# SECURUS TECHNOLOGIES, INC.

Agreed-Upon Procedures Report of Independent Certified Accountants For the Florida Department of Corrections Contract

June 30, 2012

# SECURUS TECHNOLOGIES, INC. FLORIDA DEPARTMENT OF CORRECTIONS CONTRACT INDEX

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#### Independent Accountants' Report On Applying Agreed-Upon Procedures

To the Management of Securus Technologies, Inc., And the Finance and Accounting Director of the Florida Department of Corrections:

We have performed the procedures enumerated in Exhibit I for the six months ended June 30, 2012, which were agreed to by the management of Securus Technologies, Inc. ("Securus") and the Florida Department of Corrections ("FDOC"), solely to assist you in evaluating the Securus contract with the FDOC. Such contract requires that Securus maintains verification of inmate telephone system reliability for accurately and completely recording all calls made as defined by the contract. Securus' management is responsible for complying with the FDOC contract. This agreed-upon procedures engagement was conducted in accordance with attestation standards established by the American Institute of Certified Public Accountants. The sufficiency of these procedures is solely the responsibility of those parties specified in this report. Consequently, we make no representation regarding the sufficiency of the procedures enumerated in Exhibit I either for the purpose for which the report has been requested or for any other purpose.

A listing of the procedures performed, summary of the results of the procedures performed, and a listing of the calls placed are outlined in Exhibits I-III.

We were not engaged to, and did not perform an examination, the objective of which would be the expression of an opinion on the procedures described in Exhibits I-III. Accordingly, we do not express such an opinion. Had we performed additional procedures, other matters might have come to our attention that would have been reported to you.

This report is intended solely for the information and use of the specified users listed above, and is not intended to be and should not be used by anyone other than these specified parties.

MONTGOMERY COSCIA GREILICH LLP

MONTGOMERY COSCIA GREILICH, LLP

Plano, Texas July 24, 2012

Certified Public Accountants

#### Exhibit I Agreed-Upon Procedures For the Six Months Ended June 30, 2012

1. Reviewed the contract to obtain an understanding of the relevant requirements. Noted the call rates and surcharges are outlined specifically in the Securus Technologies Inc. contract with FDOC as follows:

#### Collect Calls:

Type of Call	"To Connect" Surcharge	Rate Per Minute
Local Extended Area	\$ .50	\$ .00
Inter-lata	\$1.20	\$ .06
Intra-lata	\$1.20	\$ .06
Interstate	\$1.20	\$ .06

#### Prepaid Calls:

Type of Call	"To Connect" Surcharge	Rate Per Five Minute Increment		
Local Extended Area	\$ .50	\$ .00		
Inter-lata	\$1.02	\$ .30		
Intra-lata	\$1.02	\$ .30		
Interstate	\$1.02	\$ .30		

### Coin Operated Telephone Calls:

Type of Call	"To Connect" Surcharge	Rate Per Five Minute Increment
Local Coin	\$ .50	\$ .00
Local Extended Area	\$ .50	\$ .00
Inter-lata	\$1.20	\$ .30
Intra-lata	\$1.20	\$ .30
Interstate	\$1.20	\$ .30

Type of Call	"To Connect" Surcharge	Rate Per Five Minute Increment
1+ Inter-lata	\$1.20	\$ .30
1+ Intra-lata	\$1.20	\$ .30
1+ Interstate	\$1.20	\$ .30

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#### Exhibit I Agreed-Upon Procedures, Continued For the Six Months Ended June 30, 2012

1. Reviewed the contract to obtain an understanding of the relevant requirements. Noted the call rates and surcharges are outlined specifically in the Securus Technologies Inc. contract with FDOC (continued):

#### International Calls:

Surcharge and rates per minute for international calls, both collect and prepaid, shall not exceed the maximum rate allowed by the appropriate regulatory authority during the time the call is placed.

- 2. Obtained an understanding of Securus Technologies, Inc.'s policies and procedures with respect to accumulating and reporting calls, determining call duration, pricing calls in accordance with applicable regulations or tariffs, preparing invoices to customers and reporting activity to the Florida Department of Corrections ("FDOC").
- 3. Selected 5 facilities where detailed testing was performed. The selection was coordinated through FDOC, and the test sites selected were not known to Securus Technologies. The facilities selected are as follows:

#### **Everglades Correctional Institution ("Everglades CI")**

1599 S.W. 187<sup>th</sup> Avenue

Miami, Florida 33194

#### Homestead Correctional Institution ("Homestead CI")

19000 S. W. 377<sup>th</sup> Street

Florida City, Florida 33034

#### **Dade Correctional Institution ("Dade CI")**

19000 S.W. 377<sup>th</sup> Street

Florida City, Florida 33034

#### South Florida Reception Center ("South Florida RC")

14000 N.W. 41<sup>st</sup> Street

Doral, Florida 33178

#### Miami North Work Release Center ("Miami North WRC")

7090 N.W. 41st Street

Miami, Florida 33166

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#### Exhibit I Agreed-Upon Procedures, Continued For the Six Months Ended June 30, 2012

- 4. At each facility selected in accordance with step 3 above, to obtain reasonable assurance in the results of the agreed-upon procedures, a selection between 9 and 31 payphones were made at random from the various phones maintained for inmate use. A series of collect, prepaid and coin calls of various types (local, interstate, and inter-lata) were then placed from each phone and logged as to the type of call, date, time and duration of the call. A total of 147 calls were placed from the selected payphones. See Exhibit II for a summary of calls placed at each facility, and Exhibit III for a detailed log of calls.
- 5. Recalculated the pricing of the test call based on relevant contracted rates.
- 6. Compared the information gathered in step 4 and 5 above to the data reported on the Securus Technologies billing worksheet to determine the information is in agreement.
- 7. Determined whether calls tested were completely and accurately recorded, in accordance with the definitions provided in the FDOC contract, on the call detail reports provided by Securus.

A test call was considered "Accurate" if the call record in the Securus call detail report contained the time, date, destination phone number, and the approximated number of minutes from the information collected in the call testing procedures. Similarly, a call was considered "Complete" if it was included in the call detail report provided by Securus, even if it was uncollectible.

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# Exhibit II Results of Agreed-Upon Procedures For the Six Months Ended June 30, 2012

Based upon the procedures enumerated in Exhibit I noted a total of 147 test calls made from approximