAMMY	DANIEL	2298684218	tammy.daniel@cca.com
CCA NORTHEAST OHIO CORRECTIONAL CENTER	JOHN	KLEMPAY	3308847310	john.klempay@cca.com
CCA NORTHWEST NEW MEXICO CORRECTIONAL CENTER	GILBERT	SALCIDO	5052872941	gilbert.salcido@cca.com
CCA SILVERDALE DETENTION FACILITIES	TRISHA	SMITH	(423) 3083902	trisha.smith@cca.com
CCA STEWART DETENTION CENTER	CAMILLE	BAPTISTE-LOWERS	2298385014	camille.baptistelowers@cca.com
CCA T DON HUTTO RESIDENTIAL CENTER	MICHELLE	SCHLOTTMAN	(512) 2182400 EXT 82412	michelle.schlottman@cca.com
CCA TALLAHATCHIE COUNTY CORRECTIONAL FACILITY	DIANE	CAMPBELL	6623456567	elizabeth.campbell@cca.com
CCCS-NEXUS- (HLS)	MARCIE	CONMY	4065356660 EXT. 225	mconmy@cccscorp.com
CCCS-START	RICK	BARMAN	4066939992	rbarman@cccscorp.com
CCCS-WATCH-EAST- (HLS)	SARA	ENGLE	406-377-6001	sengle@cccscorp.com
CEDAR COUNTY JAIL	JENNI	THOLEN	(563) 886-2052	jtholen@cedarcounty.org
CENTRAL TEXAS TREATMENT	KAY	BAKER	512 943 1211 6 1	kbaker@adultprobation.net
CENTRAL VIRGINIA REGIONAL JAIL	FRANK	DYER	5406723222 EXT. 801	fdyer@cvrj.org
CHAFFEE COUNTY JAIL	RICK	HOLLAND	(719) 539-7150	rholland@chaffeesheriff.org
CHAMBERS COUNTY JAIL	SID	LOCKHART	(334) 864-4333	sheriff.lockhart@chamberscountyal.gov

List Of Securus Current Contracts

Account Name	First Name	Last Name	Phone	Email
CHATTOOGA COUNTY JAIL	DONNIE	STEWART	7068573411	dstewart@chattoogasheriff.us
CHAVES COUNTY ADULT DETENTION CENTER	TIM	SALAZAR	5756274332	tsalazar@co.chaves.nm.us
CHEATHAM COUNTY JAIL	JJ	HANNAH	6157922025	cheathamjail963@yahoo.com
CHEBOYGAN COUNTY JAIL	MICHAEL	HEILMAN	(231) 627-8436	sheriff1604@cheboygancounty.net
CHEROKEE COUNTY DETENTION FACILITY	KEITH	WATKINS	(828) 837-2521	keith.watkins@cherokeecounty-nc.gov
CHEROKEE COUNTY JAIL	STEPHEN	ANDERSON	8644909601	sanderson@cherokeecountysheriff.net
CHEROKEE COUNTY JAIL	LOYD	BICKEL	(918) 4568311	conager55@yahoo.com
CHESHIRE COUNTY DOC	RICK	VANWICKLER	(603) 903-1600	rvanwickler@co.cheshire.nh.us
CHESTER COUNTY JAIL	JIM	WEAVER	(208) 3248913	jweaver@co.jerome.id.us
CHESTERFIELD COUNTY DETENTION CENTER	SHELIA	GILLESPIE	(843) 623-9713	sgillespie@shtc.net
CHICKASAW COUNTY	SHELLY	MIMS	6624563319	chickasawcaptain@gmail.com
CHIEF IGNACIO JUSTICE CENTER	SHAWN	BOYD	9705650167 EXT.113	shawn.boyd@bia.gov
CHILTON COUNTY JAIL	KEVIN	DAVIS	(205) 7554698	kevin.davis@chiltoncountyso.org
CHIPPEWA COUNTY JAIL	PAUL	STANAWAY	(906) 635-6355	pstanaway@chippewacountymi.gov
CHIPPEWA COUNTY JAIL	BLAINE	PROUE	(715) 726-7704	bproue@co.chippewa.wi.us
CHIPPEWA CREE TRIBAL JUSTICE CENTER	GEORGE	BELCOURT	406-395-4478	pwbelcourt@yahoo.com
CHOUTEAU COUNTY DETENTION CENTER	VERN	BURDICK	(406) 622-5451	ccsomt@yahoo.com
CHOWAN COUNTY DETENTION FACILITY	JACKIE	RIDDICK	(252) 4823822	jrock27980@yahoo.com
CHURCHILL COUNTY SHERIFF'S OFFICE	BEN	TROTTER	(775) 423-3116	sheriff@cccomm.net
CINC, INC	GLEN	HANKS	3373097469	ghanks@wd-net.com
CITY OF FINDLAY WORC PROGRAM	JODIE	MATHIS	4194297363	jodimathias@ci.findlay.oh.us
CITY OF KENT CORRECTIONS FACILITY	DIANE	MCCUISTION	2538565964	dmccuistion@kentwa.gov
CLALLAM COUNTY CORRECTIONAL FACILITY	RON	SUKERT	(360) 417-2257	rsukert@co.clallam.wa.us
CLALLAM COUNTY JUVENILE AND FAMILY SERVICES	RICH	GREENING	3604172282	rgreening@co.clallam.wa.us
CLARE COUNTY JAIL	JOHN	WILSON	(989) 539-7166	wilsonj@clareco.net
CLARENDON COUNTY JAIL	SHELTON	HUGHES, JR.	(803) 4358831	clarendoncorrections@sc.rr.com
CLARK COUNTY	MIKE	YOUNG	937-521-2050	myoung@clarkcountyohio.gov
CLARK COUNTY JAIL	JOHN	HAMMOND	(217) 826-6393	jailor8@yahoo.com
CLARKE COUNTY JAIL	DALE	IVY	(601) 7765252	clarkeco@clarkecountysheriff.com
CLARKE COUNTY JAIL	BILL	KERN	(641) 342-2914	sheriff@lowatelecom.net
CLATSOP COUNTY SHERIFF'S DEPT	SHELLEY	MORGAN	(503) 325-8635	smorgan@co.clatsop.or.us
CLAY COUNTY DETENTION CENTER	ROSE	HANCOCK	8705982270	clay023@centurytel.net
CLAY COUNTY DETENTION CENTER	KENNY	PRICE	(606) 598-2133	ccdckprice@windstream.net
CLAY COUNTY JAIL	RAY	LATHAM	(256) 354-2176	gtraylor@clayso.net
CLAY COUNTY JAIL	JOHNNY	SMITH	(904) 213-5906	jmsmith@claysheriff.com
CLAY COUNTY JAIL	PAT	GREENWOOD	(618) 665-3316	claycosoj3@wabash.net
CLAYTON COUNTY DETENTION CENTER	DEEANN	CASH	7704774400	deeann.cash@co.clayton.ga.us
CLAYTON COUNTY PRISON	RANDALD	HOLSEY	770-473-3577	randal.holsey@co.clayton.ga.us
CLEAR CREEK COUNTY JAIL	JEFF	SMITH	(303) 679-2300	jsmith@clearcreeksheriff.us
CLEBURNE COUNTY JAIL	JOE	JACKS	(256) 463-7336	jjacks@cleburnecounty.us

List Of Securus Current Contracts

Account Name	First Name	Last Name	Phone	Email
CLEVELAND COUNTY	THOMAS	LEWIS	7046693002	thomas.lewis@clevelandcounty.com
CLINTON COUNTY ADULT DETENTION	BRIAN	PRICKETT	(937) 382-1611	blprickett@clintonsheriff.com
CLINTON COUNTY CORRECTIONAL FACILITY	SHAWN	CARR	5708934129 X 3264	scarr@clintoncountypa.com
CLINTON COUNTY JAIL	GENE	FERRILL	(606) 387-4395	ccjailalbany@windstream.net
CLINTON COUNTY JAIL	MONICA	HOSKINS	(989) 224-5222	hoskinsm@clinton-county.org
COASTAL BEND REG CT RES TREATMENT CTR	SHERRI	VIGIL	(361) 3644323	annaroman@pelicancoast.net
COCHISE COUNTY JAIL	ARIEL	MONGE	(520) 432-7540	amonge@cochise.az.gov
CODINGTON COUNTY JAIL	TOM	WALDER	(605) 882-6284	twalder@codington.org
COLLIN COUNTY	CHARLES	ADAMS	(972) 547-5200	cadams@collincountytx.gov
COLLINGSWORTH COUNTY JAIL	KRISTI	HAMBY	8064472588	khamby.ccso@yahoo.com
COLLINSVILLE CITY POLICE DEPT	RICH	WITTENAUER	6183442131	rwittenauer@collinsvilleil.org
COLUMBIA COUNTY DETENTION FACILITY	KELLY	CREWS	3867581110	kcrews@columbiasheriff.com
COLUMBIA COUNTY JAIL	DARREL	KUHL	(608) 742-4166	darrel.kuhl@co.columbia.wi.us
COLUMBIA COUNTY PRISON	DOUGLAS	MEYER	(570) 389-5600	dmeyer@columbiapa.org
COLUMBIANA COUNTY JAIL	JAY	NOLTE	(330) 424-6657	jay.nolte@cecintl.com
COLUMBUS COUNTY DETENTION CENTER	LEWIS	HATCHER	9106426551	lhatcher@columbuscountysheriff.com
COMAL COUNTY JAIL	JOHN	BELL	(830) 620-3400	soajmb@comal.tx.us
COMMUNITY TRANSITIONAL SERVICES - PINE BLUFF	TODD	CLARK	5027363110	tmclark@clark-e.com
COMMUNITY TRANSITIONAL SERVICES LLC	EDIE	CHISSOM	(502) 8556510	echissom@c-t-susa.com
CONECUH COUNTY JAIL	TYRONE	BOYKIN	(251) 578-1260	tyrone.boykin@alacop.gov
CONVERSE COUNTY DETENTION CENTER	GEORGE	STANFIELD	(307) 358-4700	gws@sheriff.conversecounty.org
CONWAY COUNTY DETENTION CENTER	CHERYL	EOFF	(501) 354-2411	ceoff@conwaycountysheriff.org
COOK COUNTY ILLINOIS	THOMAS	DART	(773) 674-2859	cheiberger@securustech.net
COOKE COUNTY JAIL	TERRY	GILBERT	(940) 665-3471	t.gilbert@co.cooke.tx.us
COOS COUNTY HOUSE OF CORRECTIONS	CRAIG	HAMELIN	(603) 246-3321	craig.hamelin@cooscountynh.us
COPIAH COUNTY DETENTION CENTER	HAROLD	JONES	(601) 894-3011	star1cso@copiahcountyms.gov
CORRECT CARE, LLC - FLORIDA CIVIL COMMITMENT CENTER	TIM	BUDZ	3184248125	tbudz@geogroup.com
CORRECTIONS COMMISSION OF NW OHIO	JIM	DENNIS	(419) 428-3800	jim.dennis@noris.org
CORYELL COUNTY JAIL	JOE	BLAKLEY	(254) 865-7201	chiefdeputy@sheriff.co.coryell.tx.us
COWLITZ COUNTY	MARK	NELSON	3605773092	mnelson@co.cowlitz.wa.us
COWLITZ COUNTY JUVENILE FACILITY	CHAD	CONNORS	(360) 577-3100	connorsc@co.cowlitz.wa.us
CRAWFORD COUNTY CORRECTIONAL FACILITY	SHERMAN	ALLEN	8147631190	sallen@co.crawford.pa.us
CRAWFORD COUNTY JAIL	CINDY	NEPPL	(712) 263-3577	ccso@frontiernet.net
CRAWFORD COUNTY JAIL	ED	TAVENNER	(573) 775-2125	ccsd@misn.com
CRAWFORD COUNTY JAIL	FRED	CHINN	(618) 546-1516	corrections@crawfordcountycentral.com
CRAWFORD COUNTY JAIL	KENT	RACHEL	(419) 562-7793	ccsoco5@crawfordcountysheriffohio.com
CRITTENDEN COUNTY	ROBBIE	KIRK	270-965-3185	crittendenkydetention@yahoo.com
CROOK COUNTY DETENTION FACILITY	PEGGY	BOARDMAN	(307) 283-1225	sheriffoffice@crookcounty.wy.gov
CROSS COUNTY JAIL	JR	SMITH	(870) 238-5707	ar01900@hotmail.com

List Of Securus Current Contracts

Account Name	First Name	Last Name	Phone	Email
CT DOC	RACHEL	WHITESELL	(860) 713-5805	rachel.whitesell@ct.gov
CUMBERLAND COUNTY JAIL	FRANCINE	BRETON	(207) 774-5939	breton@cumberlandcounty.org
CUMBERLAND COUNTY JUSTICE CENTER	SCOTT	GRIFFIN	(931) 484-6176	ccsd803@gmail.com
CURRY COUNTY	MATT	MURRAY	5757692335	mmurray@currycountyso.org
CUSTER COUNTY JAIL	STUART	LUMPKIN	2088792232	custersheriff@gmail.com
CUSTER COUNTY JAIL	PAT	ROOS	(406) 874-3320	proos@ccsomt.com
CUYAHOGA COUNTY CORRECTIONS CENTER	RON	SHOBERT	216.443.6125	shrls@cuyahogacounty.us
CUYAHOGA COUNTY JUVENILE DETENTION CENTER	JAMES	LEGARTH	(216) 4433345	jlegarth@cuyahogacounty.us
DAGGETT COUNTY JAIL	JANE	FOUCAULT	4357843518 EXT 4	jfoucault@daggettcounty.org
DAKOTA COUNTY JAIL	TERRY	KERN	(402) 494-7551	tkern@dakotacosheriff.com
DAKOTA WOMEN'S CORRECTIONAL AND REHABILITATION CENTER	LENORE	WITTE (WITTY)	7015795100 X121	lwitte@swmccc.com
DALE COUNTY JAIL	WALLY	OLSON	(334) 774-2335	wolson@daleso.com
DALLAS COUNTY	BLAISE	MIKULEWICZ	2146533455	blaise.mikulewicz@dallascounty.org
DARE COUNTY DETENTION CENTER	KATHRYN	BRYAN	(252) 475-9220	kathryn.bryan@darenc.com
DARKE COUNTY JAIL	TED	BRUNER	(937) 5483399	tbruner@darkecountysheriff.org
DARLINGTON COUNTY DETENTION CENTER	MITCH	STANLEY	(843) 398-4220	mstanley@darcosc.com
DAVIESS COUNTY JAIL	JERRY	HARBSTREIT	(812) 254-1060	scox@dcsheriff.com
DAVIS CCA	BEVERLY	RODGERS	4053798197	hldvmayor@gmail.com
DAVISON COUNTY JAIL	STEVE	HARR	6059958630	steve.harr@davisoncountysheriff.com
DE BACA COUNTY DETENTION CENTER	LYNITA	LAVORN	(575) 355-7870	debacacountyjail@plateautel.net
DECATUR COUNTY	DARIN	MILEY	(812) 663-8125	dcjail@decaturcounty.in.gov
DECATUR COUNTY JAIL	ROY	WYATT	(731) 852-3703	dcsheriff@netease.net
DEKALB COUNTY JAIL	PATRICK	RAY	(615) 5974935	sheriff@dekalbsherifftn.com
DEKALB COUNTY JAIL	ROBERT	CHRISTAIN	2609253365	rchristian@dekalb.in.us
DEKALB COUNTY SHERIFF'S OFFICE	BILLY	AKINS	(404) 298-8384	brakins@dekalbcountyga.gov
DEL CITY POLICE DEPT	RICHARD	ROBINSON	4056772443	dcpdadmin@cityofdelcity.org
DEL NORTE COUNTY JAIL	JERRIN	GILL	(707) 464-8718	jgill@co.del-norte.ca.us
DELTA COUNTY CORRECTIONAL FACILITY	JASON	THIBEAULT	(906) 7863633	ltthibeault@deltacountymi.org
DELTA COUNTY SHERIFF'S OFFICE	CHRIS	WELDON	(970) 874-2000	cweldon@deltacounty.com
DENTON COUNTY	TIM	RICH	(940) 3491851	tim.rich@dentoncounty.com
DENVER COUNTY JAIL	BERKLEY	SWARZENTRUBER	NA	berkley.swarzentruber@denvergov.org
DESOTO CITY JAIL	RON	SMITH	4696583007	rsmith@desototexas.gov
DESOTO COUNTY SHERIFF'S OFFICE	BILL	RASCO	(662) 469-8500	billrasco@desotocountyms.gov
DETROIT MADISON CENTER	ERICKA	MEAH	(313) 9611711	ericka.meah@limbachinc.com
DEWITT COUNTY SHERIFF'S OFFICE	BETTY	SMITH	(217) 935-3196	bsmith@dewittcountyill.com
DICKINSON COUNTY JAIL	BRYAN	PRICE	9067746262	bprice310@yahoo.net
DICKINSON COUNTY JAIL	GARETH	HOFFMAN	(785) 2634081	ghoffman@dkcoks.org
DILLON COUNTY DETENTION CENTER	SARAH	SAMUEL	(843) 774-1434	sarahwhite3620@yahoo.com
DONIPHAN CITY JAIL	BETTY	ROGERS	(573) 9967123	brogers@doniphan.com

List Of Securus Current Contracts

Account Name	First Name	Last Name	Phone	Email
DORCHESTER COUNTY DETENTION CENTER	STEVEN	MILLS	(410) 228-8101	smmills@docogonet.com
DOUGHERTY COUNTY JAIL	DAN	HAGGERTY	2294306500	dhaggerty@dougherty.ga.us
DOUGLAS COUNTY	JOHN	MILBY	(775)7826251	jmilby@co.douglas.nv.us
DOUGLAS COUNTY JAIL	RICHARD	BICKEL	(217) 253-3511	dick.bickel@douglascountyil.com
DUBOIS COUNTY SECURITY CENTER	DONNY	LAMPERT	(812) 482-3522	no email address on file
DUKES COUNTY JAIL	MICHAEL MC	CORMACK	(508) 627-5173	mamccormack@dcsoma.org
DUVAL COUNTY JAIL	MATILDA	ALMANZA	(361) 2793351	ltalmanza@sbcglobal.net
EAST CARROLL PARISH	JOHNNY	HEDGEMON	(318) 559-5980	jhedgemon@ymail.com
EAST OHIO CORRECTIONS	TODD	COTTRELL	(740) 7654324 EXT. 112	tcottrell@cbcf41.org
EATON COUNTY SHERIFF'S DEPT	TERESA	CATEY	(517) 543-3512	tcatey@eatoncounty.org
EAU CLAIRE COUNTY JAIL	PAT	SALIMES	7158315681	patti.salimes@co.eau-claire.wi.us
ECTOR COUNTY DETENTION CENTER	VICKI	BUILTA	(432) 335-3550	vickibuilta@ectorcountysheriff.us
EDDY COUNTY ADULT DETENTION CENTER	RICK	RUDOMETKIN	5758879511	rrudometkin@co.eddy.nm.us
EDGEFIELD COUNTY JAIL	POLLY	HALL	(803) 637-5337	ecso911jail@yahoo.com
EDWARDS COUNTY JAIL	BRYANT	KURTH	(620) 659-3636	midwayfirearms@yahoo.com
ELBERT COUNTY JAIL	SHAYNE	HEAP	(303) 621-2027	shayne.heap@elbertcounty-co.gov
ELK COUNTY JAIL	CHARLIE (CHARLOTTE)	MCMALLOW	(620) 374-2108	charek14@hotmail.com
ELK COUNTY JAIL	GREGORY	GEBAUER	(814) 776-5318	ggebauer@countyofelkpa.com
ELKHART COUNTY COMMUNITY CORRECTIONS	BRAD	ROGERS	(574) 8912301	brogers@elkhartcountysheriff.com
ELKHART COUNTY CORRECTIONAL COMPLEX	TARA	BOOCHER	(574) 533-8644	brogers@elkhartcountysheriff.com
ELKHART POLICE DEPT	BRIAN	PRUGH	EXT 402	brian.prugh@elkhartpolice.org
ELLSWORTH COUNTY JAIL	TRACY	PLOUTZ	(785) 472-4416	tploutz@leo.gov
ELMORE COUNTY JAIL	BILL	FRANKLIN	(334) 567-5546	sherifffranklin@elmoreso.com
EMERY COUNTY JAIL	DUSTY	BUTLER	(435) 381-2404	dusty.butler@ecso.utah.gov
EMMET COUNTY SHERIFF'S OFFICE	BRENDA	FORD	(231) 347-2036	bford@emmetcounty.org
ERIE COUNTY JAIL	CASEY	PROY	(419) 627-7569	tproy@eriecounty.oh.gov
ERIE COUNTY PRISON	TONY	MASSARO	(814) 451-7500	amassaro@eriecountygov.org
ESCAMBIA COUNTY ROAD PRISON	DELTON	BOSWELL	8509372100	deboswel@myescambia.com
ESSEX COUNTY SHERIFF'S DEPT	JAMES	LANDER	(978) 7501900	jlander@eccf.com
ESTILL COUNTY JAIL	BO	MORRIS	(606) 723-4265	jailer@estill.net
EUFAULA CITY JAIL	CARL	WALLACE	334-687-1200	cwallace@eufaulaabama.com
EUREKA COUNTY JAIL	KENNETH	JONES	(775) 237-5330	kjones.ecso@eurekanv.org
FAIRBORN CITY POLICE DEPT	TERRY	BARLOW	(937) 754-3000	terry.barlow@ci.fairborn.oh.us
FAIRFIELD COUNTY	PHIL	JOHNSON	(740) 6876875	pajohnson@sheriff.fairfield.oh.us
FAIRFIELD COUNTY DETENTION CENTER	TERESA	LAWSON	(803) 635-4841	tlawson@fairfieldsc.com
FALL RIVER COUNTY JAIL	RICH	MRAZ	(605) 745-4444	frcso@gwtc.net
FALLON COUNTY SHERIFF'S DEPT	TRENTON	HARBAUGH	(406) 7782879	fcso@midrivers.com
FANNIN COUNTY JAIL	YVONNE	GESSAMINE	(903) 583-7451	ygeesaman@fanninco.net
FANNIN COUNTY JAIL	GREG	NEWMAN	(706) 632-2044	gnewman@fannincountyga.org
FAYETTE COUNTY JAIL	STEVE	COKER	(770) 461-6353	scoker@fayettecountyga.gov

List Of Securus Current Contracts

Account Name	First Name	Last Name	Phone	Email
FAYETTE COUNTY SHERIFF'S OFFICE	MATTHEW	WEIDMAN	(740) 333-3783	matt.weidman@fayette-co-oh.com
FENTRESS COUNTY JUSTICE CENTER	BARBARA	ROGERS	(931) 879-8142	fcsobrogers@gmail.com
FERGUS COUNTY SHERIFF'S DEPT	TROY D.	EADES	(406) 5353415	teades@co.fergus.mt.us
FERGUSON CITY POLICE DEPT	MARY	SIMMONS	3145245269	msimmons@fergusoncity.com
FESTUS CITY POLICE DEPT	LT. RICK	LAMAR	(636) 9373646	rlemar60@cityoffestus.org
FL DOC	CONNIE	TORRES	(813) 7825521 EXT. 575	torres.connie@mail.dc.state.fl.us
FLATHEAD COUNTY JAIL	BILL	SMITH	(406) 758-5597	wsmith@flathead.mt.gov
FLINT POLICE DEPT	PATRICK	BRADY	8102376856	no email address on file
FLORENCE COUNTY JAIL	PEGGY	JENSEN	(715) 528-3346	mjensen@co.florence.wi.us
FLOYD COUNTY DETENTION CENTER	CHEYENNE	MCKINNEY	(606) 886-8021	cheyenne.mckinney67@gmail.com
FLOYD COUNTY JAIL	ANDREW	SANDS	(812) 948-5400	asands@fcsdin.net
FORD COUNTY DETENTION CENTER	CHRIS	WEIS	(620) 2274590	cweis@fordcounty.net
FORD COUNTY JAIL	STACI	BRUENS	(217) 379-2324	sbruens@fcsheriff.com
FOREST COUNTY JAIL	STEVE	WEBBER	(715) 478-3331	weberste@co.forest.wi.us
FORKS CITY POLICE DEPT	ED	KLAHN	(360) 374-2223	ekla.fpd@forkswashington.org
FORREST COUNTY	SANDI V.	CARTER	(601) 544-7800	scarter@co.forrest.ms.us
FORT BEND COUNTY CORRECTIONAL FACILITY	DANIEL	QUAM	2813414669	daniel.quam@fortbendcountytx.gov
FRANKLIN COUNTY	FRED	BLISS	(413) 774-4014	fred.bliss@fcs.state.ma.us
FRANKLIN COUNTY CORRECTIONS	RICK	ROGERS	(502) 875-7398	jailerrogers@franklincountyky.com
FRANKLIN COUNTY DETENTION CENTER	TANYA	CASH	9193404338	tcash@franklincountync.us
FRANKLIN COUNTY JAIL	MIKE	JOHNSON	(765) 647-4138	mjohnson@franklincounty.in.gov
FRANKLIN COUNTY JAIL	DOUGLAS	BLAUVELT	(207) 778-3032	d.blauvelt2@myfairpoint.net
FREMONT COUNTY DETENTION CENTER	TY	MARTIN	(719) 2765555	ty.martin@fremontso.com
FRESNO COUNTY JUVENILE	VINCENT	ARIZ	(559) 488-3934	variz@co.fresno.ca.us
FULTON COUNTY	ANTOINETTE	STEPHENSON	(404) 6124886	antoinette.stephenson@fultoncountyga.gov
FULTON COUNTY JAIL	DOUG	LAFARY	(309) 547-2277	dlafary.fcso@fultonco.org
GA DOC	BECKY	EAST	(404) 651-5765	eastb00@dcor.state.ga.us
GARFIELD COUNTY JAIL	CHRIS	HATCH	(435) 676-2678	chrishatch.gcso@scinternet.net
GARLAND COUNTY DETENTION CENTER	RAY	SHOPTAW	(501) 622-3660	drs@garlandcounty.org
GARRETT COUNTY SHERIFF'S OFFICE	JAMES	TICHNELL	(301) 334-1912	jtichnell@garrettcounty.org
GENESEE COUNTY JAIL	ROBERT	PICKELL	(810) 257-3407	rpickell@co.genesee.mi.us
GEO - NM DOC - LEA HOBBS COUNTY CORRECTIONAL FACILITY	RC	SMITH	5757389009	rasmith@geogroup.com
GEO - NM DOC - NORTHEASTERN NEW MEXICO DETENTION FACILITY	MIKE	JONES	318-841-3116	mjones@geogroup.com
GEO - NM DOC- GUADALUPE CNTY CORR FACILITY	VINCENT	HORTON	(505) 4721001 X101	vhorton@geogroup.com
GEORGETOWN COUNTY DETENTION CENTER	MICHAEL	SCHWARTZ	(843) 545-3400	mschwartz@georgetowncountysc.org
GIBSON COUNTY JAIL	DARRYL	CHAMBERLAIN	8123853496 EXT. 1408	chamberlain@gibsoncountysheriff.com
GLADWIN COUNTY JAIL	MATTHEW	MCGOURTY	(989) 426-7121	matt.mcgourty@gladwinco.com

List Of Securus Current Contracts

Account Name	First Name	Last Name	Phone	Email
GOGEBIC COUNTY SHERIFF'S DEPT	JORGE	CRUZ	9066670203	jcruz@gogebic.org
GOODHUE COUNTY SHERIFF'S DEPT	WADE	DUFFING	6512672895	wade.duffing@co.goodhue.mn.us
GOSHEN COUNTY DETENTION CENTER	BRENDA	SISHC	3075324026	bsishc@goshensheriff.org
GRADY COUNTY JAIL	TIM	GAINOUS	(229) 378-2517	gradydc@yahoo.com
GRAHAM COUNTY JAIL	COLE	PRESLEY	(785) 4212107	sheriff@ruraltel.net
GRAND COUNTY JAIL	VERONICA	BULLOCK	(435) 259-8115	vbullock@grandcountysheriff.org
GRAND PRAIRIE POLICE DEPT	KRISTIN	SPIVEY	9722378960	kspivey@gptx.org
GRAND TRAVERSE COUNTY	BOB	HALL	(231) 922-4530	rhall@gtsheriff.org
GRANDVIEW POLICE DEPT	MIKE	HOPP	5098822000	mike.hopp@co.yakima.wa.us
GRANITE CITY JAIL	STEVE	WERTHS	6184519760	swerths@granitecity.illinois.gov
GRANT COUNTY	KEVIN	PAULEY	(765) 668-8168	kpauley@grantcounty.net
GRANT COUNTY JAIL	ED	BREITSPRECKER	6087232157	ebreitsprecker@co.grant.wi.gov
GRANT COUNTY JAIL	MICHAEL	CARILLO	5753881265	mcarillo@grantcountynm.com
GRATIOT COUNTY JAIL	BRETT	BAUBLITZ	(989) 875-5211	bbaublitz@gratiotmi.com
GRAY COUNTY JAIL	DON	COPELAND	(806) 669-8022	don.copeland@graycch.com
GRAYSON COUNTY	CATHERINE	CRAIG	903-813-4200	craigc@co.grayson.tx.us
GREEN COUNTY JAIL	PAUL	WEICHBROD	(608) 328-9400	weichbrodp@greensheriff.com
GREEN LAKE COUNTY JAIL	DEANNA	LUEPTOW	(920) 294-4134	dlueptow@co.green-lake.wi.us
GREENE COUNTY DETENTION CENTER	ROGER	WILLETT	423-798-1802	rwillett@greenetnso.org
GREENE COUNTY DETENTION FACILITY	DAN	LANGSTON	(870) 236-7612	jail@grnco.net
GREENE COUNTY JAIL	PAM	ANDERSON	6013942342	panderson@greenecountyms.gov
GREENE COUNTY PRISON	HARRY	GILLISPIE	(724) 627-7780	hgillispie@co.greene.pa.us
GREENE COUNTY SHERIFF'S DEPT	MICHAEL	HASLER	(812) 3844411	michael.hasler@co.greene.in.us
GREENE COUNTY SHERIFF'S DEPT	ROBERT	MCMILLEN	2179426901	robmcmillen@greenecountyilsheriff.org
GREENLEE COUNTY SHERIFF'S DEPT	ERNIE	AGUALLO	(928) 865-4149	eaguallo@co.greenlee.az.us
GREENVILLE COUNTY DETENTION CENTER	JOHN	VANDERMOSTEN	8644672357	jvandermosten@greenvillecounty.org
GREENWOOD COUNTY JAIL	JOHN	LONG	(864) 943-8063	jlong@greenwoodsc.gov
GRENADA COUNTY DETENTION CENTER	JOHNNY	GRANTHAM	6622272877	grenso2@yahoo.com
GROSSE POINTE PARK CITY	STEPHEN	POLONI	(313) 8227400	publicsafety@grossepointepark.org
GRUNDY COUNTY DETENTION CENTER	RODNEY	HERRING	(660) 359-2828	grucoso@grundycountymo.com
GRUNDY COUNTY SHERIFF'S DEPT	KEVIN	CALLAHAN	8159426645	kcallahan@sheriff1.com
GUERNSEY COUNTY JAIL	JIM	STONEY	(740) 439-4455	3018@guernseysheriff.com
GUNNISON COUNTY JAIL	RICK	BESECKER	(970) 6411108	rbesecker@gunnisoncounty.org
GWINNETT COUNTY CORRECTIONAL COMPLEX	DONALD	DAGEN	678-407-6003	donald.dagen@gwinnettcounty.com
GWINNETT COUNTY SHERIFF'S OFFICE	NEENA	SMITH	(770) 822-3953	neena.smith@gwinnettcounty.com
HALE COUNTY SHERIFF'S DEPT	DAVID	MULL	8062962724	hcsheriff@halecounty.org
HALL COUNTY	DANNY	WOODS	(770) 531-6900	dwoods@hallcounty.org
HALL COUNTY DOC	GERARD	RUIZ	(308) 385-5206	info@haalcounty.ne.org
HALL COUNTY JAIL	CHRIS	TIEDEMANN	(806) 259-2636	chris.tiedemann@co.hall.tx.us
HAMBLEN COUNTY JAIL	TERESA	LAWS	4235852772	tlaws@co.hamblen.tn.us

List Of Securus Current Contracts

Account Name	First Name	Last Name	Phone	Email
HAMILTON COUNTY JAIL	REX	MINTON	Office (423) 209-6998	rminton@hcsheriff.gov
HAMILTON COUNTY LAW ENFORCEMENT CENTER	ALAN	ARMSTRONG	(254) 3868128	hamiltonso.alan@htcomp.net
HAMMOND CITY JAIL	PATRICK	MCKECHNIE	(219) 8536466	pmckechnie@hammondpolice.com
HAMPTON CITY JAIL	KENNETH	RICHARDSON	7577282043	krichardson@hampton.gov
HAMPTON COUNTY JAIL	CHARLES	GRANT	(803) 9142220	cgrant@hamptoncountysc.org
HAMPTON ROADS REGIONAL JAIL	DAVID	SIMONS	(757) 488-7500	simonsd@hr.rj.virginia.gov
HANCOCK COUNTY JAIL	CARL	DANANBURG	(207) 6677575	no email address on file
HANCOCK COUNTY JAIL	LEAMON	MAXEY	(423) 733-2250	hancockcoso@yahoo.com
HANCOCK COUNTY SHERIFF'S OFFICE	RYAN	KIDWELL	(419) 424-7256	rckidwell@co.hancock.oh.us
HANCOCK COUNTY SHERIFF'S OFFICE	RICKY	ADAM	(228) 466-6900	sheriffrickyadam@aol.com
HARDEE COUNTY JAIL	RUSS	RIGNEY	(419) 9474845	rrigney@morrowcountysheriff.com
HARDIN COUNTY	DANNY	ALLEN	(270) 765-5133	dallen.hcdc@hcky.org
HARDIN COUNTY SHERIFF'S DEPT	MICHAEL	FIELDER	7319253377	no email address on file
HARRIS COUNTY	MICHAEL	GREGORY	(713) 755-6067	no email address on file
HARRIS COUNTY PRISON	LT	TIPTON	7066284959	harriscountyci@gmail.com
HARRISON COUNTY JAIL	RONALD	MYERS	(740) 942-2197	harrisoncountysheriff@frontier.com
HARRISON COUNTY SHERIFF'S DEPT	BRENDA	BAREFOOT	(228) 8963000	brenda.barefoot@harrisoncountysheriff.com
HAYS COUNTY JUVENILE FACILITY	MIKE	DAVENPORT	5123937755	davenport@co.hays.tx.us
HAYS COUNTY LAW ENFORCEMENT CENTER	BRAD	ROBINSON	5123937812	brad@co.hays.tx.us
HEART OF AMERICA CORRECTIONAL & TREATMENT CENTER	JOEY	COTTON	(701) 776-2221	jcotton@nd.gov
HEMET CITY POLICE DEPT	DUSTIN	MURRAY	(951) 765-2436	dmurray@cityofhemet.org
HENDERSON COUNTY	RON	HERRINGTON	(270) 827-5560	rherrington@hendersonky.us
HENDERSON COUNTY DETENTION CENTER	JERRY	RICE	(828) 697-4955	jrice@hendersoncountync.org
HENDERSON COUNTY DETENTION CENTER	SHANA	DUKE	7316512002	shanaduke@hcsdtn.com
HENDERSON COUNTY SHERIFF'S DEPT	THERESA	BROCK	(309) 867-4291	hendsheriff@9thjudicial.org
HENDERSON DETENTION CENTER	DAMON	SMITH	(702) 267-4632	damon.smith@cityofhenderson.com
HENDRICKS COUNTY WORK RELEASE	BRIDGETTE	COLLINS	3177458734	bcollins@co.hendricks.in.us
HENNEPIN COUNTY ADULT DETENTION CENTER	JOEL	FIELD	(612) 5431302	joel.field@hennepin.us
HENRY COUNTY	JEFF	NORMAN	(770) 288-7070	jnorman@co.henry.ga.us
HENRY COUNTY JAIL	NANCY	LESSARD	3099373642	nlessard@henrycty.com
HIDALGO COUNTY DETENTION CENTER	DOLLY	WARD	(575) 542-8828	dolly.ward@hidalgocountydetention.com
HILL COUNTY DETENTION FACILITY	JEREMY	SCHMIDT	(406) 265-2512	schmidtj@hillso.org
HILL FINKLEA DETENTION CENTER	KRIS	JACUMIN	(843) 723-3800	kjacumin@berkeleycountysc.gov
HINDS COUNTY	CLAIRE	BARKER	601-974-2900	cbarker@co.hinds.ms.us
HOBBS POLICE DEPT CITY JAIL	SEAN	BATES	(505) 3979284	sbates@hobbsnm.org
HOKE COUNTY	NACHIA	REVELS	9108755113	nrevels@hokesheriff.org
HOLLAND POLICE DEPT	JACK	DYKSTRA	6163551126	j.dykstra@cityofholland.com
HOLMES COUNTY JAIL	PAM	AKINS	(330) 674-1936	pakins@holmescountysheriff.org

List Of Securus Current Contracts

Account Name	First Name	Last Name	Phone	Email
HOPKINS COUNTY JAIL	KENNETH	DEAN	9034384040	kdean@hopkinscountytx.org
HORRY COUNTY - J REUBEN LONG DETENTION CENTER	WAYNE	OWENS	843-915-5140	wowens@ccc.org
HOT SPRINGS COUNTY DETENTION CENTER	BRETT	ANDREEN	(307) 8643951	bretta@hscounty.com
HOUGHTON COUNTY	KEVIN	COPPO	(906) 482-0055	kcoppo@houghtonsheriff.com
HUDSPETH COUNTY SHERIFF'S OFFICE	ARVIN	WEST	(915) 369-2161	sheriff@hudspethsheriff.org
HUERFANO COUNTY JAIL	LARRY	GARBIZO	(719) 7381740	lgarbizo@huerfano.org
HUEYTOWN CITY POLICE DEPT	MICKEY	WILLIS	(205) 491-3523	police@hueytownal.com
HUMBOLDT COUNTY SHERIFF'S OFFICE	DAVE	MILTON	(775) 623-6423	h103@hcsonv.com
HUMPHREYS COUNTY JAIL	J. D.	ROSEMAN	(662) 247-2551	humphreysso1@belzonicable.com
IDAHO COUNTY JAIL	LARRY	DASENBROCK	(208) 983-1100	larryd@idahocounty.org
IL DOC	JEN	AHOLT	217.558.2200 E.6469	jen.aholt@doc.illinois.gov
INGHAM COUNTY JAIL	SAM	DAVIS	(517) 676-8321	sdavis@ingham.org
INYO COUNTY JAIL	RANDY	GEIGER	7608780370	rgeiger@inyocounty.us
IONIA COUNTY JAIL	MARK	JONES	(616) 527-5737	mjones@ioniacounty.org
IOSCO COUNTY SHERIFF'S DEPT	SCOTT	FRANK	(989) 3626164	sfrank@ioscocounty.org
IREDELL COUNTY	RICK	DOWDLE	(704) 878-3131	rdowdle@co.iredell.nc.us
IRON COUNTY JAIL	KATHY	BRAUER	7155612440	irso@ironcountywi.org
IRON COUNTY JAIL	BRAD	SPENCER	4358677567	bradspencer@ironcounty.net
IRON COUNTY SHERIFF'S DEPT	VERNON	JONES	(906) 875-0644	vjones@ironmi.org
IROQUOIS COUNTY JAIL	DERRICK	HAGEN	(815) 4326992	dhagen@co.iroquois.il.us
IRVING CITY POLICE DEPT	JEFF	SPIVEY	9727212475	jspivey@cityofirving.org
ISABELLA COUNTY JAIL	TOM	RECKER	(989) 772-5911	trecker@isabellacounty.org
ISLAND COUNTY JAIL	WILLIAM DE	DENNIS	(360) 678-4422	williamd@co.island.wa.us
ISLAND COUNTY JUVENILE DETENTION FACILITY	FRED	SWAYZER	3602405596	freds@co.island.wa.us
JACK COUNTY JAIL	DANNY	NASH	(940) 5672161	dannynash@jackcountylec.com
JACKSON COUNTY	ROBERT	VOGT	(517) 768-7911	bvogt@co.jackson.mi.us
JACKSON COUNTY ADULT DETENTION CENTER	TYRONE	NELSON	2287693021	tyrone_nelson@co.jackson.ms.us
JACKSON COUNTY CORRECTIONAL	TABETHA	SPRAGUE	(740) 286-6464	tsprague@jacksonso.org
JACKSON COUNTY JAIL	CHIEF	WHITE	(850) 482-9651	jccfwhite@jacksoncountyfl.com
JACKSON COUNTY JAIL	LEN	BERNAT	(706) 367-6309	lbernat@jacksoncountygov.com
JACKSON COUNTY SHERIFF'S DEPT	CHARLIE	GLIDEWELL	6186877383	cglidewell@jacksoncounty-il.gov
JACKSON COUNTY SHERIFF'S DEPT	MARC	LAHRMAN	(812) 3582141	malahrman@yahoo.com
JACKSONVILLE CITY JAIL	B.	WINEMAN	2564356448	jpdastchief@cableone.net
JASPER COUNTY DETENTION CENTER	ARTHUR	BENJAMIN	8437173300	abenjamin@jaspercountysc.gov
JASPER COUNTY JAIL	CHRIS	SARGENT	(601) 764-2588	csargent@co.jasper.ms.us
JASPER COUNTY LAW ENFORCEMENT CENTER	CORI	STANLEY	4093845417	cori.stanley@co.jasper.tx.us
JEFFERSON CORRECTIONAL INSTITUTION	WILLIAM	EVANS	4786257230	wevans@jeffersoncountyga.gov
JEFFERSON COUNTY	GARY	HUTCHINS	4786257077	bsmith@jeffersoncountyga.gov
JEFFERSON COUNTY	RICKY	OAKS	(865) 397-9411 x 1307	roaks@jeffersoncountytn.gov
JEFFERSON COUNTY	KEVIN	CARLE	(636) 797-5000	kcarle@jeffcomo.org

List Of Securus Current Contracts

Account Name	First Name	Last Name	Phone	Email
JEFFERSON COUNTY JAIL	JOHN	WALLACE	(812) 265-2941	john.wallace@jeffersoncounty.in.gov
JEFFERSON COUNTY JAIL	PAUL	WALLACE	(920) 674-7358	paulw@jeffersoncountywi.gov
JEFFERSON COUNTY SHERIFF'S DETENTION FACILITY	MONA	MALENSEK	3032715492	mmalense@jeffco.us
JEFFERSON COUNTY SHERIFF'S OFFICE	ERIC	RYKAL	(406) 225-4075	erykal@jeffersoncounty-mt.gov
JEFFERSON COUNTY SHERIFF'S OFFICE	TONY	LEWIS	(541) 475-6520	tony.lewis@co.jefferson.or.us
JEFFERSON PARISH	CHRIS	RIVERS	5043747725	river_chris@jpso.com
JENNINGS ADULT CORRECTIONAL FACILITY	PATRICK	KNIGHTEN	(314) 6792137	pknighten@jenningspolice.org
JERSEY COUNTY JAIL	KEVIN	KLAAS	(618) 498-6881	kklaas@jerseycounty-il.us
JIM HOGG COUNTY	LORENZO	BENAVIDES	(361) 527-4140	lorenzo.benavides@co.jim-hogg.tx.us
JOHNSON CITY JAIL	AMY	CLARK	4234346144	aclark@johnsoncitytn.org
JOHNSON COUNTY	DUANE	BURGESS	(317) 346-4605	dburgess@co.johnson.in.us
JOHNSON COUNTY DETENTION CENTER	KENNY	SMITH	479-754-2200	jailadmin@johnsoncosheriff.com
JOHNSTON COUNTY JAIL	STEVE	BIZZELLE	(919) 989-5040	sheriff@jcso.com
JONES COUNTY JAIL	ALEX	HODGE	(601) 425-3147	ahodge@co.jones.us.ms
JUAB COUNTY JAIL	TANIELLE	CALLOWAY	(435) 623-1349	tcallaway@juab.utah.gov
JUNEAU COUNTY JAIL	GARY	PEDERSON	6088479517	jailcapt@co.juneau.wi.us
KANKAKEE COUNTY	MIKE	DOWNEY	(815) 802-7100	corrections@kankakeecountysheriff.com
KANSAS CITY POLICE	DEBORAH	HOCKEMEIER	8164828585	dhockemeier@kcpd.org
KAUFMAN COUNTY LAW ENFORCEMENT CENTER	LISA	CALLAHAN	(972) 932-0247	lisac@kaufmancounty.net
KENDALL COUNTY JAIL	JOSEPH	GILLESPIE	(630) 553-7500 EXT 1148	jgillespie@co.kendall.il.us
KENNEBEC COUNTY JAIL	MARSHA	ALEXANDER	(207) 6232270 EXT. 1232	mjalexander@kenebecso.com
KENNER POLICE DEPT	MIKE	CUNNINGHAM	5047122286	mcunningham@kpd.com
KENT COUNTY	CALVIN	BRINKS	(616) 632-6379	calvin.brinks@kentcountymi.gov
KENTUCKY RIVER REGIONAL JAIL	TIM	KILBURN	(606) 436-0622	rootabagey@windstream.net
KIMBALL COUNTY SHERIFF'S OFFICE	HARRY	GILLWAY	(308) 235-3615	kcso71@embarqmail.com
KING COUNTY	DOUGLAS	JUSTUS	(206) 4772929	douglas.justus@kingcounty.gov
KITTITAS COUNTY SHERIFF'S OFFICE	PAULA	HOCTOR	(509) 962-7617	paula.hoctor@co.kittitas.wa.us
KLAMATH COUNTY SHERIFF'S OFFICE	ROSE	CAS	541-883-4197	rmorehouse@co.klamath.or.us
KLEBERG COUNTY	ALBERTO	CASTILLO	(361) 595-8500	acastillo203@klebergcoso.org
KNOX COUNTY JAIL	BRAD	ABERNATHY	(309) 343-9151	kjailop@ci.galesburg.il.us
KNOX COUNTY JAIL	DONNA	DENNISON	(207) 594-0430	ddennison@knoxcountymain.gov
KNOX COUNTY JAIL	PENNY	LAMP	(740) 397-3333	kcsojail@rrohio.com
KNOX COUNTY JAIL	TIM	BURCHETT	(865) 215-2005	county.mayor@knoxcounty.org
KOSCIUSKO COUNTY JAIL	DON	WIESEHAN	5742652221	dwiesehan@kcgov.com
KOSCIUSKO COUNTY WORK RELEASE	LARRY	HOLDERMAN	5742652282	lholderman@kcgov.com
KY DOC	JON	COLLETT	(502) 564-4726	jonathan.collett@ky.gov
LA CROSSE COUNTY JAIL	TERI	SERRES	(608) 785-9629	tserres@lacrossecounty.org
LA DOC	RON	GRANIER	225-342-6740	rgranier@corrections.state.la.us
LA SALLE COUNTY JAIL	JOHN	ONTIVEROS	9562869729	jontiveros@emeraldcompanies.com
LABETTE COUNTY JAIL	DIANA	GRAVETT	(620) 795-2565	lbs025@labettecounty.com

List Of Securus Current Contracts

Account Name	First Name	Last Name	Phone	Email
LAFAYETTE COUNTY DETENTION CENTER	GERALD	CLEMONS	6622346421	gclemons@lafayettecoms.com
LAFOURCHE PARISH	RENEE	BRINKLEY	(985) 449-4458	renee-brinkly@lpso.net
LAGRANGE COUNTY SHERIFF'S DEPT	TERRY	MARTIN	(260) 463-7491	tmartin@lagrangesd.com
LAKE COUNTY ADULT CORRECTIONAL FACILITY	MICHAEL	SCHIEVE	8473772254	mschieve@lakecountyil.gov
LAKE COUNTY DETENTION CENTER	DAVID	MASS	(352) 742-4054	david.mass@lcso.org
LAKE COUNTY DETENTION FACILITY	JOEL	SHEARER	(406) 883-7276	jshearer@lakemt.gov
LAKE COUNTY SHERIFF'S DEPT	RODNEY	FENSKE	(719) 486-1249	sheriffrod@lakecountysheriff.co
LAKE VILLAGE POLICE DEPT	PERCY	WILBURN	(870) 2654747	lvchief@sbcglobal.net
LAMAR COUNTY JAIL	ANTHONY	REEVE	(205) 695-7103	lcjail@centurylink.net
LAMAR COUNTY JAIL	SCOTT	CASS	(903) 737-2400	sheriffscottcass@co.lamar.tx.us
LAMB COUNTY JAIL	CRAIG	THOMPSON	8063857900	lcsochiefdeputy@nts-online.net
LANCASTER COUNTY	DENNIS	MOLYNEAUX	(717) 299-7800	dmolyneaux@co.lancaster.pa.us
LANCASTER COUNTY JAIL	JEFFERY	HAYWOOD	(804) 4625112	haywood@lancastersheriff.net
LANCASTER COUNTY JAIL	DEBBIE	HORNE	8032832084	dhorne@lacoso.net
LANDER COUNTY SHERIFF'S OFFI CE	MESHELL	YOUNG	(775) 635-1100	myoung@landerso.org
LANSING POLICE DEPT	JAMES	KRAUS	(517) 4836802	jkraus@lansingmi.gov
LAPEER COUNTY	JOE	DAVIS	(810) 664-5520	jdavis@lapeercounty.org
LAPLATA COUNTY JAIL	BILL	HOLMES	9702471157	holmeswa@co.laplata.co.us
LAPORTE COUNTY COMMUNITY CORRECTIONS	RICHARD	BUELL	2193246304	rbuell@laportecounty.org
LAPORTE COUNTY JAIL	MIKE	MOLLENHAUER	(219) 326-7700	mmollenhauer@lcso.in.gov
LAS ANIMAS COUNTY JAIL	BRANDY	LUCERO	(719) 846-6453	blucero@lasosheriff.org
LASALLE REGIONAL DETENTION CENTER	TIFFANY	JORDAN	956 948 5193	no email address on file
LASSEN COUNTY JAIL	MATT	MCFARLAND	5302515257	mmcfarland@co.lassen.ca.us
LAUDERDALE COUNTY DETENTION CENTER	BILLY	SOLLIE	(601) 482-9806	sheriff@lauderdalecounty.org
LAURENS COUNTY JAIL	TRACY	MILLER	(864) 6834055	tmiller@laurenssheriff.org
LAWRENCE COUNTY JAIL	ANGEL	FUENTES	(618) 943-8094	a.fuentes68@yahoo.com
LAWRENCE COUNTY JAIL	JEFF	LAWLESS	(614) 532-3525	lawman44u1@yahoo.com
LAWRENCE COUNTY SHERIFF'S OFFICE	KYLE	FODDRILL	(812) 2772014	foddrill51@gmail.com
LEA COUNTY DETENTION CENTER - JSI	PADDY	DOWNEY	(575) 396-5361	pdowney@leacounty.net
LEAKE COUNTY CORRECTIONAL FACILITY	CORNELIUS	TURNER	6012989003	warden@co.leake.ms.us
LEBANON COMMUNITY CORRECTIONAL CENTER	RITA	PERKINS	2768891530	ritaperkins@secor1.com
LEE COUNTY SHERIFF DEPT	DOUG	CARLSON	(815) 284-5217	dcarlson@countyoflee.org
LEE'S SUMMIT CITY POLICE DEPT	KEN	CONLEE	(816) 9691770	jking@lees-summit.mo.us
LEFLORE COUNTY SHERIFF'S DEPT	RICKY	BANKS	(662) 453-5141	leflore42so1@yahoo.com
LESLIE COUNTY DETENTION CENTER	BILLY	BOWLING	(606) 672-3548	bbowling209@tds.net
LETCHER COUNTY JAIL	DON	MCCALL	6066335163	donmccall@sctel.com
LEWIS & CLARK COUNTY DETENTION CENTER	JASON	GRIMMIS	(406) 447-8235	jgrimmis@lccountymt.gov
LEWIS COUNTY DETENTION CENTER	JEFF	LYKINS	(606) 796-2312	lewiscd@ky.gov
LEXINGTON COUNTY JAIL	KEVIN	JONES	(803) 785-8261	kjones@lex-co.com
LEXINGTON FAYETTE URBAN DETENTION	TAMMY	BRADLEY	(859) 425-2609	tbradley@lexingtonky.gov

List Of Securus Current Contracts

Account Name	First Name	Last Name	Phone	Email
LIBERTY COUNTY	JOY	VYORAL	(936) 336-4509	joy.vyoral@co.liberty.tx.us
LICKING COUNTY JUSTICE CENTER	RANDY	THORP	(740) 670-5554	rthorp@lcounty.com
LIMESTONE COUNTY	BRENDA	CHANEY	(254) 729-2674 ext 233	bchaney@lasallecorrections.com
LINCOLN COUNTY DETENTION CENTER	NITA	TALOR	5756482385	ntaylor@lincolncountynm.gov
LINCOLN COUNTY JAIL	MIKE	WEIGEL	(785) 524-4253	mweigel@kssheriff.net
LINCOLN COUNTY JAIL	ANNA	TROUSDALE	(775) 962-5151	atrousdale@lcso-nv.org
LINCOLN COUNTY JAIL	STEVE	RUSHING	(601) 833-5251	sheriff@co.lincoln.ms.us
LINCOLN COUNTY JAIL	ROBY	BOWE	(406) 293-4112	rbowe@lcso.mt.gov
LINCOLN COUNTY SHERIFF'S DEPT	DAVE	MANNINEN	7155369244	dmanninen@co.lincoln.wi.us
LINCOLN COUNTY SHERIFF'S OFFICE	CLINT	TWEDEN	(719) 743-2426	ctweden@lincolnsheriff.net
LINCOLN COUNTY SHERIFF'S OFFICE	BRUCE	BEGGS	(706) 359-1860	bbeggs@lincolncountyga.com
LOGAN COUNTY DETENTION CENTER	AMBER	WOOD	2707263696 EXT 5	lcdcawood@yahoo.com
LOGAN COUNTY JAIL	JOHN	JOHNSON	(970) 522-2578	jjohnson@logancosheriff.com
LOGAN COUNTY JAIL	STEVE	NICHOLS	(217) 732-4159	snichols@co.logan.il.us
LOGAN COUNTY JUVENILE DETENTION CENTER	SHELLY	WISNER	9375939513	swisner@co.logan.oh.us
LOGAN COUNTY SHERIFF'S OFFICE	GREG	FITZPATRICK	(937) 592-5731	gfitzpatrick@co.logan.oh.us
LOMPOC CITY JAIL	TIMOTHY	DABNEY	(805) 875-8107	t_dabney@ci.lompoc.ca.us
LORAIN COUNTY CORRECTIONAL FACILITY	JACK	HAMMOND	(440) 329-3844	jhammond@loraincountysheriff.com
LORAIN POLICE DEPT	JIM	MCCANN	4402042113	jim_mccann@cityoflorain.org
LOS ALAMOS POLICE DEPT	RANDY	CHAVEZ	(505) 6628226	randy.chavez@lacnm.us
LOUISVILLE / JEFFERSON COUNTY METRO GOVT	JENNIFER	EUBANKS	5025742660	jennifer.eubanks@louisvilleky.gov
LOWNDES COUNTY ADULT DETENTION CENTER	KEVIN	FORRESTER	662-328-6788	kforrester@lowndes-so.org
LYON COUNTY JAIL	ED	KILGORE	775-463-6600	ekilgore@lyon-county.org
MACKINAC COUNTY JAIL	TIM	AHLBORN	(906) 643-1911	jail49@mackinaccounty.net
MACON COUNTY DETENTION CENTER	MARK	GAMMONS	(828) 3492104	mgammons@maconnc.org
MACON COUNTY JAIL	CHARLES	CANNON	(478) 472-6457	mcso1@windstream.net
MACON COUNTY JAIL	TONY	BROWN	(217) 424-1341	abrown@sheriff-macon-il.us
MACOUPIN COUNTY JAIL	MIKE	KOSTICH	2178256947	mike.kostich@macoupincountyil.gov
MADERA COUNTY DOC	MANUEL	PEREZ	(559) 675-7951	mperez@madera-cpounty.com
MADISON COUNTY DETENTION CENTER	TOM	BANKS	8286492721	tbanks@madisoncountysheriff.org
MADISON COUNTY DETENTION CENTER	LAURA	LEATHERS	6018550732	laura.leathers@madison-co.com
MADISON COUNTY JAIL	RANDY	SMITH	(850) 973-4001	randy.smith@mcso-fl.org
MADISON COUNTY JAIL	DONALD	BUNT	(618) 692-6087	dfbunt@co.madison.il.us
MADISON COUNTY SHERIFF'S DEPT	MINDY	POE	9363482755	melinda.grubb@madisoncountytx.org
MADISON COUNTY SHERIFF'S DEPT	ANDREW	WILLIAMS	(765) 6464004	awilliams@madisoncounty.in.gov
MAHASKA COUNTY JAIL	LARRY	SEPTER	(641) 673-2591	jail@mahaskacounty.org
MAINE JAIL ASSOCIATION	EDWARD	QUINN	20774395564	equinn@oxfordcountysheriff.com
MANITOWOC COUNTY SHERIFF'S DEPT	JASON	JOST	(920) 683-4339	jasonjost@co.manitowoc.wi.us
MAPLE HEIGHTS POLICE DEPT	GEORGE	MAKOVICKA	(216) 5879633	jailao@mhpd-ohio.com
MARATHON COUNTY JAIL	SANDRA	LADU-IVES	7152611701	sandra.ladu-ives@co.marathon.wi.us

List Of Securus Current Contracts

Account Name	First Name	Last Name	Phone	Email
MARION COUNTY JAIL	ROGER	VICKERS	(870) 449-4236	mcsheriff@yellville.net
MARION COUNTY JAIL	TERRY	BOVAIRD	(352) 351-8077	tbovaird@marionso.com
MARION COUNTY JAIL	SCOTT	JERKINS	(641) 828-2220	sjerkins@co.marion.ia.us
MARION COUNTY JAIL	RONNIE "BO"	BURNETT	(423) 942-2525	ronnieburnett@marioncosheriff.com
MARION COUNTY JUVENILE DETENTION CENTER	JAMES	SNIDER	3173278444	jamesnider@indy.gov
MARION COUNTY SHERIFF'S DEPT	RON	JACKSON	(229) 649-3841	rjjackson921@yahoo.com
MARIPOSA COUNTY DETENTION FACILITY	JUSTIN	REEDER	2099663616	jreeder@mariposacounty.org
MARQUETTE COUNTY	GREGG	GUSTAFSON	(906) 225-8435	ggustafson@mqtcty.org
MARSHALL COUNTY SHERIFF'S DEPT	TERRY	HATTON	(309) 246-2115	terryhatton2@gmail.com
MARYSVILLE CITY JAIL	ROBERT	CARDEN	(360) 6515050	rkrusey@ci.marysville.wa.us
MASON COUNTY JAIL	TOM	HAUGEN	(360) 427-9670	thaugen@co.mason.wa.us
MASON COUNTY JAIL	BETHANY	CARRIER	(231) 843-3475	bcarrier@masonco.net
MASON COUNTY SHERIFF'S DEPT	PAUL	GANN	3095432231	mcsheriff@grics.net
MASSAC COUNTY SHERIFF'S DEPT	JOHN	KONEMANN	(618) 524-2912	jkonemann@massacsheriffsdept.com
MCDONOUGH COUNTY JAIL	MARK	NEVE	3098335245	mneve@sheriff.mcdonough.il.us
MCDUFFIE COUNTY SHERIFF'S OFFICE	CHRIS	DURDEN	(706) 595-2040	rwille@co.mcduffie.ga.us
MCLEAN COUNTY JAIL	TOM	PHARES	3098885036	daveo@mclean.gov
MCLEOD COUNTY JAIL	KATE	JONES	(320) 864-1481	katherine.jones@co.mcleod.mn.us
MCMINN COUNTY JAIL	JOE	GUY	(423) 745-5622	joeguy@mcminncountysheriff.com
MCPHERSON COUNTY JAIL	CLIFFORD "BUTCH"	BAILEY	620-245-1225	wbailey@mcphersoncountyks.us
MEADE COUNTY JAIL	TROY	SEELYE	(270) 422-2546	tseelye@bbtel.com
MEADE COUNTY JAIL	MARK	MILLER	(620) 873-8765	mmiller@meadeso.com
MEDINA COUNTY JAIL	KATHY	BALLASH	(330) 7250028	kballash@medinaco.org
MEDINA COUNTY JUVENILE DETENTION CENTER	KATHY	SCHEIMAN	3307648404	kscheiman@medinaco.org
MEEKER COUNTY JAIL	DAN	MILLER	3206935417	dan.miller@co.meeker.mn.us
MEIGS COUNTY JAIL	SCOTT	TRUSSELL	(740) 992-3371	scott.trussell@meigssheriff.org
MENARD COUNTY JAIL	ROD	HARRISON	(217) 6322273	rharrison@co.menard.il.us
MENARD COUNTY SHERIFF'S OFFICE	BUCK	MILLER	(325) 396-2487	menardcountyso@yahoo.com
MENOMINEE COUNTY JAIL	ROXANNE	DRUST	9068634441	roxydrust@hotmail.com
MERCER COUNTY SHERIFF'S OFFICE	JOSEPH	OLSON	(309) 582-5194	josepholson@frontiernet.net
MERCER COUNTY SHERIFF'S OFFICE	JODIE	LANGE	(419) 586-5753	jodie.lange@mercercountysheriff.org
MERRIMACK COUNTY DOC	ROSE	MIRANTE	6037963608	rmirante@mcdoc.net
MESA COUNTY	BRENDA	APOLINAR	(970) 244-3529	brenda.apolinar@mesacounty.us
MESQUITE CITY POLICE DEPT	BRAD	TOBLER	7023465262 EXT. 6055	btobler@mesquitenv.gov
MESQUITE POLICE DEPT	DEREK	ROHDE	9722166625	administration@mesquitepolice.org
MIAMI COUNTY	DAVE	NORMAN	(937) 4403468	norman.dave@miamicountyso.com
MIDDLEPORT CITY JAIL	BRUCE	SWIFT	(740) 9926424	bswift@ohiohills.com
MIDDLESEX COUNTY	JOHN	CORMIER	9786671711	john.cormier@sdh.state.ma.us
MIDLAND COUNTY	REBECCA	THOMPSON	(432) 688-4600	sodet106@co.midland.tx.us
MIDLAND COUNTY JAIL	SCOTT	STEPHENSON	9898394600	sstephenson@co.midland.mi.us

List Of Securus Current Contracts

Account Name	First Name	Last Name	Phone	Email
MIDLOTHIAN CITY - NORTHERN ELLIS EMERGENCY DISPATCH	JOHN	SPANN	(972) 7757615	john.spann@midlothian.tx.us
MILLARD COUNTY JAIL	MICHAEL	WINGET	(435) 7431013	mwinget@co.millard.ut.us
MINERAL COUNTY SHERIFF'S DEPT	JAMES	HOLLAND	(775) 945-0704	jholland@mineralcountynv.org
MISSAUKEE COUNTY SHERIFF'S OFFICE	ANDREA	MARTIN	2318394338	a.martin@missaukeesheriff.net
MISSISSIPPI COUNTY DETENTION CENTER	DALE	COOK	(870) 658-2242	misscoso@hotmail.com
MISSISSIPPI COUNTY DETENTION CENTER	CORY	HUTCHESON	(573) 683-2111	coryhutcheson@gmail.com
MITCHELL COUNTY JAIL	JEFF	HUFTALIN	(641) 7324740	talin@gmail.com
MO DOC	THERESA	ROEDEL	(573) 751-2389	theresa.roedel@doc.mo.gov
MODOC COUNTY JAIL	MARK	GENTRY	(530) 2334416	swright@modocsheriff.us
MOFFAT COUNTY JAIL	RYAN	HESS	(970) 824-4498	rhess@sheriff.moffat.co.us
MOLINE ACRES CITY POLICE DEPT	ANNETTE	PENDILTON	3148682433 X113	apendilton@molineacres.org
MONETT CITY POLICE DEPT	TIM	SCHEWEIDER	4172354241	monettpd@cityofmonett.com
MONO COUNTY JAIL	MIKE	BOOHER	(760) 932-7549	mbooher@monosheriff.org
MONONA COUNTY SHERIFF'S DEPT	JEFF	PRATT	(712) 433-1414	mocoso@pionet.net
MONROE COUNTY CORRECTIONAL FACILITY	DONNA	ASURE	(570) 992-3232	dasure@co.monroe.pa.us
MONROE COUNTY DETENTION FACILITY	THOMAS	TATE	(251) 743-2502	ttate_mcso@yahoo.com
MONROE COUNTY JAIL	DAN	KELLEY	(618) 939-8651	sheriff@htc.net
MONROE COUNTY SHERIFF'S DEPT	STAN	HENDRICKSON	(608) 269-2117	stan.hendrickson@co.monroe.wi.us
MONTAGUE COUNTY	PAUL	CUNNINGHAM	(940) 894-2871	pcunningham@montaguesheriff.com
MONTCALM COUNTY	WILLIAM	BARNWELL	9898317596	bbarnwell@co.montcalm.mi.us
MONTEREY COUNTY	FABIAN	BARRERA (RETIRED)	(831) 7553868	barreraf@co.monterey.ca.us
MONTEREY COUNTY JAIL	JIM	BASS	(831) 755-3887	bassj@co.monterey.ca.us
MONTEZUMA COUNTY JAIL	JIM	MCCLAIN	(970) 565-8452	jmcclain@so.montezuma.co.us
MONTGOMERY COUNTY SHERIFF'S DEPT	BEKAH	RIVERS	(765) 362-3740 x228	rebekah.rivers@montgomeryco.net
MONTGOMERY COUNTY SHERIFF'S OFFICE	CHRIS	WATKINS	9105721313	chris.watkins@montgomercountync.com
MONTMORENCY SHERIFF'S DEPT	MICHAEL	BRAUM	(989) 785-4238	braunm@montmorencysheriff.com
MONTROSE COUNTY JAIL	JIM	GERLACH	(970) 3452244	jgerlach@co.montrose.co.us
MOREHOUSE PARISH	VERONIQUE	MCDONALD	318-874-7855	vmcdonald@mpso.net
MORGAN COUNTY JAIL	LINDA	DAUGHERTY	(423) 3466262	ldaughertymcso@highland.net
MORGAN COUNTY JAIL	SHERIFF	GARNER	(765) 3425544	shf117@scican.net
MORGAN COUNTY JAIL	MIKE	CARMODY	(217) 245-4143	mcarmody@net-axess.com
MORGAN COUNTY JAIL	DAVE	MARTIN	(970) 252-4065	dmartin@co.morgan.co.us
MORROW COUNTY SHERIFF'S OFFICE	RUSS	RIGNEY	(419) 947-4845	rrigney@morrowcountysheriff.com
MTC GADSDEN CORRECTIONAL FACILITY	GENE	WEEKS	(801) 6932774	gene.weeks@mtctrains.com
MULTI-COUNTY CORRECTIONAL CENTER	DALE	OSBORN	(740) 387-7434	dosborn3@adelphia.net
MULTI-COUNTY JUVENILE DETENTION CENTER	BRIAN	LOGAN	7406521540	logan@mcjdc.org
MULTNOMAH COUNTY	NICK	JARMER	(503) 988-5060	nicholas.jarmer@mcso.us
MUSCLE SHOALS CITY JAIL	BRANDON	BROWN	(256) 3836746	brown@mspolice.org
MUSKEGON COUNTY JAIL	MARK	BURNS	(231) 724-6351	mark.burns@muskegonsheriff.com

List Of Securus Current Contracts

Account Name	First Name	Last Name	Phone	Email
MUSSELSHELL COUNTY JAIL	SCOTT	JOHNSON	(406) 3231402	sjohnson@co.musselshell.mt.us
NAPA COUNTY	BRET	PREBULA	(707) 253-4401	bret.prebula@countyofnapa.org
NATRONA COUNTY JAIL	KRISTA	REED	(307) 2359531	krreed@natronacounty-wy.gov
ND DOC	TROY	SCHULZ	(701) 328-6390	twschulz@nd.gov
NELSON COUNTY DETENTION CENTER	DORCAS	FIGG	(502) 3481860	ncjail@bardstown.com
NESHOBA COUNTY DETENTION CENTER	TOMMY	WADDELL	(601) 656-1414	twaddle@neshobacounty.net
NEVADA COUNTY JAIL	SHERIFF	MARTIN	(870) 8872616	lmiller@nevadacountysheriff.org
NEW HANOVER COUNTY DETENTION CENTER	R	SMITH	(910) 3414200	rsmith@nhcgov.com
NEW YORK CITY DOC	MARK	STRANGE	718-546-0520	mark.strange@doc.nyc.gov
NEWAYGO COUNTY JAIL	SHANNON	ROBERTSON	(231) 689-7376	shannonr@co.newaygo.mi.us
NEWPORT NEWS	KEITH	LANGFORD	757-926-8759	klangford@nngov.com
NEWTON COUNTY JAIL	JACKIE	KNIGHT	(601) 635-2101	newtonso51@yahoo.com
NEWTON COUNTY JAIL	KATHLEEN	GLASGOW	(219) 474-5661	kglasgow@newtoncounty.in.gov
NEZ PERCE COUNTY JAIL	JACK	MCGEE	2087502088 X4766	jackm@co.nezperce.id.us
NILES LAW ENFORCEMENT COMPLEX	JAMES	MILLIN	(269) 6833282	jmillin@nilesmi.org
NM DOC	ANNA	MARTINEZ	(505) 8278819	anna.martinez@state.nm.us
NOBLE COUNTY SHERIFF'S OFFICE	CHERISH	DITCH	(740) 732-5837	jailadmin@noblecountysheriffsoffice.net
NOLAN COUNTY SHERIFF'S OFFICE	JERRY	WATTS	(325) 2355471	jwatts@nolanso.com
NORTH ROYALTON CITY POLICE DEPT	JOHN	SARGENT	4402378686	jasargent@police.northroyalton.org
NORTH TONAWANDA POLICE DEPT	WILLIAM	HALL	(716) 6924111	whall@northtonawanda.org
NORTHERN NECK REGIONAL JAIL	TED	HULL	(804) 333-6001	ted@nnrj.state.va.us
NORTHWEST COMMUNITY CORRECTIONAL CENTER	TAMMY	STUBBINS	(419) 3547444 EXT. 4981	tstubbins@co.wood.oh.us
NORTHWEST OHIO JUVENILE DETENTION CENTER	GAYLE	HILKERT	4194282322 X212	gaylehilkert@nwojdc.org
NORTHWEST REGIONAL CORRECTIONS CENTER	PAUL	BISSONETTE	2184708142	paul.bissonette@co.polk.mn.us
NORTHWOODS CITY POLICE DEPT	RON	MARTIN	(314) 385-6000	rmartin@cityofnorthwoods.com
NUECES COUNTY RESIDENTIAL SERVICES	ERICKA	MORIN	361/2894242	ericka.morin@co.nueces.tx.us
OCONEE COUNTY LAW ENFORCEMENT CENTER	STEVE	PRUITT	(864) 638-4108	spruitt@oconeelaw.com
OCONTO COUNTY JAIL	BILL	HECKL	9208346909	bill.heckl@co.oconto.wi.us
OGEMAW COUNTY JAIL	HOWARD	HANFT	9893453111	ogemawsheriff@ogsh.org
OGLE COUNTY JAIL	BRIAN	VANVICKLE	8157326666	bvanvickle@oglecounty.org
OGLETHORPE COUNTY JAIL	LARRY	CLARK	(706) 743-8101	clarkodin@windstream.net
OKALOOSA COUNTY DEPT OF CORRECTIONAL SERVICES	KYLENTUS	CLARK	(850) 689-5690	kclark@co.okaloosa.fl.us
OKTIBBEHA COUNTY JAIL	STEVE	GLADNEY	(662) 323-2421	sgladney@sheriff.oktibbeha.ms.us
OLDHAM COUNTY JAIL	TRICIA	HENDERSON	8062672162	vagaso2@amaonline.com
OLMSTED COUNTY ADULT DETENTION CENTER	STACY	SINNER	(507) 328-6791	sinner.stacy@co.olmsted.mn.us
ONEIDA COUNTY JAIL	KEITH	FABIANSKI	7153615136	kfabianski@co.oneida.wi.us
ONTARIO COUNTY JAIL	ALICE	HASKINS	(585) 396-1800	alice.haskins@co.ontario.ny.us
ONTONAGON COUNTY JAIL	DALE	RANTALA	9068844901	onsh@ontonagoncounty.org
ORLEANS PARISH	JOHN	BAKER	(504) 679-6405	bakerj@opso.us

List Of Securus Current Contracts

Account Name	First Name	Last Name	Phone	Email
OSBORNE COUNTY JAIL	CURTIS	MINER	(785) 346-2001	curt_miner@hotmail.com
OSCEOLA CRIMINAL JUSTICE CENTER	WILLIAM	FOSTER	(870) 5635213	foster.william.opd@gmail.com
OTERO COUNTY JAIL	CHRIS	JOHNSON	(719) 384-5941	cjohnson@oterogov.org
OTERO COUNTY JAIL	CAROLYN	BARELA	5054342519 X226	cbarela@co.otero.nm.us
OTSEGO COUNTY JAIL	BRIAN	WEBBER	(989) 732-3555	bwebber@otsegocountymi.gov
OTTAWA COUNTY	BILL	MARSHALL	(419) 734-6864	bmarshall@ottawacountysheriff.org
OTTAWA COUNTY JAIL	TERRY	DURBOROW	(918) 542-2806	osc@cableone.net
OTTAWA COUNTY JAIL	KEITH	COLEMAN	(785) 392-3625	sheriffcoleman@ottawacounty.org
OTTAWA COUNTY JAIL	STEVE	BAAR	(616) 738-4090	sbaar@miottawa.org
OVERLAND CITY POLICE DEPT	MICHAEL	LAWS	(314) 4281212	mikel@overlandmo.org
OXFORD COUNTY JAIL	EDWARD	QUINN	(207) 743-5870	equinn@oxfordcountysheriff.com
PA DOC	TIM	RINGLER	717-795-4918	tringler@pa.gov
PALM BEACH COUNTY	BILL	STEWART	(561) 688-3000	stewartw@pbso.org
PANOLA COUNTY SHERIFF'S DEPT	ROBBIE	HALEY	6625636230	robbie@panola.com
PARK COUNTY DETENTION CENTER	THOMAS	EHLERS	(307) 527-8750	tehlers@parkcountysheriff.net
PARK COUNTY DETENTION CENTER	DAN	MULDOON	(719) 836-2494	dmuldoon@parkco.us
PARK COUNTY DETENTION CENTER	JAY	O'NEIL	(406) 222-4178	joneill@parkcounty.org
PARMA POLICE DEPT	JASON	MANNING	440-887-7300	jasonb.manning@navy.mil
PASSAIC COUNTY JAIL	MICHAEL	TOLERICO	(973) 881-4619	mtolerico@pcsheriff.org
PATRICK COUNTY JAIL	DAVID	JONES	2766943161	djones@sheriff.co.patrick.va.us
PENDER COUNTY JAIL	SAM	JONES	(910) 259-1353	sam.jones@pendersheriff.com
PENNINGTON COUNTY SHERIFFS OFFICE	WILLIE	WHELCHEL	605-394-6116	leadmin@co.pennington.sd.us
PENOBSCOT COUNTY SHERIFF'S OFFICE JAIL	GLENN	ROSS	(207) 947-4585	sheriff@penobscot-sheriff.net
PERRY COUNTY JAIL	JOHNNY	MCCLENNEY	(334) 683-6636	pcshood@yahoo.com
PERRY COUNTY JAIL	KEITH	KELLERMAN	(618) 357-5212	keithkellerman@perrycountysheriffsoffice.com
PERRY COUNTY JAIL	JIMMY DALE	SMITH	(601) 964-8461	perrycoso@hotmail.com
PERSHING COUNTY SHERIFF'S DEPT	JERRY	ALLEN	(775) 273-2641	jallen@pershingcounty.net
PHELPS COUNTY	PENNY	GREGG	(308) 995-5692	penny@phelpscountyso.com
PHELPS COUNTY SHERIFF'S DEPT	MARK	LEATHERS	5734263860	mark.leathers@phelpscountysheriff.org
PHILLIPS COUNTY JAIL	PAUL	WISINGER	(785) 543-6885	plsheriff@ruraltel.net
PIATT COUNTY SHERIFF'S DEPT	KARLA	BELL	2177623766	k.bell@sheriff.piattcounty.org
PICAYUNE CITY JAIL	BRYAN	DAWSEY	6017988653	policechief@picayune.ms.us
PICKAWAY COUNTY JAIL	DWIGHT	RADCLIFF	(740) 4742176	dradcliff@pickawaysheriff.com
PICKENS COUNTY	ANTHONY	MASSINGILL	(864) 8982940	anthonym@co.pickens.sc.us
PICKENS COUNTY JAIL	DAVID	ABSTON	(205) 367-2200	pickensso@pickens.net
PIERCE COUNTY DETENTION CORRECTIONS CENTER	WILLIAM DE	DENNIS	(360) 678-4422	williamd@co.island.wa.us
PIERCE COUNTY JAIL	JASON	MATTHYS	(715) 273-5051	jmatthys@co.pierce.wi.us
PIKE COUNTY DETENTION CENTER	STEPHEN	KORTE	(573) 324-3335	pcskorte@sbcglobal.net
PIKE COUNTY DETENTION CENTER	MARK	SHEPHERD	(601) 783-2323	marks@co.pike.ms.us

List Of Securus Current Contracts

Account Name	First Name	Last Name	Phone	Email
PIKE COUNTY JAIL	PAUL	PETTY	2172855011	sheriffpetty@pikecountysd.org
PIKE COUNTY SHERIFF'S DEPT	JIMMY	THOMAS	(770) 567-8431	sheriff_pikeco@bellsouth.net
PINAL COUNTY	JIM	KIMBLE	(520) 866-5076	james.kimble@pinalcountyaz.gov
PISCATAQUIS COUNTY JAIL	JOHN	GOGGIN	(207) 564-3304	piscso@verizon.net
PLANO POLICE DEPT	NANCY	CORWIN	9729417137	nancyc@plano.gov
PLATTE COUNTY DETENTION CENTER	TIFFANY	DUNCAN	(307) 322-2335	tjduncan@plattecountywy.org
POCAHONTAS COUNTY SHERIFF'S OFFICE	ROBERT	LAMPE	(712) 335-3308	civil1@mediacombb.net
POLK COUNTY	BILL	MCCARTHY	(515) 323-5400	bill.mccarthy@polkcountyiowa.gov
POLK COUNTY JAIL	SCOTT	NARGIS	(715) 485-8370	scottn@co.polk.wi.us
POLK COUNTY SHERIFF'S OFFICE	RICHARD	BITTICK	(503) 623-9251	bittick.richard@co.polk.or.us
PONDERA COUNTY SHERIFF'S DEPT	CARL	SUTA	(406) 2714060	pcso@3rivers.net
PORTAGE COUNTY JAIL	RICK	NEAL	(330) 297-3891	rneal@portageco.com
PORTAGE COUNTY JAIL	CORY	NELSON	(715) 346-1400	nelsonc@co.portage.wi.us
PORTER COUNTY SHERIFF'S DEPT	RON	GAYDOS	(219) 4773000	rgaydos@porterco-ps.org
POTTAWATTAMIE COUNTY JAIL	STU	DELACASTRO	(713) 890-2200	sdelacastro@pottcosheriff.com
POTTER COUNTY JAIL	ANGELA	MILFORD	(814) 274-9730 x730	amilford@pottercountypa.net
POWELL COUNTY SHERIFF'S DEPT	SCOTT	HOWARD	(406) 846-2711	scotth@pcso.co.powell.mt.us
PREBLE COUNTY JAIL	ROBERT	SCHNEIDER	(937) 456-6262	rschneider@preblecountysheriff.org
PRENTISS COUNTY SHERIFF'S DEPT	BRIAN	TAYLOR	(662) 663-0762	prentisscountyjail@yahoo.com
PRESQUE ISLE COUNTY JAIL	ROBERT	PASCHKE	(989) 7342156	picosheriff@i2k.net
PRICE COUNTY JAIL	DAN	GREENWOOD	(715) 339-3011	jailadmn@co.price.wi.us
PROWERS COUNTY JAIL	RANDY	MORRIS	(719) 336-8054	rmorris@prowerscounty.net
PUEBLO COUNTY	LEROY	MORA	7195836426	moral@co.pueblo.co.us
PULASKI COUNTY DETENTION CENTER	RANDY	WILES	606-678-4315	rwiles@pulaskijail.com
PULASKI COUNTY JAIL	PHIL	CHERRY	(574) 946-3341	pcherry@pulaskisheriff.net
PUTNAM COUNTY JAIL	ASHLEY	O'HAIR	(765) 653-3211	ash_ohair@yahoo.com
PUTNAM COUNTY SHERIFF'S DEPT	DAVE	RONEY	(419) 5233208	roneyd@sheriffoff.com
QUAY COUNTY DETENTION CENTER	DON "TJ"	RICH	(575) 461-4664	donald.j.rich@quaycounty-nm.gov
QUEEN ANNE'S COUNTY DETENTION CENTER	ALAN	HANIFEE	(410) 7583817,,3503	ahanifee@qac.org
RACINE COUNTY	DOUG	WEARING	(262) 636-3217	douglas.wearing@goracine.org
RAMSEY COUNTY ADULT DETENTION CENTER	BRAD	LINDBERG	6512669365	brad.lindberg@co.ramsey.mn.us
RANDOLPH COUNTY JAIL	CHRISSY	G	618-826-5484	chrissyg@randolphco.org
RAVALLI COUNTY SHERIFF'S DEPT	KATHY	POWELL	(406) 375-4080	?sheriff@ravallicounty.mt.gov
RAY D ANDERSON COMMUNITY CORRECTIONS FACILITY	PATRICIA	WENZEL	8066376677	pwenzel@terrycounty.org
RICE COUNTY	JAKE	MARINENKO	5073326008	jmarinenko@co.rice.mn.us
RICE COUNTY LAW ENFORCEMENT CENTER	TIM	WEAVER	(620) 257-7876	tweaver@rcsoks.org
RICHARDSON COUNTY JAIL	DAVID	CLARK	4022452479	richardsoncojaol@outlook.com
RICHLAND COUNTY COMMUNITY ALTERNATIVE CENTER	CHRIS	BLUNK	4197743576	cblunk@richlandcountyoh.us

List Of Securus Current Contracts

Account Name	First Name	Last Name	Phone	Email
RICHLAND COUNTY JAIL	JERRY	DOAN	(618) 3957481	richlandjail@gmail.com
RICHLAND COUNTY JAIL	CHRIS	BLUNK	(419) 774-3283	cblunk@richlandcountyoh.us
RICHLAND COUNTY SHERIFF'S DEPT	DENNY	PALMER	(406) 433-2919	dpalmer@richland.org
RICHMOND COUNTY CORRECTIONAL INSTITUTION	JODIE	SMITHERMAN	(706) 842-5552	jsmitherman@augustaga.gov
RICHMOND COUNTY JAIL	BRYAN	MABE	(910) 997-8264	bmabe@richmondcountysheriff.net
RIO ARRIBA COUNTY DETENTION FACILITY - JSI	LARRY	DEYAPP	(575) 5887350	lhdeyapp@rio-arriba.org
RIO GRANDE COUNTY JAIL	KELLY	BLACK	(719) 657-4000	rgso@amigo.net
RIVERSIDE COUNTY	STEVE	THETFORD	(951) 955-2400	sthetford@riversidesheriff.org
ROANOKE CITY JAIL	KIMBERLY	HADDOX	5408531821	kim.haddox@roanokeva.gov
ROCK HILL CITY POLICE DEPT	VERNON	HARMON	(803) 3252512	vharmon@cityofrockhill.com
ROCK ISLAND SHERIFF'S DEPT	JEFF	BOYD	(309) 794-1230	jboyd@ricosheriff.org
ROCKDALE COUNTY SHERIFF'S OFFICE	TINA	MALONE	7702787552	tina.malone@rockdalecounty.org
ROCKINGHAM COUNTY	SAM	PAGE	(336) 634-3236	spage@co.rockingham.nc.us
ROCKINGHAM COUNTY DOC	STEVEN	CHURCH	(603) 679-2244	schurch@co.rockingham.nh.us
ROCKWALL COUNTY JAIL	LISA	CONSTANT	9722046050	lconstant@rockwallcountytexas.com
ROLLING PLAINS REGIONAL JAIL & DET CTR	SHIELA	HESTER	940-864-5694	shester@emeraldcompanies.com
ROOSEVELT COUNTY ADULT DETENTION CENTER	DON	BURDINE	(505) 3566871	dburdine@yucca.net
ROSCOMMON COUNTY JAIL	STEVE	LEMIRE	(989) 275-5101	lemires@roscommoncounty.net
ROSS COUNTY JAIL	TJ	HOLLIS	(740) 773-1186	t.hollis@rosssheriff.com
ROUTT COUNTY JAIL	MICHELLE	RICHARDSON	(970) 870-5509	mrichardson@co.routt.co.us
ROWAN COUNTY DETENTION CENTER	WES	COLDIRON	6067848457	wcoldiron6603@gmail.com
ROWAN COUNTY DETENTION CENTER	JUDY	WRIGHT	7042168756	judy.wright@rowancountync.gov
RUSH COUNTY JAIL	BRETT	TURNER	(765) 932-2931	jailcommander@rushcounty.in.gov
RUSK COUNTY JAIL	GLORIA	BRUNNER	(715) 532-2189	gb120@ruskcountywi.us
RUTHERFORD COUNTY DETENTION CENTER	GREG	COCHRAN	(828) 287-6245	greg.cochran@rutherfordcountync.org
SAGINAW COUNTY SHERIFF'S DEPT	MARK	ANGLISS	9897905291	mangliss@saginawcoounty.com
SAGUACHE COUNTY JAIL	MIKE	NORRIS	(719) 655-2544	saguacheso@amigo.net
SALINE COUNTY	DAVID	UNDERWOOD	(618) 2528661 X400	dunderwood@clearwave.com
SALINE COUNTY DETENTION FACILITY	DON	BIRDSONG	(501) 303-5609	dbirdsong@scsosheriff.org
SALINE COUNTY JAIL	DEB	REDMOND	(785) 8266500	deb.redmond@saline.org
SALT RIVER PIMA MARICOPA INDIAN COMMUNITY	JAMES	REGAN	480.362.7206	james.regan@srpmic-nsn.gov
SAN BENITO COUNTY JUVENILE DEPT	JONELL	CASADA	8316364050	jcasada@cosb.us
SAN BERNARDINO COUNTY	RICK	ROELLE	(909) 888-5916	rroelle@sbso.org
SAN DIEGO COUNTY	WILLIAM	LATIMER	(619) 615-2547	william.latimer@sdsheriff.org
SAN JACINTO COUNTY SHERIFF'S DEPT	DAVID	CLARK	(936) 653-4367	dclark@co.san-jacinto.tx.us
SAN JOAQUIN COUNTY JAIL	SCOTT	THOMAS	209 4685173	sathomas@sjgov.org
SAN JUAN COUNTY	THOMAS	HAVEL	5053344308	thavel@sjcounty.net
SAN JUAN COUNTY JAIL	MARSHA	SHUMWAY	4355872237	mshumway@sanjuancounty.org
SAN LUIS REGIONAL DETENTION CENTER	TERRY	JOHNSON	520 8665011	terry.johnson@pinalcountyaz.gov
SAN MATEO COUNTY	ANDRE	JACKSON	650-363-4000	aejackson@smcgov.org

List Of Securus Current Contracts

Account Name	First Name	Last Name	Phone	Email
SAN MATEO COUNTY YOUTH SERVICES CENTER	BRIDGET	LOVE	6503125261	blove@sanmateo.ca.us
SAN MIGUEL COUNTY DETENTION CENTER	PATRICK	SNEDEKER	(505) 425-7589	smcwarden@smcounty.net
SAN PATRICIO COUNTY JAIL	TINA	GARRETT	(361) 364-9600	sp.jail/admin@co.san-patricio.tx.us
SAND SPRINGS CITY POLICE DEPT	JOHN	MARS	9182462537	jemars@sandspringsok.org
SANDERS COUNTY SHERIFF?S OFFICE	SHAWNA	CHENOWETH	(406) 827-6933	schenoweth@co.sanders.mt.us
SANDOVAL COUNTY DETENTION CENTER - JSI	AL	CASAMENTO	(505) 8675339	acasamento@sandovalcountynm.gov
SANILAC COUNTY JAIL	NICK	ROMZEK	(810) 6488339	corlt@sanilaccounty.net
SANTA CRUZ COUNTY JUVENILE HALL	CHRISTINE	BENNETT	(831) 4543853	christine.bennett@santacruzcounty.us
SANTA FE COUNTY ADULT DETENTION FACILITY	LISA	LEIDING	(505) 428-3222	lleiding@santafecountynm.gov
SARASOTA COUNTY	ANN	O'BOYLE	800) 333 8856 X.3116 TOLL FREE	ann.oboyle@praeses.com
SAUNDERS COUNTY JAIL	BRIAN	STYSKAL	(402) 443-8167	bstyskal@co.saunders.ne.us
SAWYER COUNTY SHERIFF'S DEPT JAIL	JOE	SAJDERA	7156347554 EXT 2220	jsajdera@sawyersheriff.org
SCHOOLCRAFT COUNTY JAIL	DAVE	MADDOX	(906) 341-2122	maddox255@gmail.com
SCOTLAND COUNTY SHERIFF'S OFFICE	SANDRA	MILLER	(910) 277-3166	smiller@scotlandcounty.org
SCOTT COUNTY		WILSON	423-663-2245	ltwilson37@yahoo.com
SCOTT COUNTY DETENTION CENTER	LARRY	COVINGTON	(502) 863-7882	l.covington@georg.twcbc.com
SCOTT COUNTY JAIL	RICK	WALTER	(573) 545-3525	scsd1@charter.net
SCOTT COUNTY JAIL	SCOTT	RETTKE	(952) 4968774	srettke@co.scott.mn.us
SCOTT COUNTY SHERIFF'S OFFICE	BRAD	CARSON	(601) 469-1511	bradcarson@bellsouth.net
SEAL BEACH POLICE DEPT	QUION	JUNIEL	5627994100 EXT. 1117	qjuniel@sealbeachca.gov
SEDGWICK COUNTY DETENTION FACILITY	BRENDA	DIETZMAN	(316) 660-3900	brenda.dietzman@sedgwick.gov
SEMINOLE COUNTY JAIL	GEORGE	SELLERY	(407) 665-1201	gsellery@seminolesheriff.org
SEQUATCHIE COUNTY SHERIFFS DEPT	RONNIE	HITCHCOCK	(423) 949-7750	clintwalker@aol.com
SEVIER COUNTY JAIL	CORY	HUTCHINGS	(435) 896-2600	chutchings@sevier.utah.gov
SEWARD COUNTY	ROB	GANT	(620) 309-1500	captain@swko.net
SHAWANO COUNTY	GREG	TRINKO	7155267951	greg.trinko@co.shawano.wi.us
SHAWNEE COUNTY DOC	TIM	PHELPS	(785) 291-5000	tim.phelps@snco.us
SHEBOYGAN COUNTY	TODD	PRIEBE	(920) 459-1300	todd.priebe@sheboygancounty.com
SHEFFIELD CITY JAIL	GREG	RAY	2563831771	gray@sheffieldpolice.org
SHELBY COUNTY JAIL	VAL	RHODES	(217) 774-3941	scsojal@consolidated.net
SHELBY COUNTY SHERIFF'S DEPT	LOUIE	KOCH	3173925114	louie.koch@co.shelby.in.us
SHELBY COUNTY SHERIFF'S OFFICE	KARLA	PLEIMAN	(937) 498-1111	karla.pleiman@shelbycountysheriff.com
SHERBURNE COUNTY JAIL	DAVE	ISAIS	7637653803	dave.isais@co.sherburne.mn.us
SHERIDAN CITY DETENTION CENTER	MICHAEL	THOMAS	870-942-5512	sheridanpdcid@yahoo.com
SHIAWASSEE COUNTY	DOUG	POWELL	(989) 743-3411	dpowell@shiawassee.net
SIBLEY COUNTY JAIL	AARON	LOUWAIE	5072374337	aaronl@co.sibley.mn.us
SIERRA COUNTY DETENTION CENTER	JOE	BACA	(575) 894-2537	sierra1@sierracountynm.gov
SIKESTON DEPT OF PUBLIC SAFETY	JOHN	MARTIN	5734716200 EXT. 3756	jmartin@sikeston.org
SLIDELL POLICE DEPT	SEAN	MCLAIN	9856466179	smclain@slidellpd.com

List Of Securus Current Contracts

Account Name	First Name	Last Name	Phone	Email
SMITH COUNTY JAIL	STEVE	HOPPER	(615) 735-2626	shopper17@yahoo.com
SMITH COUNTY JAIL	BRUCE	LEHMAN	(785) 282-5180	smxso@ruraltel.net
SMYRNA CITY JAIL		STEELE	(770) 4346666	tsteele@ci.smyrna.ga.us
SOUTHAMPTON COUNTY	SCOTT	DOYLE	(757) 653-2157	doyles@shso.org
SOUTHEASTERN OHIO REGIONAL JAIL	ROBERT	BARRETT	740-753-2181	rbarrett337@gmail.com
SOUTHERN UTE INDIAN TRIBE	DAKOTA	CRESSLER	(970) 563-0379	dcressler@southern-ute.nsn.us
ST CLAIR COUNTY	TOM	MAZIARZ	(618) 277-3505	temaziarz@co.st-clair.il.us
ST CLAIR COUNTY JAIL	TOM	BLISS	8109871709	tbliss@stclaircounty.org
ST FRANCOIS COUNTY JAIL	DAN	BULLOCK	(573) 431-2777	bullock@sfcsd.org
ST GENEVIEVE COUNTY JAIL	ANDREW	JOHNSON	(573) 8839896	ajohnson@sgcso.com
ST JOSEPH COUNTY JAIL	TIM	SCHULER	(269) 467-9045	schulert@stjosephcountymi.org
ST PETERS POLICE DEPT	MIKE	TOWNSEND	(636) 477-6600 EXT. 561	smokengun@yahoo.net
STARK COUNTY JAIL	JIMMIE	DISON	(309) 286-2541	sheriff@starkco.illinois.gov
STARR COUNTY JAIL	ORALIA	MIRELES	956-487-4552	jailrecords@starrcountyso.org
STEPHENS COUNTY JAIL	RANDY	SHIRLEY	(706) 886-2514	scsoshirley@windstream.net
STEPHENSON COUNTY	DEAN	SCHROEDER	8152358254	dschroeder@co.stephenson.il.us
STEUBEN COUNTY JAIL	FRANCISCO (CISCO)	ORTIZ	(260) 668-1000	fortiz@co.steuben.in.us
STEVENS COUNTY JAIL	THOMAS	STEERS	(620) 544 4366	svso3tjs@gmail.com
STOREY COUNTY SHERIFF'S DEPT	TONY	DOSEN	(775)8470929	tdosen@storeycounty.org
STORY COUNTY JAIL	PAUL	FITZGERALD	(515) 382-7464	pfitzgerald@storycounty.com
STRONGSVILLE POLICE DEPT	MOLLY	CHAN	(440) 5803250 EXT. 5255	molly.chan@strongsville.org
SUBLETTE COUNTY DETENTION FACILITY	DAVE	LANKFORD	307 3674378	dlankford@subso.com
SUFFOLK COUNTY CORRECTIONAL FACILITY	RANDALL	YORK	(631) 728-5000	ryork@southamptontownny.gov
SUFFOLK COUNTY SHERIFF'S DEPT	MAC	HAYES	(617) 961-6312	mhayes@scsdma.org
SULLIVAN COUNTY DOC	LORI	KEEFE	6035428717 EXT 436	lkeefe@sullivancountynh.gov
SULLIVAN COUNTY JAIL	BRYAN	KINNETT	(812) 268-4044	sheriffkinnett@joink.com
SULLIVAN COUNTY SHERIFF'S OFFICE	WAYNE	ANDERSON	4232796064	jwayne@scsotn.com
SUMMIT COUNTY JAIL	TERI	FURLL	(970) 453-2232	terif@co.summit.co.us
SUMMIT COUNTY JAIL	KATI	BOOTH	(435) 615-3500	kbooth@summitcounty.org
SUMNER COUNTY JAIL	MIKE	BRANDON	6203268941	mbrandon@co.sumner.ks.us
SUMNER COUNTY SHERIFF'S OFFICE AND JAIL	DON	LINZY	(615) 442-1812	dlinzy@sumnersheriff.com
SUMTER-LEE REGIONAL DETENTION CENTER	TERESA	RAYLEE	(803) 4362353	traylee@sumtercountysc.org
SUNNYSIDE POLICE DEPT	ANDREW	GUTIERREZ	5098366211	argutierrez@ci.sunnyside.wa.us
SUTTER COUNTY SHERIFF'S DEPT	NORM	BIDWELL	(530) 822-7302	nbidwell@co.sutter.ca.us
SUWANNEE COUNTY JAIL	JOHN	MILLS	(386) 362-2222	millsj@suwanneesheriff.com
SWITZERLAND COUNTY JAIL	ROY	LEAP	(812) 427-3636	rleap@scso-in.org
TALBOT COUNTY DETENTION CENTER	DOUG	DEVENYNS	(410) 770-8137	ddevenyns@talbotcountymd.gov
TAOS COUNTY ADULT DETENTION CENTER	JOHNA	GONZALES	5757376410	johna.gonzales@taoscounty.org
TARRANT COUNTY	BOB	KNOWLES	(817) 884-1187	rknowles@tarrantcounty.com
TATE COUNTY JAIL	TANYA	FELDER	6625624434	tfelder@tatecountysheriff.com

List Of Securus Current Contracts

Account Name	First Name	Last Name	Phone	Email
TATTNALL COUNTY SHERIFFS OFFICE	QUINTON	RUSH	(912) 557-6777	tcsheriff@windstream.net
TAYLOR COUNTY JAIL	"BUMMY"	WILLIAMS	860-584-2429	dwelch@tcsofl.org
TAYLOR COUNTY SUBSTANCE ABUSE TREATMENT CTR	MARTHA	REYES	(325) 6917407	bkd@abilene.com
TAZEWELL COUNTY JUSTICE CENTER	CY	TAYLOR	3094772205	ctaylor@tazewell.com
TELLER COUNTY JAIL	STAN	BISHOP	(719) 687-7760	bishops@co.teller.co.us
TENNESSEE VALLEY YOUTH SERVICES	TINA	JACKSON	(256) 3813520	tjackson@tvjdc.com
TERREBONNE PARISH CRIMINAL JUSTICE COMPLEX	THOMAS	COPE	(985) 857-0361	tcope@tpso.net
TETON COUNTY DETENTION CENTER	MARVIN	ARRIOLA	(307) 733-4052	marriola@tetonsheriff.org
TEXAS COUNTY JAIL	RICK	CADDELL	(580) 338-4000	sheriffrcaddell@ptsi.net
THREE FORKS REGIONAL JAIL	HARVEY	PELPHREY	6064642598	bfriend.tfrj@yahoo.com
TIFT COUNTY LAW ENFORCEMENT CENTER	DANNY	TORRES	(229) 388-6020	daniel.torres@tiftcounty.org
TIOGA COUNTY PRISON	IRENE	HEATLY	5707245911	iheatly@tiogacountypa.us
TIPPAH COUNTY JAIL - JSI	BILL	MIDDLETON	6628378270	billmiddleton23@yahoo.com
TIPPECANOE COUNTY COMMUNITY CORRECTIONS	DAVID	HEATH	7657421279	dheath@tippecanoe.in.gov
TIPTON COUNTY JAIL	BILL	DAUGHERTY	(901) 475-3300	bdaugherty@tiptonco.com
TIPTON COUNTY JAIL	CHUCK	BELL	(765) 675-2112	tiptoncoema@gmail.com
TITUS COUNTY JAIL	BRADLEY	FOSDICK	9035726641	bfosdick@co.titus.tx.us
TOOELE COUNTY JAIL	RAY	CLINTON	(435) 277-4201	rclinton@tooeleco.org
TOOLE COUNTY JAIL	MIKE	LAMEY	4064345585	tcsheriff@3rivers.net
TOPPENISH CITY JAIL	CURTIS	RUGGLES	(509) 8654355	cruggles@cityoftoppenish.us
TRAVIS COUNTY	WES	PRIDDY	5128544181	wes.priddy@co.travis.tx.us
TRI COUNTY REGIONAL JAIL	SCOTT	SPRINGETTI	(937) 834-5052	sspringhetti@tricojl.com
TRINITY COUNTY SHERIFF OFFICE	MOX	MUCKLOW	(530) 623-2611	mmucklow@trinitycounty.org
TRINITY COUNTY SHERIFF'S OFFICE	WOODY	WALLACE	(936) 642-1424	woody.wallace@co.trinity.tx.us
TROUP COUNTY CORRECTIONAL INSTITUTE	SADIE	LEE	(706) 883-1720	slee@troupco.org
TROUP COUNTY JAIL	MARTY	REEVES	(706) 883-1635	mreeves@troupco.org
TRUSSVILLE CITY POLICE DEPT	PAUL	SKAGGS	(205) 6552101	pskaggs@trussville.org
TUNICA COUNTY COUNTY SHERIFF'S DEPT - JSI	CALVIN	HAMP	(662) 363-1411	sheriffkchamp@tunicagov.com
TUSCALOOSA COUNTY	BILLY	SHARP	2054648603	bsharp@tuscco.com
TUSCUMBIA CITY JAIL	TERRY	SHERRON	(256) 3833121	topkop1@cityoftuscumbia.org
UINTA COUNTY SHERIFF'S OFFICE	PAUL	SANDERS	3077831044	pasanders@uintacounty.com
UNION COUNTY JAIL	JIM	NASH	(618) 833-4383	ucso091@mail.com
UNION COUNTY JAIL	JOHNNY	BELL	6625341941	jbell@unioncoms.com
UNION COUNTY JAIL	JEFF	OUTEN	(704) 283-3641	jeffouten@co.union.nc.us
UNION COUNTY JAIL	ROBERT	HINES	(864) 429-2818	rhines@countyofunion.com
UNION COUNTY PRISON	DAVID	TAYLOR	8644291620	dtaylor@countyofunion.com
UNION COUNTY SHERIFFS OFFICE	MIKE	MCGOUGH	541-963-1020	m.mcgough@unioncountysheriff.net
UPSHUR COUNTY JAIL	JAMES	GRUNDEN	9038432541	james.grunden@countyofupshur.com
UTAH COUNTY JAIL	DARIN	DURFEY	(801) 851-4200	darind@utahcounty.gov
UVALDE COUNTY	CHARLES	MENDEKE	(830) 278-4111	sheriff@uvaldecounty.com

List Of Securus Current Contracts

Account Name	First Name	Last Name	Phone	Email
VALENCIA COUNTY DETENTION CENTER	JOE	CHAVEZ	(505) 565-8900	joe.chavez@co.valencia.nm.us
VALLEY COUNTY JAIL	JOHN	COOMBS	(208)3827168	jcoombs@co.valley.id.us
VAN BUREN COUNTY JAIL	CHAD	HUNT	(269) 657-2006	hunt@vbco.org
VAN WERT COUNTY CORRECTIONAL FACILITY	TOM	RIGGENBACH	(419) 2382464	triggenbach@vanwertcountysheriff.com
VENANGO COUNTY PRISON	JEFF	RUDITIS	814-432-9629	jruditis@co.venango.pa.us
VERMILION COUNTY JAIL	RAY	LEWELLYN	(217) 442-4080	rlewellyn@vermilionsheriff.org
VERNON COUNTY SHERIFF'S DEPT AND DETENTION CENTER	RON	EMERSON	(608) 637-2124	remerson@vernoncounty.org
VIGIL MALDONADO DETENTION CENTER	MELANIE	MCCARTY	(505) 4453691	yob08@yahoo.com
VIGO COUNTY	GREG	EWING	(812) 462-3381	greg.ewing@vigocounty.in.gov
VIGO COUNTY COMMUNITY CORRECTIONAL CENTER	CHARLES	FUNK	8124623381	charles.funk@vigocounty.in.gov
VILAS COUNTY SHERIFF'S DEPT JAIL	TIM	EVENSON	7154790617	tieven@co.vilas.wi.us
VOLUSIA COUNTY CORRECTIONS	GREG	MARCUM	(386) 254-1555	gmarcum@co.volusia.fl.us
WABASH COUNTY JAIL	LEROY	STRIKER	(260) 5638891	sheriffstriker@wcsd.us
WADENA COUNTY SHERIFFS OFFICE	THOMAS	SPEED	(218) 631-7600	tom.speed@co.wadena.mn.us
WALDO COUNTY JAIL	RAYMOND	PORTER	207-338-1080	correctionsadministrator@waldocountyme.gov
WALKER COUNTY SHERIFFS DEPT	STEVE	WILSON	(706) 638-1909	swilson@walkerso.com
WALLA WALLA COUNTY JAIL	MIKE	WEST	(509) 524-5430	mwest@co.walla-walla.wa.us
WALLA WALLA COUNTY JUVENILE	NORRIE	GREGORIE	(509) 5242822	ngregoire@co.walla-walla.wa.us
WALTHALL COUNTY JAIL	DUANE	DILLON	6018763481	wcso74@bellsouth.net
WAPATO CITY JAIL	BRUCE	BENSCOTER	5098774275	bbenscoter@wapato-city.org
WAPELLO COUNTY JAIL	CHRIS	SWOPE	(641) 684-4233	cswope@wapelloso.com
WARREN COUNTY JAIL	MARTIN	EDWARDS	(309) 734-8506	sheriff_warren@9thjudicial.org
WARREN COUNTY JAIL	RUSSELL	HART	(765) 762-7234	harts@k-inc.com
WARREN COUNTY JAIL	MARTIN	PACE	(601) 636-1761	mpace@co.warren.ms.us
WARREN COUNTY PRISON	STEPHEN	SMITH	8147232486*21	ssmith@warren-county.net
WARREN COUNTY REGIONAL JAIL	JACKIE	STRODE	(270) 843-4606	jackie.strode@ky.gov
WARRICK COUNTY SHERIFFS DEPT	BRETT	KRUSE	(812) 897-6180	bkruse@warrickcountysheriff.com
WASATCH COUNTY JAIL	COREY	DAVIS	(435) 657-1619	cdavis@co.wasatch.ut.us
WASECA COUNTY JAIL	TIM	KINNIRY	(507) 835-0506	tim.kinniry@co.waseca.mn.us
WASHAKIE COUNTY JAIL	WANDA	RICHARD	(307) 347-2242	wcsdept@rtconnect.net
WASHINGTON COUNTY	CAPT. ROBERT	BELLAMY	(402)426 6866	capt.wildmand@washcosheriff.org
WASHINGTON COUNTY JAIL	RICK	SILVER	(918) 337-2800	rsilver@countycourthouse.org
WASHINGTON COUNTY JAIL	PEGGY	TRAXLER	(970) 345-2244	pwilleke@co.washington.co.us
WASHINGTON COUNTY JAIL	BOB	GROSS	(207) 255-3434	capt@wcsheriffoffce.org
WASHINGTON COUNTY JAIL	JOHN	KENNEDY	(618) 327-4800	chiefdeputy@washingtonco.illinois.gov
WASHINGTON COUNTY JAIL	CHUCK	YETTER	(651) 430-7900	chuck.yetter@co.washington.mn.us
WASHTENAW COUNTY SHERIFFS DEPT	RANDY	CASEY	734-973-4759	caseyr@ewashtenaw.org
WATAUGA COUNTY	PAT	THOMAS	(828) 265-7614	pat.thomas@watgov.org

List Of Securus Current Contracts

Account Name	First Name	Last Name	Phone	Email
WAUPACA COUNTY JAIL	ADAM	WOGSLAND	7152564506	adam.wogsland@co.waupaca.wi.us
WAYNE COUNTY	CHUCK	PAPPAS	(313) 967-6672	cpapas@co.wayne.mi.us
WAYNE COUNTY JAIL	MIKE	SMUCKER	3302875771	msmucker@wcjustice-center.org
WAYNE COUNTY JAIL	CYNTHIA	TERRELL	6017353801	cynthia_trrll@yahoo.com
WEAKLEY COUNTY JAIL	JASON	MOORE	(731) 364-2206	jmoorewcso@gmail.com
WEBSTER COUNTY JAIL	DEVIN	MIXON	6622587701	w1wso@yahoo.com
WEBSTER COUNTY SHERIFF'S OFFICE	JAMES	STUBBS	(515) 573-1462	wcsheriff@webstercountyia.org
WELD COUNTY	JAMES	HAYWARD	970-356-4015	jhayward@co.weld.co.us
WEST CENTRAL COMMUNITY CORRECTIONAL	KIM	RATLIFF	9376442838	kratliff@wccf.org
WEST TEXAS DETENTION FACILITY	MARCELLO	VILLEGAS	9153692272 X244	mvillegas@emeraldcompanies.com
WEST VIRGINIA DIVISION OF JUVENILE SERVICES	DANIEL	ANTIS	304-558-9800	daniel.r.antis@wv.gov
WESTERN OH REGIONAL TREATMENT	SANDY	MONFORT	(419) 2223339	smonfort@allencountyohio.com
WESTON COUNTY DETENTION CENTER	BRYAN	COLVARD	(307) 746-4441	sheriff@westongov.com
WEXFORD COUNTY JAIL	GREG	WEBSTER	(231) 779-9211	gwebster@wexfordcounty.org
WHITE COUNTY JAIL	JOE	TAYLOR	(931) 8362700	jtaylor@whitecountysheriff.org
WHITE COUNTY JAIL	RYAN	HURD	5745832251	rhurd@wcsheriff-in.us
WHITE COUNTY JAIL	RANDALL	COBB	(618) 382-5321	lockup3@hotmail.com
WHITE PINE COUNTY JAIL	DAN	WATTS	(775) 289-8808	sheriffwatts@mwpower.net
WHITE RIVER REGIONAL JUVENILE	KELLIE	BRADLEY	870 6126814 EXT 3	kbradley@suddenlink.com
WHITESIDE COUNTY JAIL	TIM	ERICKSON	(815) 772-4044	terickson@whiteside.org
WILKES COUNTY SHERIFF'S OFFICE	GENNA	GRIMAUD	7066782224	grimaud44@yahoo.com
WILKINSON COUNTY SHERIFFS OFFICE	RICHARD	CHATMAN	(478) 946-2411	sheriff158@windstream.net
WILL COUNTY ADULT DETENTION CENTER	LAURA	VIANO	(815) 740-5576	lviano@willcosheriff.org
WILLACY COUNTY JAIL	ERNIE	GARCIA	(956) 689-5576	ernie.garcia@co.willacy.tx.us
WILSON COUNTY JAIL	DEBBIE	BROOM	(830) 393-2535	debbroom@wcsotx.org
WISE COUNTY SHERIFF'S DEPT	KEN	STEEL	9406275624	steelk@sheriff.co.wise.tx.us
WOOD COUNTY	DAVID	MCGEE	9037632201	dmcgee@mywoodcounty.com
WOOD COUNTY JAIL	RONDA	GIBSON	(419) 354-7744	rgibson@co.wood.oh.us
WOOD COUNTY JAIL	THEODORE	ASHBECK	(715) 421-8730	tashbeck@co.wood.wi.us
WOODBURY COUNTY	LYNETTE	PHILLIPS	(712) 279-6040	lmphillips@sioux-city.org
WOODFORD COUNTY FISCAL COURT	JOHN	JONES	(859) 873-3196	jjones@woodfordcountyky.org
WOODFORD COUNTY JAIL	JAMES	PIERCEALL	(309) 467-2375	wcsheriff@mchsi.com
WORCESTER COUNTY DETENTION CENTER	GARRY	MUMFORD	(410) 632-1300	gmumford@co.worcester.md.us
WORCESTER COUNTY JAIL	STACY	CROSBIE	(508) 854-1800	scrosbie@sdw.state.ma.us
WRIGHT COUNTY JAIL	GLEN	ADLER	(417) 741-7576	glenn.daler@wrightcountysheriff.com
WYANDOT COUNTY SHERIFFS OFFICE	MICHAEL	HETZEL	(419) 294-2362	mhetzel@co.wyandot.oh.us
WYOMING COUNTY CORRECTIONAL FACILITY	WARDEN	REPSHER	(570) 836-1717	krepsher@wycopa.org
YAKIMA COUNTY	NICHOLAS	PEREZ	(509) 574-1662	nicholas.perez@co.yakima.wa.us
YALOBUSHA COUNTY JAIL	DAVID	WALLIS	6624732722	so3@yalobushacounty.net
YORK COUNTY JAIL	MICHAEL	VITIELLO	(207) 324-9001	no email address on file

List Of Securus Current Contracts

Account Name	First Name	Last Name	Phone	Email
YORK COUNTY JAIL	JAMES	ARWOOD	(803) 628-3080	freddie.arwood@yorkcountygov.com
YUBA SUTTER JUVENILE HALL	FRANK	SORGEA	(530) 741-6371	fsorgea@co.yuba.ca.us
YUMA COUNTY JUVENILE JUSTICE CENTER	DAVID	SHERMAN	(928) 3141845	dsherman@courts.az.gov
ZAVALA COUNTY JAIL	RICK	RIOS	(830)3743615	rrios792@yahoo.com

Appendix E

Former Clients

List of Former Securus Clients Last Five Years

Account Name

ADAMS COUNTY
ADAMS COUNTY JAIL
ALCORN COUNTY
ALLEGAN COUNTY
ALLEGANY COUNTY DETENTION CENTER
ANDERSON COUNTY JAIL
ANGELINA JUVENILE DEPT
ARCHULETA COUNTY JAIL
ASCENSION PARISH
ATLANTA CITY DETENTION CENTER
ATTALA COUNTY JAIL
AUTAUGA COUNTY JAIL
AZ DOC
BAILEY COUNTY JAIL
BALLWIN CITY PD
BARBOUR COUNTY SHERIFF'S OFFICE
BARRY COUNTY
BARTON COUNTY JAIL
BAYOU CORRECTIONAL
BEAUFORT COUNTY
BEDFORD COUNTY JAIL
BEDFORD HEIGHTS POLICE DEPT
BELL COUNTY DETENTION CENTER
BENTON COUNTY
BENTON COUNTY JAIL
BENTON COUNTY JAIL
BENTON COUNTY JAIL
BENTON FRANKLIN JUVENILE FACILITY
BERRIEN COUNTY JAIL
BESSEMER CITY JAIL
BIBB COUNTY SHERIFF DEPT
BILOXI COUNTY
BLOOMINGTON PD
BLOUNT COUNTY
BLUE SPRINGS PD
BOLLINGER COUNTY

BONNEVILLE COUNTY
BOONE COUNTY
BOURBON COUNTY JAIL
BOX BUTTE COUNTY JAIL
BRAZOS COUNTY DETENTION CENTER
BREATHITT COUNTY JUVENILE DETENTION
BRECKENRIDGE COUNTY
BRIDGETON PD
BRIGHTON POLICE DEPARTMENT
BRINKLY PD
BRISTOW PD
BROWN COUNTY JAIL
BROWN COUNTY SHERIFF'S DEPT
BRUNSWICK COUNTY
BRYAN COUNTY JAIL
BUENA PARK CITY JAIL
BULLOCH COUNTY CORRECTIONS INSTITUTE
BULLOCK COUNTY
BULLOCK COUNTY SHERIFF OFFICE
BUNCOMBE COUNTY
BUTLER COUNTY
CALCASIEU PARISH
CALHOUN COUNTY
CALHOUN COUNTY ADULT DETENTION CENTER
CALHOUN COUNTY JAIL
CALHOUN COUNTY JUSTICE CENTER
CALHOUN COUNTY SHERIFF'S OFFICE
CALLOWAY COUNTY
CAMP COUNTY JAIL
CARIBOU COUNTY
CARROLL COUNTY
CARROLL COUNTY CORRECTION INSTITUTION
CARROLL COUNTY JAIL
CARROLLTON CITY JAIL
CARTER COUNTY DETENTION CENTER
CARTHAGE PD

Account Name

CASEY COUNTY
CASS COUNTY
CASS COUNTY
CASS COUNTY
CASS COUNTY JAIL
CATAHOULA CORRECTIONAL
CATRON COUNTY
CCA BAY CORRECTIONAL
CCA BRIDGEPORT
CCA CALIFORNIA CITY
CCA GRACEVILLE
CCA NORTH FORK CORRECTIONAL FACILITY
CCCS-START
CEDAR COUNTY JAIL
CHAMBERS COUNTY JAIL
CHAMPAIGN COUNTY
CHEROKEE COUNTY JAIL
CHERRY COUNTY JAIL
CHEYENNE COUNTY
CHEYENNE COUNTY
CHICKASAW COUNTY
CHRISTIAN COUNTY
CHRISTIAN COUNTY JAIL
CLARK COUNTY
CLARK COUNTY DETENTION CENTER
CLARK COUNTY JUVY
CLAY COUNTY
CLAY COUNTY DETENTION CENTER
CLAY COUNTY JAIL
CLEARWATER COUNTY
CLEBURNE COUNTY DETENTION CENTER
CLEVELAND COUNTY
CLINTON COUNTY
CLINTON COUNTY JAIL
CLOUD COUNTY
COFFEY COUNTY JAIL

COLBERT
COLE COUNTY
COLES COUNTY JAIL
COLLINS PD
COLQUITT COUNTY
COLUMBIA COUNTY
COLUSA COUNTY JAIL
COOPER COUNTY JAIL
COOSA VALLEY YOUTH
COSHOCTON COUNTY JAIL
COSTA MESA PD
COWLEY COUNTY JAIL
CRAIG COUNTY
CRAIGHEAD COUNTY DETENTION CENTER
CRAWFORD COUNTY
CRAWFORD COUNTY JAIL
CRAWFORD COUNTY JAIL
CRAWFORD COUNTY SHERIFF'S DEPT
CRENSHAW COUNTY JAIL
CREVE COUER PD
CROSSETT PD
CROWLY COUNTY
CULLMAN COUNTY
CUMBERLAND COUNTY
CUSTER COUNTY SHERIFF'S DEPT
CUSTER COUNTY SHERIFF'S OFFICE JAIL
DADE COUNTY
DADE COUNTY SHERIFF'S OFFICE
DAKOTA COUNTY SHERIFF'S DEPT
DARLINGTON COUNTY WORK CAMP
DAVIESS DEKALB COUNTY REGIONAL JAIL
DAVIS COUNTY SHERIFF'S OFFICE
DAWES COUNTY SHERIFF'S OFFICE
DAWSON COUNTY CORRECTIONAL CENTER
DAWSON COUNTY JAIL
DECATUR COUNTY

Account Name

DECATUR COUNTY
DENT COUNTY SHERIFF'S OFFICE
DIMMIT COUNTY
DOUGHERTY COUNTY JAIL
EAST BATON ROUGE
EFFINGHAM COUNTY
EFFINGHAM COUNTY SHERIFF'S DEPT
ELKO COUNTY SHERIFF'S OFFICE
ELLIS COUNTY
ELLIS COUNTY JAIL
ENGLAND PD
ESCAMBIA COUNTY
EUCLID CITY JAIL
EUNICE CITY JAIL
FAYETTE COUNTY JAIL
FERRY COUNTY JAIL
FINNEY COUNTY LAW ENFORCEMENT CENTER
FLORIDA DEPT OF JUVY JUSTICE
FLOYD COUNTY - AIS ONLY
FORT PAYNE PD
FOUNTAIN COUNTY
FRANKLIN COUNTY
FRANKLIN COUNTY
FRANKLIN COUNTY JAIL
FRANKLIN PD
FREEBORN COUNTY JAIL
FREMONT COUNTY
FULTON COUNTY
FULTON COUNTY JAIL
FULTONDALE POLICE DEPT
FURNAS COUNTY
GALLIA COUNTY JAIL
GARDENDALE PD
GARLAND COUNTY JUVY
GARRETT COUNTY SHERIFF'S OFFICE
GASTON COUNTY

Account Name

GEAUGA COUNTY
GENEVA CITY POLICE DEPT
GIBSON COUNTY SHERIFF'S DEPT
GILPIN COUNTY
GLACIER CO JAIL
GLYNN COUNTY
GRAHAM COUNTY
GRAHAM COUNTY
GRAINGER COUNTY JAIL
GRAND COUNTY
GRAND COUNTY JAIL
GRANITE COUNTY SHERIFF'S OFFICE
GRANT COUNTY
GREENE COUNTY
GREENE COUNTY JAIL
GREENE COUNTY JAIL
GREENFIELD PD
GREENUP COUNTY DETENTION CENTER
GREENVILLE PD
GUNTERSVILLE PD
HABERSHAM COUNTY SHERIFF'S DEPT
HAMILTON COUNTY JAIL
HAMPDEN COUNTY
HANCEVILLE POLICE DEPARTMENT
HANCOCK COUNTY SHERIFF'S DEPT
HANSFORD COUNTY
HARLAN COUNTY DETENTION CENTER JAIL
HARPER COUNTY
HARTSELLE PD
HAWKINS COUNTY JAIL
HAYWOOD COUNTY
HENRY COUNTY JAIL
HICKMAN COUNTY
HIDALGO COUNTY
HIGHLAND COUNTY JUSTICE CENTER
HILLSBOROUGH COUNTY DOC

HOCKING VALLEY
HOCKLEY COUNTY
HODGEMAN COUNTY
HOWARD COUNTY
HOWELL COUNTY JAIL
HUGHES COUNTY
HUMBOLDT COUNTY
HUNT
HUNT COUNTY
HURON COUNTY SHERIFF OFFICE-JAIL DIVISION
IRONDALE CITY POLICE DEPARTMENT
JACKSON COUNTY
JACKSON COUNTY
JACKSON COUNTY JAIL
JACKSON COUNTY JAIL
JACKSON COUNTY JAIL
JACKSON COUNTY JAIL
JACKSON COUNTY JUVENILE DETENTION CENTER
JACKSON COUNTY LAW ENFORCEMENT CENTER
JACKSON COUNTY SHERIFF'S DEPT
JACKSON PARISH
JASPER CITY JAIL
JASPER COUNTY
JASPER COUNTY JAIL
JEFFERSON COUNTY
JEFFERSON COUNTY
JEFFERSON COUNTY
JEFFERSON COUNTY JAIL
JEFFERSON COUNTY JAIL
JEFFERSON COUNTY RESTITUTION
JEFFERSON DAVIS COUNTY SHERIFF'S OFFICE
JEFFERSON DAVIS PARISH
JENNINGS COUNTY JAIL
JEWELL COUNTY JAIL
JOHNSON COUNTY
JOHNSON COUNTY CRIMINAL JUSTICE CENTER

Account Name

JOHNSON COUNTY JUVY
JONES COUNTY
JOPLIN PD
KALAMAZOO COUNTY
KANE COUNTY
KANE COUNTY SHERIFF'S OFFICE
KEARNEY COUNTY JAIL
KEWEENAW COUNTY
KINGMAN COUNTY
KIOWA COUNTY JAIL
KIOWA COUNTY SHERIFF'S DEPT
KIRKWOOD PD
KIT CARSON COUNTY JAIL
KITTSON COUNTY
KNOX COUNTY JAIL
KOOTENAI COUNTY JUVY
KOSSUTH COUNTY
LAFAYETTE PARISH PARENT
LAFOURCHE PARISH
LAKE COUNTY JAIL
LAKE COUNTY SHERIFF'S OFFICE
LAMAR COUNTY SHERIFF'S OFFICE
LARAMIE COUNTY DETENTION FACILITY
LASALLE CORRECTIONAL
LASALLE COUNTY JAIL
LATAH COUNTY
LATIMER COUNTY
LAWRENCE COUNTY JAIL
LAWRENCE COUNTY JAIL
LAWRENCE COUNTY SHERIFF'S DEPT
LEE'S SUMMIT
LELAND COUNTY
LEMHI COUNTY
LENAWEE COUNTY
LENOIR COUNTY
LEWIS COUNTY JUVY

LEWIS COUNTY SHERIFF'S OFFICE
LINCOLN COUNTY
LINCOLN COUNTY JAIL
LINCOLN COUNTY SHERIFF'S OFFICE
LINCOLN COUNTY SHERIFF'S OFFICE JAIL
LIVE OAK COUNTY CRIMINAL JUSTICE CENTER
LIVINGSTON COUNTY SHERIFF POLICE
LIVINGSTON PARISH
LOGAN COUNTY
LONG BEACH CITY JAIL
LONOKE PD
LOWNDES COUNTY
LOWNDES COUNTY JUVENILE DETENTION CENTER
MACOMB COUNTY
MACOMB COUNTY JUVY
MACON COUNTY
MADERA COUNTY JUVENILE DETENTION FACILITY
MADISON COUNTY
MADISON COUNTY DETENTION FACILITY
MADISON COUNTY JAIL
MADISON COUNTY JAIL
MADISON COUNTY JUVY
MADISON PARISH
MAGEE PD
MARION COUNTY JAIL
MARION COUNTY JUVY
MARIPOSA COUNTY
MARSHALL COUNTY
MARSHALL COUNTY JAIL
MARSHALL COUNTY JAIL
MARSHALL COUNTY SHERIFF'S DEPT
MARTIN COUNTY JAIL
MASON COUNTY JAIL
MCCULLOCH COUNTY SHERIFF'S DEPT
MCDONALD COUNTY
MCDOWELL COUNTY

Account Name

MD DOC
MECKLENBERG COUNTY
MECKLENBURG COUNTY JAIL- (HLS)
MECOSTA
MERCED COUNTY
MERCED COUNTY JUVY
MERRICK COUNTY
MILAM COUNTY JAIL
MILLE LACS COUNTY JAIL
MILLER COUNTY JAIL
MILLS COUNTY
MINERAL COUNTY
MINNEHAHA
MITCHELL COUNTY
MONROE COUNTY
MONROE COUNTY
MONTEREY
MONTEREY
MONTEREY
MONTGOMERY COUNTY JAIL
MONTGOMERY COUNTY JAIL
MONTGOMERY COUNTY REGIONAL JAIL
MORGAN COUNTY
MORRILL COUNTY JAIL
MORRIS COUNTY
MORRIS COUNTY
MORROW COUNTY SHERIFF'S OFFICE
MOULTRIE COUNTY JAIL
MURRAY COUNTY JAIL
NASELLE YOUTH
NATCHITOCHES COUNTY
NAVARRO COUNTY JUSTICE CENTER
NEMAHA COUNTY JAIL
NEOSHO COUNTY
NEVADA COUNTY JUVY
NEW MADRID COUNTY JAIL

NEWBERRY COUNTY
NEWTON COUNTY
NIOBRARA COUNTY
NOBLE COUNTY
NODAWAY COUNTY
NORTH RIDGEVILLE PD
NORTHEAST OH COMMUNITY
NORTHEAST TX INTERVENTION
NORTHERN OREGON CORRECTIONS FACILITY (NORCOR)
NORTON COUNTY JAIL
NOXUBEE COUNTY
OAKVIEW JUVY
ODESSA PD
OHIO COUNTY JAIL
ORANGE BEACH PD
OREGON COUNTY SHERIFF'S DEPT
OSAGE COUNTY
OSCEOLA COUNTY JAIL
OTOE COUNTY JAIL
OUACHITA COUNTY
OVERTON COUNTY JAIL
OZARK COUNTY JAIL
PACIFIC COUNTY
PAGE COUNTY
PALO PINTO COUNTY
PARKE COUNTY JAIL
PARKER COUNTY
PASCAGOULA POLICE DEPT
PAWNEE COUNTY
PEMISCOT COUNTY
PEPIN COUNTY JAIL
PERRY COUNTY SHERIFF'S DEPT
PEVELY PD
PIEDMONT CITY JAIL
PIERCE COUNTY
PIKE COUNTY

Account Name

PIKE COUNTY JAIL
PIKE COUNTY JAIL
PITKIN COUNTY SHERIFF'S OFFICE
PITTSBURG COUNTY JAIL
PLATTE COUNTY SHERIFF'S DEPT
PLUMAS COUNTY JAIL
POLK COUNTY
POSEY COUNTY JAIL
POTTAWATTOMIE COUNTY
POWER COUNTY
PRATT COUNTY JAIL
PULASKI COUNTY SHERIFF DEPT
PUTNAM COUNTY JAIL
PUTNAM COUNTY JAIL
RANDOLPH COUNTY
RANDOLPH COUNTY
RIPLEY COUNTY JAIL
RIVER VALLEY JUVY
ROCK HILL PD
ROCKCASTLE COUNTY DETENTION CENTER
ROGERS COUNTY JAIL
RUSSELL COUNTY
RUSSELL COUNTY - PRENTISS L GRIFFITH DETENTION FACILITY
RUSSELL COUNTY - PRENTISS L GRIFFITH DETENTION FACILITY
RUTHERFORD COUNTY
RYO CORRECTIONAL FACILITY
SALEM COUNTY CORRECTIONAL FACILITY
SANDUSKY COUNTY JAIL
SANTA CLARA COUNTY JUVY
SARASOTA COUNTY
SCIOTO COUNTY CORRECTIONAL CENTER
SCOTT COUNTY SHERIFF'S DEPT
SCREVEN COUNTY PRISON
SEARCY COUNTY
SEDWICK COUNTY
SEMINOLE COUNTY

Account Name

SENECA COUNTY
SEVIER COUNTY
SEWARD COUNTY
SHANNON COUNTY
SHELBY COUNTY
SHELBY COUNTY
SHERIDAN COUNTY JAIL
SHERIDAN COUNTY JAIL
SHERMAN COUNTY
SHOSHONE COUNTY SHERIFFS OFFICE
SISKIYOU COUNTY JUVY
SMITH COUNTY JAIL
SOUTHWEST IOWA JUVENILE SERVICES
SPRING FOREST BP - PAYPHONE
ST BERNARD PARISH
ST CHARLES PARISH
ST CHARLES PD
ST JAMES PARISH
ST JOHN PARISH
ST MARTIN PARISH
ST MARY PARISH
ST. CHARLES COUNTY
ST. FRANCIS COUNTY
ST. HELENA PARISH
ST. LOUIS PARK PD
ST. TAMMANY PARISH
STANTON COUNTY JAIL
STAR COMMUNITY JUSTICE CENTER
STARK COUNTY SHERIFF'S OFFICE
STARKE COUNT JAIL- (HLS)
STEPHENS COUNTY JAIL
STEPHENS COUNTY LAW ENFORCEMENT CENTER
STEWART COUNTY
STODDARD COUNTY
STONE COUNTY JAIL
SULPHUR CITY POLICE DEPT

Account Name

SUMTER COUNTY
SWEETWATER COUNTY
TAFT CCF
TAFT CORRECTIONAL INSTITUTION
TALLADEGA COUNTY JAIL
TALLAHATCHIE COUNTY SHERIFF'S DEPARTMENT
TAMA COUNTY
TANGIPAHOA PARISH
TAYLOR
TENSAS PARISH
TERREBONE PARISH
TERRELL COUNTY
TISHOMINGO COUNTY SHERIFF'S DEPT
TODD COUNTY JAIL
TREGO COUNTY
TRI COUNTY/PULASKI
TROUP COUNTY CORRECTIONAL INSTITUTION
TROY PD
TUOLUMNE COUNTY
TUSCARAWAS COUNTY JAIL
TUSCOLA COUNTY JAIL
TWO RIVERS AUTHORITY DETENTION CENTER
UMATILLA COUNTY CRIMINAL JUSTICE CENTER
UNICOI COUNTY JAIL
UNION COUNTY JAIL
UPSON COUNTY JAIL
VAN BUREN COUNTY JAIL
VAN BUREN COUNTY DETENTION CENTER
VAN ZANDT COUNTY JAIL
VANDERBURGH COUNTY
VENICE PD
VERMILLION COUNTY JAIL
VERNON COUNTY SHERIFF'S DEPT
VOA - SAN DIEGO
WABASH COUNTY
WABAUNSEE COUNTY

List of Former Securus Clients Last Five Years

Account Name

WAHKIAKUM COUNTY
WALKER COUNTY
WALWORTH COUNTY
WARREN COUNTY JAIL
WARRIOR CITY
WASHINGTON COUNTY
WASHINGTON COUNTY
WASHINGTON COUNTY JAIL
WASHINGTON COUNTY SHERIFF'S DEPT
WASHOE COUNTY
WATAUGA COUNTY
WAYNE COUNTY
WAYNE COUNTY
WAYNE COUNTY DETENTION CENTER
WEBB COUNTY
WEBER COUNTY CORRECTIONAL FACILITY - AIS ONLY
WEBSTER COUNTY JAIL
WELLS COUNTY
WELLSTON POLICE DEPT
WEST CENTRAL COMMUNITY CORRECTIONAL
WEST CENTRAL JUVY
WHEELER COUNTY
WHITLEY COUNTY KY
WICOMICO
WILCOX COUNTY JAIL
WILLIAMSON COUNTY
WILLIAMSON COUNTY JAIL
WILSON COUNTY JAIL
WINNEBAGO COUNTY
WV INDISTRIAL YOUTH
YAZOO COUNTY YOUTH DETENTION CENTER - JSI
YELL COUNTY JAIL
YORK COUNTY JAIL
YOUNG COUNTY SHERIFFS DEPT
YUMA COUNTY
ZAPATA COUNTY

Account Name

ZAPATA COUNTY
ZAVALA COUNTY JAIL

Appendix F

Financial Statements

August 28, 2017

Todd Slatin – Purchasing Director
Lexington-Fayette Urban County Government
Room 338, Government Center
200 East Main Street
Lexington, Kentucky 40507

RE: RFP for Inmate Telephone Services for Community Corrections (#25-2017)

Dear Mr. Slatin:

Per RFP requirements, attached are the audited financial statements of Securus Technologies, Inc. ("Securus"). Based on our strong record of financial success and stability, we have the utmost confidence in our ability to serve your facility.

To provide you with further comfort regarding our capabilities:

1. Our past majority equity sponsors have all indicated that "Securus was the best managed company in their investment portfolio." Our executive team has worked together an average of eleven (11) years – we love what we do, we do things the right way and we will NOT let you down.

2. Securus and our predecessor companies have been in business for over 25 years. We currently have a B credit rating from S&P and a B3 credit rating from Moody's with a stable outlook.

3. We invest approximately two times more capital back into our business than our largest competitor (GTL) in order to ensure that we are on the leading edge of technology development for the corrections sector. We have created the largest inmate calling platform that exists in the world carrying one of three of all outbound inmate calls in the entire United States.

4. We pay commissions promptly according to contractual terms, have never missed a payment while paying over 2,600 prisons and jails each month and have extensive software and accounting controls to ensure accurate commissions payments.

5. We are the only carrier in the industry that is Sarbanes-Oxley and SOC-1 compliant displaying good financial practices and controls.

If you have any questions or would like to discuss our financial results, please let me know. Our auditors are also available to answer any questions upon request, as is our CEO Richard A. ("Rick") Smith. Depending upon the nature your questions, we are open to arranging discussion with ABRY and/or our lead bank Deutsche Bank as well.

Thank you for considering Securus for your technology and communications needs. We are confident that if you choose us you will be happy with your decision and we look forward to the possibility of a long and prosperous relationship.

Sincerely,

Geoffrey M. ("Geoff") Boyd
Chief Financial Officer
Securus Technologies, Inc.
972-277-0449
gboyd@securustechnologies.com

Independent Auditor's Report

To the Board of Directors and Stockholder
Securus Technologies Holdings, Inc. and Subsidiaries
Dallas, Texas

Report on the Financial Statements
We have audited the accompanying consolidated financial statements of Securus Technologies Holdings, Inc. and its subsidiaries (the Company), which comprise the consolidated balance sheets as of December 31, 2016 and 2015, the related consolidated statements of operations, stockholder's equity and cash flows for the years then ended, and the related notes to the consolidated financial statements (collectively, the financial statements).

Management's Responsibility for the Financial Statements
Management is responsible for the preparation and fair presentation of these financial statements in accordance with accounting principles generally accepted in the United States of America; this includes the design, implementation and maintenance of internal control relevant to the preparation and fair presentation of financial statements that are free from material misstatement, whether due to fraud or error.

Auditor's Responsibility
Our responsibility is to express an opinion on these financial statements based on our audits. We conducted our audits in accordance with auditing standards generally accepted in the United States of America. Those standards require that we plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. Accordingly, we express no such opinion. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of significant accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Opinion
In our opinion, the financial statements referred to above present fairly, in all material respects, the financial position of Securus Technologies Holdings, Inc. and its subsidiaries as of December 31, 2016 and 2015, and the results of their operations and their cash flows for the years then ended in accordance with accounting principles generally accepted in the United States of America.

RSM US LLP

Dallas, Texas
February 28, 2017

1

Securus Technologies Holdings, Inc. and Subsidiaries

Consolidated Balance Sheets
December 31, 2016 and 2015
(Dollars In Thousands, Except Per Share Amounts)

	2016		2015
Assets			
Current assets:			
Cash and cash equivalents	$ 8,275	$	6,202
Restricted cash	8,236		7,789
Account receivable, net	36,655		33,341
Inventory	3,827		4,224
Prepaid expenses and other current assets	10,830		15,532
Current deferred income taxes	11,268		11,292
Total current assets	79,091		78,380
Property and equipment, net	83,215		68,518
Intangibles and other assets, net	464,218		494,167
Goodwill	636,377		636,377
Total assets	$ 1,262,901	$	1,277,442
Liabilities and Stockholder's Equity			
Current liabilities:			
Accounts payable	$ 19,760	$	19,137
Accrued liabilities	77,206		76,611
Deferred revenue and customer advances	26,349		25,322
Current portion of long-term debt	6,300		6,300
Total current liabilities	129,615		127,370
Deferred income taxes	81,435		74,684
Long-term debt	754,653		774,041
Other long-term liabilities	31,418		46,306
Total liabilities	997,121		1,022,401
Commitments and contingencies			
Stockholder's equity:			
Common stock, $0.01 stated value at December 31, 2016 and 2015; 1,000 shares authorized, issued and outstanding at December 31, 2016 and 2015	-		-
Additional paid-in capital	256,657		254,208
Retained earnings	9,123		833
Total stockholder's equity	265,780		255,041
Total liabilities and stockholder's equity	$ 1,262,901	$	1,277,442

See Notes to Consolidated Financial Statements.

Securus Technologies Holdings, Inc. and Subsidiaries

Consolidated Statements of Operations
Years Ended December 31, 2016 and 2015
(Dollars In Thousands)

	2016	2015
Revenue:		
Direct call provisioning	$ 407,695	$ 386,898
Wholesale services	28,871	27,699
E-commerce revenue	112,877	38,566
Offender monitoring systems and services	29,006	25,920
Software sales	5,210	5,256
Total revenue	583,659	484,339
Operating costs and expenses:		
Cost of service	268,379	226,099
Selling, general and administrative expenses	156,350	123,054
Depreciation and amortization expense	89,822	67,149
Transaction expenses	(238)	10,382
Total operating costs and expenses	514,313	426,684
Operating income	69,346	57,655
Interest and other expenses, net	52,155	47,785
Income before income taxes	17,191	9,870
Income tax expense	8,901	6,352
Net income	$ 8,290	$ 3,518

See Notes to Consolidated Financial Statements.

Securus Technologies Holdings, Inc. and Subsidiaries

Consolidated Statements of Stockholder's Equity
Years Ended December 31, 2016 and 2015
(Dollars In Thousands)

	Common Stock		Additional Paid-in Capital	Retained Earnings (Accumulated Deficit)	Total Stockholder's Equity
	Shares	Amount			
Balance, December 31, 2014	1,000	$ -	$ 197,794	$ (2,685)	$ 195,109
Contribution from parent	-	-	54,000	-	54,000
Share-based compensation	-	-	2,414	-	2,414
Net income	-	-	-	3,518	3,518
Balance, December 31, 2015	1,000	-	254,208	833	255,041
Share-based compensation	-	-	2,449	-	2,449
Net income	-	-	-	8,290	8,290
Balance, December 31, 2016	**1,000**	**$ -**	**$ 256,657**	**$ 9,123**	**$ 265,780**

See Notes to Consolidated Financial Statements.

Securus Technologies Holdings, Inc. and Subsidiaries

Consolidated Statements of Cash Flows
Years Ended December 31, 2016 and 2015
(Dollars In Thousands)

	2016	2015
Cash flows from operating activities:		
Net income	$ 8,290	$ 3,518
Adjustments to reconcile net income to net cash provided by operating activities:		
Depreciation and amortization	89,822	67,149
Deferred income taxes	6,775	5,300
Share-based compensation	2,449	2,414
Amortization of deferred financing costs and discounts	3,912	3,698
Change in fair value of derivatives	(3,010)	1,700
Change in fair value of contingent consideration	(468)	7,577
Other operating activities, net	(327)	(335)
Changes in operating assets and liabilities:		
Restricted cash	(447)	4,114
Accounts receivable	(3,472)	681
Prepaid expenses and other current assets	4,937	(5,834)
Inventory	397	(2,987)
Intangible and other assets	5,156	(4,641)
Accounts payable	(360)	4,237
Accrued and other liabilities	15,050	7,862
Net cash provided by operating activities	128,704	94,453
Cash flows from investing activities:		
Purchase of property and equipment	(41,459)	(39,429)
Additions to intangible assets	(33,024)	(26,698)
Business acquisitions, net of cash acquired	(32,572)	(286,819)
Purchase of equity investment	-	(1,378)
Proceeds from sale of assets	4,346	202
Net cash used in investing activities	(102,709)	(354,122)
Cash flows from financing activities:		
Net activity on revolver	(17,000)	17,000
Long-term debt borrowings, net of issuance costs	-	197,141
Payments on and repurchases of long-term debt	(6,300)	(4,250)
Contribution from parent	-	54,000
Repayment of capital lease obligations	(378)	-
Cash overdraft	(244)	(83)
Net cash provided by (used in) financing activities	(23,922)	263,808
Increase in cash and cash equivalents	2,073	4,139
Cash and cash equivalents:		
Beginning of year	6,202	2,063
End of year	$ 8,275	$ 6,202
Supplemental disclosures of cash flow information:		
Cash paid during the year for:		
Interest	$ 51,453	$ 42,762
Income taxes, net of refunds	$ 1,750	$ 1,992
Noncash investing and financing activities:		
Leasehold improvements	$ 3,961	$ 58
Capital leases	$ 5,358	$ -

See Notes to Consolidated Financial Statements.

Appendix G

Certification Requirements

Kentucky Secretary of State
TREY GRAYSON

Division of Corporations BUSINESS FILINGS P.O. Box 718 Frankfort, KY 40602 (502) 564-2848 http://www.sos.ky.gov/	Application for Amended FCA Certificate of Authority

Pursuant to the provisions of KRS Chapter 271B, 273 or 274, the undersigned hereby applies for an amended certificate of authority on behalf of the corporation named below and for that purpose submits the following statements:

1. The corporation is   ☑ a business corporation (KRS 271B).
   ☐ a nonprofit corporation (KRS 273).
   ☐ a professional service corporation (KRS 274).

2. __Evercom Systems, Inc.__
   (Name of corporation or fictitious name adopted for use in Kentucky)

   is a corporation organized and existing under the laws of the state or country of __Delaware__

   and received authority to transact business in Kentucky on __September 4, 1997__ .

3. The corporation's name in the state or country of incorporation has been changed to __Securus Technologies, Inc.__

   The name of the corporation to be used in Kentucky is

   _____
   (If "real name" is unavailable for use)

4. The corporation's period of duration has been changed to _____

5. The corporation's state or country of incorporation has been changed to _____

6. A certificate of existence duly authenticated by the Secretary of State accompanies this application.

7. This application will be effective upon filing, unless a delayed effective date and/or time is specified:

   _____
   (Delayed effective date and/or time)

   _____
   Signature

   Dennis J. Reinhold-VP, Gen Counsel and Secretary
   _____
   Type or Print Name & Title

   Date: __October 1,__ , 20 __10__

FCO (06/07)   (See attached page for instructions)

Delaware

The First State

I, JEFFREY W. BULLOCK, SECRETARY OF STATE OF THE STATE OF
DELAWARE, DO HEREBY CERTIFY THAT THE SAID "EVERCOM SYSTEMS,
INC.", FILED A CERTIFICATE OF AMENDMENT, CHANGING ITS NAME TO
"SECURUS TECHNOLOGIES, INC.", THE SECOND DAY OF AUGUST, A.D.
2010, AT 4:13 O'CLOCK P.M.

AND I DO HEREBY FURTHER CERTIFY THAT THE AFORESAID
CORPORATION IS DULY INCORPORATED UNDER THE LAWS OF THE STATE OF
DELAWARE AND IS IN GOOD STANDING AND HAS A LEGAL CORPORATE
EXISTENCE NOT HAVING BEEN CANCELLED OR DISSOLVED SO FAR AS THE
RECORDS OF THIS OFFICE SHOW AND IS DULY AUTHORIZED TO TRANSACT
BUSINESS.

2788631 8320

100835889

You may verify this certificate online
at corp.delaware.gov/authver.shtml

Jeffrey W. Bullock, Secretary of State

AUTHENTICATION: 8177210

DATE: 08-17-10

Commonwealth of Kentucky
Alison Lundergan Grimes, Secretary of State

Alison Lundergan Grimes
Secretary of State
P. O. Box 718
Frankfort, KY 40602-0718
(502) 564-3490
http://www.sos.ky.gov

Certificate of Authorization

Authentication number: 191893
Visit https://app.sos.ky.gov/ftshow/certvalidate.aspx to authenticate this certificate.

I, Alison Lundergan Grimes, Secretary of State of the Commonwealth of Kentucky, do hereby certify that according to the records in the Office of the Secretary of State,

SECURUS TECHNOLOGIES, INC.

, a corporation organized under the laws of the state of Delaware, is authorized to transact business in the Commonwealth of Kentucky, and received the authority to transact business in Kentucky on September 4, 1997.

I further certify that all fees and penalties owed to the Secretary of State have been paid; that an application for certificate of withdrawal has not been filed; and that the most recent annual report required by KRS 14A.6-010 has been delivered to the Secretary of State.

IN WITNESS WHEREOF, I have hereunto set my hand and affixed my Official Seal at Frankfort, Kentucky, this 27th day of July, 2017, in the 226th year of the Commonwealth.

Alison Lundergan Grimes
Alison Lundergan Grimes
Secretary of State
Commonwealth of Kentucky
191893/0438193

KY Public Service Commission

Utility Information

General	Address	Comments	Counties	Groups

Utility ID
5609400

Company
Securus Technologies, Inc.

Utility Type
560

Customer-Owned Coin Operated Telephones (COCOTs)

Utility Status
A

Utility Inactive Date

Total Customers

Class
C

Report Required
N

Mult Service

Mult Service Type
Not a Multi Service Company

Default Address
Manager

Last Changed: 11/3/2010

⊃EVERCOM

October 21, 2010

VIA OVERNIGHT DELIVERY

Ms. Stephanie L. Stumbo, Executive Director
Public Service Commission
211 Sower Boulevard
Frankfort, Kentucky 40602

      Re: Evercom Systems, Inc.
               Company Name Change Notification

RETURN COPY

Dear Ms. Stumbo:

      Please find enclosed an original and three copies of materials regarding a name change for Evercom Systems, Inc. ("Evercom"). In addition to this correspondence, the Company has included the following documents: Kentucky Secretary of State Amended Certificate of Authority reflecting the new name, the Company's Regulatory Contact List, and sample letter notifying the facilities the Company serves of the change in name.

      Evercom Systems, Inc. provides inmate operator services within the State of Kentucky and is registered as a Customer-Owned Coin Operated Telephone (COCOT) provider with the Kentucky Public Service Commission. By this filing Evercom is providing notification to the Commission that it has changed its name to Securus Technologies, Inc. This name change does not constitute a change in management, merger, transfer of assets or sale of the Company, nor will Kentucky customers experience any change in their rates or service as a result of the change in name. Evercom respectfully requests that the Commission update its records regarding this change.

      Evercom sincerely appreciates your attention to this matter. Please date stamp the enclosed additional copy of this correspondence and return it in the enclosed pre-addressed stamped envelope. Should you have questions regarding this filing, please contact Erin L. Curry, Regulatory Analyst, at (972) 277-0395 or ecurry@securustech.net. You may also contact the undersigned at (972) 277-0319.

                         Respectfully submitted,

                         Curtis L. Hopfinger
                         Director, Government & Regulatory Affairs

14651 Dallas Parkway, Suite 600 | Dallas, Texas 75254 | 972-277-0300 | 972-277-0416 Fax

FCC Registration

FCC > FCC Registration   FCC Site Map

Search Public Information

Return to FCC Registration Home

Displaying Records 1 (of 1)

FRN	Registrant	Contact	Address	City	State	Zip	Country	RegDate
0006222319	Securus Technologies, Inc.	Conde, Debbie	4000 International Parkway	Carrollton	TX	75007	United States	01/23/2002

REFINE SEARCH

Customer Service			
Frequently Asked Questions	Forms Requiring an FRN	Privacy Statement	FCC Home Page

FRN Help Line: 877-480-3201 (Mon.-Fri. 8 a.m.-6 p.m. ET)

The FRN Help desk has a dedicated staff of customer service representatives standing by to answer your questions or concerns. You can also email the FRN Help desk with your questions and concerns.

Appendix H

Sample Commission Report

Prepaid Collect

Orig. ANI	Local Revenue	Local Mins.	Local Calls	Intralata Revenue	Intra lata Mins.	Intra-lata Calls	Interlata Revenue	Inter lata Mins.	Inter-lata Calls	Interstate Revenue	Inter state Mins.	Inter-state Calls	Intralata/ Interstate Revenue	Intralata/ Interstate Mins.	Intralata/ Interstate Calls	Inter-national Revenue	Inter-national Mins.	Inter-national Calls	Total Revenue	Total Mins.	Total Calls	Commission
2075124473	$5,126.74	23979	2208	$2,266.18	6688	705	$0.00	0	0	$2,565.78	12218	1114	$0.00	0	0	$0.00	0	0	$9,958.70	42885	4027	$5,322.90
Total:	$5,126.74	23979	2208	$2,266.18	6688	705	$0.00	0	0	$2,565.78	12218	1114	$0.00	0	0	$0.00	0	0	$9,958.70	42885	4027	$5,322.90

Direct Billed Collect

Orig. ANI	Local Revenue	Local Mins.	Local Calls	Intralata Revenue	Intra lata Mins.	Intra-lata Calls	Interlata Revenue	Inter lata Mins.	Inter-lata Calls	Interstate Revenue	Inter state Mins.	Inter-state Calls	Intralata/ Interstate Revenue	Intralata/ Interstate Mins.	Intralata/ Interstate Calls	Inter-national Revenue	Inter-national Mins.	Inter-national Calls	Total Revenue	Total Mins.	Total Calls	Commission
2075124473	$10.14	15	6	$22.61	28	10	$0.00	0	0	$1.25	5	1	$0.00	0	0	$0.00	0	0	$34.00	48	17	$23.58
Total:	$10.14	15	6	$22.61	28	10	$0.00	0	0	$1.25	5	1	$0.00	0	0	$0.00	0	0	$34.00	48	17	$23.58

Inmate Debit

Orig. ANI	Local Revenue	Local Mins.	Local Calls	Intralata Revenue	Intra lata Mins.	Intra-lata Calls	Interlata Revenue	Inter lata Mins.	Inter-lata Calls	Interstate Revenue	Inter state Mins.	Inter-state Calls	Intralata/ Interstate Revenue	Intralata/ Interstate Mins.	Intralata/ Interstate Calls	Inter-national Revenue	Inter-national Mins.	Inter-national Calls	Total Revenue	Total Mins.	Total Calls	Commission
2075124473	$2,291.77	9024	1102	$1,050.47	2972	329	$0.00	0	0	$1,094.73	5213	532	$0.00	0	0	$0.00	0	0	$4,436.97	17209	1963	$2,406.41
Total:	$2,291.77	9024	1102	$1,050.47	2972	329	$0.00	0	0	$1,094.73	5213	532	$0.00	0	0	$0.00	0	0	$4,436.97	17209	1963	$2,406.41
Grand Total:	$7,428.65	33018	3316	$3,339.26	9688	1044	$0.00	0	0	$3,661.76	17436	1647	$0.00	0	0	$0.00	0	0	$14,429.67	60142	6007	$7,752.90

OTHER REVENUE

Revenue Type	Orig. ANI	Items	Revenue	Commission
AIS VMail			$0.00	$0.00
Coin-operated Pay Telephones			$0.00	$0.00
GTL Dialaround		0	$0.00	$0.00
Instant Pay - Pay Now		125		$0.00
Instant Pay - Text2Connect		36		$0.00
Legacy Operator Assistant		0	$0.00	$0.00
SIM		0		$0.00
Tablets			$0.00	$0.00
Video Visitation		0		$0.00
Video Visitation Subscription		0		$0.00
VMail		0	$0.00	$0.00
Total:			$0.00	$0.00

Total Revenue: $14,429.67

Calculated Commission: $7,752.90

TRAFFIC BREAKDOWN

Call Type	Revenue	Minutes	Calls	Commission
Direct Billed Collect	**$34.00**	**48**	**17**	**$23.58**
Interlata	$0.00	0	0	$0.00
International	$0.00	0	0	$0.00
Interstate	$1.25	5	1	$0.00
Intralata	$22.61	28	10	$16.28
Intralata/Interstate	$0.00	0	0	$0.00
Local	$10.14	15	6	$7.30
Prepaid Collect	**$9,958.70**	**42,885**	**4,027**	**$5,322.90**
Interlata	$0.00	0	0	$0.00
International	$0.00	0	0	$0.00
Interstate	$2,565.78	12,218	1,114	$0.00
Intralata	$2,266.18	6,688	705	$1,631.65
Intralata/Interstate	$0.00	0	0	$0.00
Local	$5,126.74	23,979	2,208	$3,691.25
Inmate Debit	**$4,436.97**	**17,209**	**1,963**	**$2,406.41**
Interlata	$0.00	0	0	$0.00
International	$0.00	0	0	$0.00
Interstate	$1,094.73	5,213	532	$0.00
Intralata	$1,050.47	2,972	329	$756.34
Intralata/Interstate	$0.00	0	0	$0.00
Local	$2,291.77	9,024	1,102	$1,650.07
Totals:	**$14,429.67**	**60,142**	**6,007**	**$7,752.88**

Appendix I

Preliminary Implementation Timeline

ID	Task Name	Duration	Start	Finish	Mon Se	Sun Oct	Sat Nov
1	**1 SECURUS Implementation Project Plan for Lexington-Fayette**	**10 days**	**Mon 10/2/17**	**Fri 10/13/17**			
2	**1.1 Project Initiation Phase**	**1 day**	**Mon 10/2/17**	**Mon 10/2/17**			
3	1.1.1 Create ticket assignments for necessary departments	2 hrs	Mon 10/2/17	Mon 10/2/17			
4	1.1.2 Create project in the Install Portal and setup notifications/alerts	2 hrs	Mon 10/2/17	Mon 10/2/17			
5	1.1.3 Securus Project Team Project Plan and schedule review	2 hrs	Mon 10/2/17	Mon 10/2/17			
6	**1.1.4 Securus internal project review and kick-off meeting**	**0.25 days**	**Mon 10/2/17**	**Mon 10/2/17**			
7	1.1.4.1 Identify resources needed to complete tasks and objectives	1 hr	Mon 10/2/17	Mon 10/2/17			
8	1.1.4.2 Internal discussions for video visitation inspection strategies	1 hr	Mon 10/2/17	Mon 10/2/17			
9	**1.2 Project Planning Phase**	**1 day**	**Tue 10/3/17**	**Tue 10/3/17**			
10	**1.2.1 Securus & Lexington-Fayette Project Team**	**1 day**	**Tue 10/3/17**	**Tue 10/3/17**			
11	**1.2.1.1 Securus Implementation Team to host kick-off call with Lexington-Fayette Project Team**	**1 day**	**Tue 10/3/17**	**Tue 10/3/17**			
12	1.2.1.1.1 Review updated project plan with Lexington-Fayette Project Team and make necessary adjus	1 day	Tue 10/3/17	Tue 10/3/17			
13	1.2.1.1.2 Discussion around required Site Survey for any updated requirements from RFP	1 day	Tue 10/3/17	Tue 10/3/17			
14	1.2.1.1.3 Engineering review of Bill of Materials to make necessary adjustments	1 day	Tue 10/3/17	Tue 10/3/17			
15	**1.3 Project Execution Phase**	**5 days**	**Wed 10/4/17**	**Tue 10/10/17**			
16	**1.3.1 Hardware requirements**	**5 days**	**Wed 10/4/17**	**Tue 10/10/17**			
17	1.3.1.1 Process hardware orders for any new additional hardware requirements	5 days	Wed 10/4/17	Tue 10/10/17			
18	1.3.1.2 Scheduled field technician to be onsite for deployment procedures and hardware receipt	1 day	Fri 10/6/17	Fri 10/6/17			
19	**1.3.2 Agency Touchpoint**	**1 day**	**Mon 10/9/17**	**Mon 10/9/17**			
20	1.3.2.1 Verify Securus resources for installation procedures	1 day	Mon 10/9/17	Mon 10/9/17			
21	1.3.2.2 Verify with Lexington-Fayette Project team the installation schedule and Agency resources requir	1 day	Mon 10/9/17	Mon 10/9/17			
22	**1.4 Project Controlling and Monitoring Phase**	**2 days**	**Wed 10/11/17**	**Thu 10/12/17**			
23	**1.4.1 Installation - Lexington-Fayette**	**2 days**	**Wed 10/11/17**	**Thu 10/12/17**			
24	1.4.1.1 Installation of hardware requirements outlined in the necessary locations	2 days	Wed 10/11/17	Thu 10/12/17			
25	1.4.1.2 Customer training provided as necessary	1 day	Wed 10/11/17	Wed 10/11/17			
26	**1.5 Project Closing Phase**	**1 day**	**Fri 10/13/17**	**Fri 10/13/17**			
27	**1.5.1 Quality Control / Checklist Reviews**	**1 day**	**Fri 10/13/17**	**Fri 10/13/17**			
28	1.5.1.1 Re-Verify all Features working properly	1 day	Fri 10/13/17	Fri 10/13/17			
29	1.5.1.2 Post Cutover QA Checklist & Testing Completion Validations	1 day	Fri 10/13/17	Fri 10/13/17			
30	1.5.1.3 Notify Agency of completion - system is functioning correctly	1 day	Fri 10/13/17	Fri 10/13/17			
31	1.5.1.4 Documentation approval provided by Lexington-Fayette	1 day	Fri 10/13/17	Fri 10/13/17			
32	**2 Tablet & Video Visitation Installation Project Plan**	**41 days**	**Mon 10/2/17**	**Mon 11/27/17**			
33	**2.1 Installation and Software Configurations for live video sessions**	**41 days**	**Mon 10/2/17**	**Mon 11/27/17**			
34	**2.1.1 Initial Kick-Off Meeting with Lexington-Fayette Project Team**	**3 days**	**Mon 10/2/17**	**Wed 10/4/17**			
35	2.1.1.1 Host internal project review and kick-off meeting	1 day	Mon 10/2/17	Mon 10/2/17			
36	2.1.1.2 Sales Account Manager to host kick-off call with SECURUS and Agency Project Teams	1 day	Tue 10/3/17	Tue 10/3/17			
37	2.1.1.3 Complete tablet and video visitation inspection for inmate locations	1 day	Wed 10/4/17	Wed 10/4/17			
38	**2.1.2 Identify Locations of video visitation and Tablet WAP hardware**	**2 days**	**Thu 10/5/17**	**Fri 10/6/17**			

ID	Task Name	Duration	Start	Finish	Mon Se	Sun Oct	Sat Nov
39	2.1.2.1 Verify Network Cabling and Power	1 day	Thu 10/5/17	Thu 10/5/17			
40	2.1.2.2 Schedule network and power installation	1 day	Fri 10/6/17	Fri 10/6/17			
41	**2.1.3 Telecom Provisioning for Lexington-Fayette**	**29 days**	**Wed 10/11/17**	**Mon 11/20/17**			
42	2.1.3.1 Telecom delivery lead time	25 days	Wed 10/11/17	Tue 11/14/17			
43	2.1.3.2 Confirm Telecom Test & Turn-up (T&T) schedule	1 day	Wed 11/15/17	Wed 11/15/17			
44	2.1.3.3 Confirm Installation Technical Support schedule for T&T activity	1 day	Thu 11/16/17	Thu 11/16/17			
45	2.1.3.4 Confirm Field Service Installation Team schedules for T&T activity	1 day	Fri 11/17/17	Fri 11/17/17			
46	2.1.3.5 Review Site schedule and activities with Lexington-Fayette Project Team	1 day	Mon 11/20/17	Mon 11/20/17			
47	**2.1.4 Process Hardware Orders for Video Visitation and Tablet WAP Installations**	**21 days**	**Thu 10/5/17**	**Thu 11/2/17**			
48	2.1.4.1 Verify Site Survey Details for terminal/WAP equipment requirements	1 day	Thu 10/5/17	Thu 10/5/17			
49	2.1.4.2 Create BOM for equipment orders	5 days	Fri 10/6/17	Thu 10/12/17			
50	2.1.4.3 Process equipment orders and submit to purchasing	3 days	Fri 10/13/17	Tue 10/17/17			
51	2.1.4.4 Monitor delivery of hardware orders for site location	12 days	Wed 10/18/17	Thu 11/2/17			
52	**2.1.5 Electrical and Cabling Installation**	**5 days**	**Mon 10/16/17**	**Fri 10/20/17**			
53	2.1.5.1 Monitor installation of the Electrical and Cabling for locations	5 days	Mon 10/16/17	Fri 10/20/17			
54	**2.1.6 Instance Setup**	**14 days**	**Wed 10/18/17**	**Mon 11/6/17**			
55	2.1.6.1 Add site - Provisioning of facility configurations	4 days	Wed 10/18/17	Mon 10/23/17			
56	2.1.6.2 Create admin user and additional users	4 days	Tue 10/24/17	Fri 10/27/17			
57	2.1.6.3 Create locations	4 days	Mon 10/30/17	Thu 11/2/17			
58	2.1.6.4 Add terminals and enable modules	2 days	Fri 11/3/17	Mon 11/6/17			
59	**2.1.7 Create Flat File**	**8 days**	**Tue 11/7/17**	**Thu 11/16/17**			
60	2.1.7.1 Produce flat file and test import	4 days	Tue 11/7/17	Fri 11/10/17			
61	2.1.7.2 Automate flat file export and upload	4 days	Mon 11/13/17	Thu 11/16/17			
62	**2.1.8 Terminal and Tablet WAP Installations**	**7 days**	**Fri 11/3/17**	**Mon 11/13/17**			
63	2.1.8.1 Mount terminals in designated locations	7 days	Fri 11/3/17	Mon 11/13/17			
64	2.1.8.2 Mount Tablet WAPs in designated locations	7 days	Fri 11/3/17	Mon 11/13/17			
65	2.1.8.3 Connect network cable and power on unit	7 days	Fri 11/3/17	Mon 11/13/17			
66	**2.1.9 Terminal Setup (15 minutes per terminal)**	**6 days**	**Tue 11/14/17**	**Tue 11/21/17**			
67	2.1.9.1 Terminal Setup	5 days	Tue 11/14/17	Mon 11/20/17			
68	2.1.9.2 Configure config file	1 day	Tue 11/21/17	Tue 11/21/17			
69	2.1.9.3 Change IP (if necessary)	1 day	Tue 11/21/17	Tue 11/21/17			
70	**2.1.10 Quality Control / Checklist Reviews**	**3 days**	**Wed 11/22/17**	**Fri 11/24/17**			
71	2.1.10.1 Controlling and monitoring of terminals and sessions	2 days	Wed 11/22/17	Thu 11/23/17			
72	2.1.10.2 Training for users for comprehensive understanding of the portals	1 day	Fri 11/24/17	Fri 11/24/17			
73	**2.1.11 Go Live for tablet and video visitation sessions**	**1 day**	**Mon 11/27/17**	**Mon 11/27/17**			
74	2.1.11.1 Configure T & C and web services for F & F account creation	1 day	Mon 11/27/17	Mon 11/27/17			
75	2.1.11.2 Turn up Lexington-Fayette for live tablet & video visitation sessions	1 day	Mon 11/27/17	Mon 11/27/17			

Appendix J

Addenda

ADDENDUM #1

RFP Number: #25-2017

Date: August 3, 2017

Subject: Inmate Telephone Services for Community Corrections

Address inquiries to:
Sondra Stone
(859) 258-3320

TO ALL PROSPECTIVE SUBMITTERS:

Please be advised of the following clarifications to the above referenced RFP:

See attached call data from previous year.

Todd Slatin, Director
Division of Central Purchasing

All other terms and conditions of the RFP and specifications are unchanged. This letter should be signed, attached to and become a part of your submittal.

COMPANY NAME: Securus Technologies, Inc.

ADDRESS: 4000 International Parkway, Carrollton, Texas 75007

SIGNATURE OF BIDDER:

ADDENDUM #2

RFP Number: #25-2017

Date: August 17, 2017

Subject: Inmate Telephone Services for Community Corrections

Address inquiries to:
Sondra Stone
(859) 258-3320

TO ALL PROSPECTIVE SUBMITTERS:

Please be advised of the following clarifications to the above referenced RFP:

Q&A

1. In order to help us evaluate call volumes and recognize additional revenue potential, it is very helpful to have the rates currently being charged to called parties under the current contract. Please provide the following information:

Call Category	Rate for First Minute	Rate for Each Additional Minute
LOCAL – Collect	.14	.14
INTRALATA – Collect	.14	.14
INTERLATA – Collect	.14	.14
INTERSTATE – Collect	.25	.25
LOCAL – Debit	.14	.14
INTRALATA – Debit	.14	.14
INTERLATA – Debit	.14	.14
INTERSTATE - Debit	.21	.21
International - Debit	Varies by country	Varies by country
LOCAL – PrePaid Collect	.14	.14
INTRALATA – PrePaid Collect	.14	.14
INTERLATA – PrePaid Collect	.14	.14
INTERSTATE – PrePaid Collect	.21	.21

2. Will the County please outline the fees that are being charged by the current vendor:
   a. Bill Statement Fee   0.00
   b. PrePaid Account Funding Fee via Web   3.00
   c. PrePaid Account Funding Fee via IVR   3.00
   d. PrePaid Account Funding Fee via Live Operator   5.95
   e. Fees for Instant Pay Calls
      i.   Text to Connect – 9.99 per call
3. Please provide a copy of all current contracts and amendments pertaining to phones and video visitation. Since this is a price contract, the vendor's submittal serves as the contract. See attached. The Division does not currently have a contract for video visitation.
4. Please provide the commission percentage currently received on inmate telephone revenue, an average of monthly commissions received over the past year from the current vendor, and copies of commission statements from the last six months. The Division does not receive commissions.
5. Do commissions from this contract go to the detention facility or to the County general fund? LFUCG does not receive commissions.
6. Is the inmate trust account managed through the commissary system or the Jail Management System or other system? If other, please specify. Managed through the commissary system.
7. How many video visitation units are required? If the County prefers the vendor to propose a number of units, please provide a breakdown of housing units and the number of inmates in each.
   a. The adult detention facility has a rated capacity of 1286, not including population potentials for holding areas.
   b. The twenty (20) housing units are of two types: single cell segregation units and sub-day room dormitories.
   c. There are eight (8) segregation units with up to forty (40) single cells per unit and/or up to 8 beds in a dormitory setting (total beds 320) including dedicated medical and mental health units; two assessment center units; one female segregation unit; and three male segregation units.
   d. There are twelve (12) sub-day room dormitory units consisting of eight (8)-eight to twelve person sub-dayrooms for a total of 64 to 96 beds per unit. Current utilization has these units housing up to ninety-six (96) offenders.
8. How many tablets are required? The Division is requesting 2 tablets to every 6-8 inmates, with the capability to expand based upon usage.
9. The RFP requires 175 inmate phones. Would the County please provide a breakdown of housing units and the number of inmate phones required in each?
   a. The 8 segregation units have a phone in each subday room (5 per unit) and one in the program space.
   b. The twelve dormitory units have a phone per sub day room (8) and phones in the program space (up to 2 in some of the areas).
   c. There are phones in the Intake area (13).
   d. There are other phones placed throughout the facility at the Division's discretion
10. Does the County receive commissions on revenue generated by interstate calls today? LFUCG does not receive commissions.

11. How many existing tablets and kiosks are currently installed, can you provide a picture of how many of each are located where in the facility. Tablets are currently rented by the individual inmates. Do not have an exact count. It is a standard tablet. The phone company does not provide kiosks.

12. To clarify our previous question about the number of tablets required, the RFP requires vendors to provide "2-3 tablets per sub day room for inmate usage." Please state how many tablets that would be, or alternatively, how many sub day rooms are there and how many beds are in each? The twenty (20) housing units are of two types: single cell segregation units and sub-day room dormitories. There are eight (8) segregation units with up to forty (40) single cells per unit and/or up to 8 beds in a dormitory setting (total beds 320) including dedicated medical and mental health units; two assessment center units; one female segregation unit; and three male segregation units. There are twelve (12) sub-day room dormitory units consisting of eight (8)-eight to twelve person sub-dayrooms for a total of 64 to 96 beds per unit. Current utilization has these units housing up to ninety-six (96) offenders.

13. Also, how many Officer tablets are required? There are 20 housing units, we would need a tablet for each unit.

14. If there are any applications in the RFP which one ITS vendor has exclusive rights to sell, will the County accept alternative arrangements that will help the County obtain the desired services in order to avoid the RFP having a single source requirement? Yes, alternates will be considered.

Todd Slatin

Todd Slatin, Director
Division of Central Purchasing

All other terms and conditions of the RFP and specifications are unchanged. This letter should be signed, attached to and become a part of your submittal.

COMPANY NAME: _Securus Technologies, Inc._

ADDRESS: _4000 International Parkway, Carrollton, Texas 75007_

SIGNATURE OF BIDDER: _____

ADDENDUM #3

RFP Number: #25-2017

Date: August 23, 2017

Subject: Inmate Telephone Services for Community Corrections

Address inquiries to:
Sondra Stone
(859) 258-3320

TO ALL PROSPECTIVE SUBMITTERS:

Please be advised of the following clarifications to the above referenced RFP:

Q&A

1. Please clarify Video Visitation Requirements bb and cc.
   bb) Video Visitation should be conducted on both the tablets and a visitation kiosk.
   cc) The visitation kiosk should have the same capabilities of the inmate tablet.
   Is the agency asking that the inmate tablets and video visitation units replicate one another's features and functionalities? Yes.

2. Regarding Video Visitation requirement C under Video Visitation Kiosk requirements, please provide additional context. Which application is to be web-based? In what manner would the web-based application be accessed? Video visitation should be web based so that friends/family can use a computer, smart phone, and/or tablet in order to utilize the program.

3. Regarding Video Visitation requirement B, please clarify what is expected with the term "upgrade." Does the agency expect full operating system upgrades three times a year? Or corrective measures such as patches or bug fixes and similar? If a newer/better version is used by the company after implementation at the facility the facility expects to be updated to the newest software available.

4. How many public visitation stations are desired? That will be determined at a later date. At present time we only wish to do remote video visitation.

5. Please state how many equipment rooms are located in each facility and list how many visitation stations will homerun to each equipment room. This information is needed in order to size headend equipment properly. Please note that all visitation stations must be located within 100 meters of an

equipment room. There are 4 IDF and a server room. Phone-wise the inner ring homeruns upstairs and the outer ring goes to the 4 IDF's. Assume that they would use the same parameters as our network and phones.

6. Please provide floor plans, showing desired locations of new visitation stations and locations of equipment rooms. Please note that all visitation stations must be located within 100 meters of an equipment room. To be determined.

7. Will the County provide visitation furniture such as booths and stools? We are not going to go full fledge video visitation to begin with....this is in the future. We currently have visitation booths.

8. Please provide desired quantities for public and inmate stations that must be ADA compliant, if any. All inmate stations must be ADA compliant. Visitors to be determined.

9. Does the County wish to have a scheduling kiosk at the public visitation area for scheduling visits without the need for staff assistance? Yes

10. Can existing desktop workstations be reused for scheduling/administrative duties related to the Video Visitation System? No. If so, how many workstations would you like to receive scheduling/administrative software? If not, how many new desktop workstations are desired? Scheduling should be web based and should not require any onsite equipment.

11. Can existing desktop workstations be used for monitoring visitation sessions? If system is web based. If so, how many workstations would you like to receive monitoring software? To be determined based upon needs of the facility. If not, how many new desktop workstations are desired?

12. Is the following approach acceptable for new conduit and cabling? Above the ceiling and in areas that are not accessible by inmates, provide plenum-rated cable not run in conduit. In inmate accessible areas, run plenum-rated cable in exposed EMT conduit. If this is not acceptable, please explain what method is required for new conduit and wire. No exposed conduit.

13. Since there is not an existing Video Visitation System in place, it is assumed that a new network backbone will have to be installed. Please provide floor plans showing equipment room locations so that the Vendor can determine the cost of a network backbone. We won't provide drawings due to security concerns.

14. Can the County provide the name of a local Electrical Contractor that could be used for any necessary conduit, cabling, or power requirements? No

15. Are there existing 120VAC electrical receptacles located where each new visitation station will be installed? If not, will the County provide these? This is a future project. To be determined. Some power is available.

16. Will the County provide all power requirements needed to support the new video visitation system? No, it would be the vendor's responsibility to install any power and get permits necessary for new electrical service.

17. Will the County provide the Internet service needed for remote visits and for remote troubleshooting/diagnostics of the video visitation system? No. Who is the current internet service provider? The area has several providers, Time Warner Cable, QX.net, and Windstream

18. What is the average number of Correction Officers on any given shift? There are approximately 55 Officers assigned per custody shift, not all work every day. The Division has a total of 322 Officers.

19. Please identify all interfaces as relates to the video visitation system and which are unidirectional and which are bidirectional. We do not currently have video visitation system.

20. Who is the current, incumbent tablet provider? Securus Technologies

21. Are prevailing wages required for any onsite installation services? No.

22. Is sales tax to be included in Vendor's pricing? No. The LFUC is tax exempt.

23. Are performance & payment bonds required? If so, is the cost to be included in pricing? Upon award of a contract, the vendor must provide to the Division a performance bond equal to $100,000. Vendors shall provide, with the proposal, a letter of commitment from a surety to provide this performance bond upon contract execution. Failure to submit the letter of commitment for the performance bond may result in the rejection of their proposal.

24. Sings Payment Calls: some providers in the industry offer products referred to as "Single Payment Calls." These services typically allow the friend or family member to accept a single call using a credit or debit card, without needing to set up a traditional pre-paid Collect account. Such services can be charged at up to $14.99 for a 1-minute call, and are typically commissioned at a much lower rate than other Bill types. What is the County's position on Single Payment calls - are they allowed under the forthcoming contract? We currently have a text to connect feature with the current provider. The called party can accept a single phone call for a one-time charge.

25. On the vendor portal (Ionwave), there is an attachment labeled "Bid Document" that requires the supplier information and a signature. Does this form need to be included in our response? Yes.

26. Under "GENERAL PROVISIONS," it states "Addenda: All addenda and IonWave Q&A, if any, shall be considered in making the proposal, and such addenda shall be made a part of this RFP." Does this mean that we are to include all issued addenda as part of our response? If so, Addendum #2 consists of over 200 pages, would it be acceptable to include just the Q&A section? Yes.

27. Does the County anticipate any significant increases or decreases in ADP during the contract term? There are no anticipated significant changes. However we are a county jail and our population is dependent upon many variables.

28. What is the average stay for inmates? 16 days

29. How many inmates are booked per day, on average? 45

30. How long do inmates stay in bookings? An inmate may remain in our booking area for up to 8 hours.

31. Please provide the location of the phone room(s) where our equipment will go. There is one main server room and 4 IDF's where the equipment is located, in addition to the D-Mark room.

32. Please provide a pod layout, with the number of inmates per pod/housing unit.
    a. The adult detention facility has a rated capacity of 1286, not including population potentials for holding areas.
    b. The twenty (20) housing units are of two types: single cell segregation units and sub-day room dormitories.
    c. There are eight (8) segregation units with up to forty (40) single cells per unit and/or up to 8 beds in a dormitory setting (total beds 320) including dedicated medical and mental health units; two assessment center units; one female segregation unit; and three male segregation units.
    d. There are twelve (12) sub-day room dormitory units consisting of eight (8)-eight to twelve person sub-dayrooms for a total of 64 to 96 beds per unit. Current utilization has these units housing up to ninety-six (96) offenders.

33. How many floors does your facility have? One

34. Are there any uninhabited housing units? Not currently

35. Do you have any planned demolition or facility expansion within the period of this contract? No

36. Please list which housing units have restricted access. We have areas based upon disciplinary restrictions that are not allowed access to phones.

37. Please describe inmate access to common areas, including what hours inmates are allowed into those areas. We are a direct supervision jail. The access to the areas are determined by the housing unit Officer.

38. Would the facility allow the awarded vendor to use dark fiber that has already been installed? Vendor may use fiber installed by current vendor but not LFUCG fiber.

39. Which Internet/cable service provider do you recommend in your area? We don't provide recommendations. There are several vendors available.

40. If you currently have an inmate communications contract outside your phones and video for inmate messaging, grievances, requests, commissary ordering, and inmate kiosks, please provide a copy of any contract in place for them. We do not.

41. Due to the complexity of the RFP and our desire to give you the most competitive and thorough response, will the County consider extending the due date of the proposal? No.

42. Would the County consider scheduling a mandatory live product demonstration as part of your evaluation criteria? Top 3 vendors may be requested to provide demonstrations.

43. How many free calls are inmates given? All local calls while the inmate is in the Intake area are free. We also have specific phone numbers (Legal Aid, crime tip lines) that are designated free.

44. What is the historic call volume by month? Previously provided.

45. Can the County provide 12 months of call volume reports/CDRs? Already provided.

46. Please provide the last 12 months of call traffic data broken out by call type. Already provided.

47. How many visits are used on an average month? We currently do not have video visitation.

48. How many visits are paid for visits in an average month? 0

49. How many visits by bail bondsman and Public Defenders are expected in an average month? Kentucky does not have bail bondsman. No data exists for Public Defender visits.

50. Does the County intend to maintain face to face visitation capabilities? At present time yes.

51. How many free onsite video visitations does the County wish to allow? Video Visitation will not be on site initially, only remote.

52. Please provide visitation hours by facility. Will these hours change when remote visitations are in place? Current visitation practice:
    a. Monday – Thursday 1800-2200 hours
    b. Saturday/Sunday – 0900-1100 hours and 1300-1600 hours.
    c. Video visitation to be determined

53. How many face to face visitation phones does the facility currently have? All visits are face to face we do not use phones. There is a glass partition between the inmate and the visitor. Are the visits recorded? No

54. Does the County expect us to use the existing video visitation furniture currently in place? We do not currently have video visitation.

55. Please tell us which company is your current law library provider. We currently have print law library. West Law

56. Do you currently conduct inmate education at your facility? We have re-entry programs and GED

57. What kind of educational programs do have in place? We have re-entry programs and GED

58. Do you have a current MP3/MP4 player contract? No If so, please provide a copy of the contract and any addenda.

59. Do you have televisions in housing units? Yes

60. Does your facility allow any other media devices in housing units such as MP3 players, radios or other devices? No

61. What material are the walls made of? Concrete block

62. Are there existing cable runs in place, or will we have to drill through the walls? There are existing cable runs.

63. Will the facility permit the use of conduit for housing cable? That is a maintenance question. I don't know. No open conduit.

64. If there are multiple buildings, is there available fiber running between the buildings? There are not multiple buildings.

65. Can the County provide the typical total inmate spend per month on commissary/phones/visitation/ messaging and other services. Inmate debit calling averages $65,000 per month, inmate collect calling averages $15,000 per month. Messaging is paid by the outside user.
    Commissary sales averaged $125,860 for FY17.

66. Please provide a copy of the current tablet agreement and all addenda. See attached.

Todd Slatin, Director
Division of Central Purchasing

All other terms and conditions of the RFP and specifications are unchanged. This letter should be signed, attached to and become a part of your submittal.

COMPANY NAME: Securus Technologies, Inc.

ADDRESS: 4000 International Parkway, Carrollton, Texas 75007

SIGNATURE OF BIDDER:

ADDENDUM #4

RFP Number: #25-2017

Date: August 28, 2017

Subject: Inmate Telephone Services for Community Corrections

Address inquiries to:
Sondra Stone
(859) 258-3320

TO ALL PROSPECTIVE SUBMITTERS:

Please be advised of the following clarifications to the above referenced RFP:

RFP opening is extended to September 6, 2017, 2:00 pm.

Todd Slatin, Director
Division of Central Purchasing

All other terms and conditions of the RFP and specifications are unchanged. This letter should be signed, attached to and become a part of your submittal.

COMPANY NAME: Securus Technologies, Inc.

ADDRESS: 4000 International Parkway, Carrollton, Texas 75007

SIGNATURE OF BIDDER: _____

Appendix K

Letter of Surety

Lexon Insurance Company
10002 Shelbyville Road, Suite 100
Louisville, KY 40223

Lexington-Fayette Urban County Government
Room 338, Government Center
200 East Main Street
Lexington, KY 40507

Lexon Insurance Company
NAME OF INSURANCE/BONDING COMPANY

being duly qualified to transact business in the State of Kentucky,   hereby certifies that if

Securus Technologies, Inc.
CONTRACTOR NAME

is the successful bidder for RFP #25-2017 Inmate Telephone Services for Community Corrections

_____ it as surety will provide the bidder
with a bond as called for in the bid specifications.

Signed and Sealed September 1_____, 20 17___.

Lexon Insurance Company
NAME OF INSURANCE/BONDING COMPANY

by: _Sandra L Fusinetti_____
ATTORNEY-IN-FACT   Sandra L. Fusinetti

POWER OF ATTORNEY MUST BE ATTACHED TO CONSENT OF SURETY

YOU MUST PROVIDE BELOW THE NAME, ADDRESS AND PHONE NUMBER OF A
PERSON TO BE CONTACTED IN THE EVENT ANY QUESTIONS OR CLAIMS ARISE
REGARDING THE BID AND / OR PERFORMANCE BOND.

NAME__Michael Dix_____   TITLE_Producer_____

ADDRESS _2307 River Road, Suite 200, Louisville, KY 40206_____

PHONE #__502-238-1222_____

C.S.

POWER OF ATTORNEY

Lexon Insurance Company

LX- **307068**

KNOW ALL MEN BY THESE PRESENTS, that **LEXON INSURANCE COMPANY**, a Texas Corporation, with its principal office in Louisville, Kentucky, does hereby constitute and appoint: Brook T. Smith, Raymond M. Hundley, Jason D. Cromwell, James H. Martin, Barbara Duncan, Sandra L. Fusinetti, Mark A. Guidry, Jill Kemp, Lynnette Long, Amy Meredith, Deborah Neichter, Theresa Pickerrell, Sheryon Quinn, Beth Frymire, Rebecca M. Reid, Leigh McCarthy, Michael Dix its true and lawful Attorney(s)-In-Fact to make, execute, seal and deliver for, and on its behalf as surety, any and all bonds, undertakings or other writings obligatory in nature of a bond.

This authority is made under and by the authority of a resolution which was passed by the Board of Directors of **LEXON INSURANCE COMPANY** on the 1st day of July, 2003 as follows:

Resolved, that the President of the Company is hereby authorized to appoint and empower any representative of the Company or other person or persons as Attorney-In-Fact to execute on behalf of the Company any bonds, undertakings, policies, contracts of indemnity or other writings obligatory in nature of a bond not to exceed $2,500,000.00, Two Million Five Hundred Thousand dollars, which the Company might execute through its duly elected officers, and affix the seal of the Company thereto. Any said execution of such documents by an Attorney-In-Fact shall be as binding upon the Company as if they had been duly executed and acknowledged by the regularly elected officers of the Company. Any Attorney-In-Fact, so appointed, may be removed for good cause and the authority so granted may be revoked as specified in the Power of Attorney.

Resolved, that the signature of the President and the seal of the Company may be affixed by facsimile on any power of attorney granted, and the signature of the Assistant Secretary, and the seal of the Company may be affixed by facsimile to any certificate of any such power and any such power or certificate bearing such facsimile signature and seal shall be valid and binding on the Company. Any such power so executed and sealed and certificate so executed and sealed shall, with respect to any bond of undertaking to which it is attached, continue to be valid and binding on the Company.

IN WITNESS THEREOF, **LEXON INSURANCE COMPANY** has caused this instrument to be signed by its President, and its Corporate Seal to be affixed this 5th day of August, 2015.

LEXON INSURANCE COMPANY

BY _____
David E. Campbell
President

ACKNOWLEDGEMENT

On this 5th day of August, 2015, before me, personally came David E. Campbell to me known, who be duly sworn, did depose and say that he is the President of **LEXON INSURANCE COMPANY**, the corporation described in and which executed the above instrument; that he executed said instrument on behalf of the corporation by authority of his office under the By-laws of said corporation.

AMY TAYLOR
Notary Public- State of Tennessee
Davidson County
My Commission Expires 07-08-19

BY _____
Amy Taylor
Notary Public

CERTIFICATE

I, the undersigned, Assistant Secretary of **LEXON INSURANCE COMPANY**, A Texas Insurance Company, DO HEREBY CERTIFY that the original Power of Attorney of which the forgoing is a true and correct copy, is in full force and effect and has not been revoked and the resolutions as set forth are now in force.

Signed and Seal at Mount Juliet, Tennessee this _1st_ Day of _September_, 20_17_.

BY _____
Andrew Smith
Assistant Secretary

"WARNING: Any person who knowingly and with intent to defraud any insurance company or other person, files and application for insurance of claim containing any materially false information, or conceals for the purpose of misleading, information concerning any fact material thereto, commits a fraudulent insurance act, which is a crime and subjects such person to criminal and civil penalties."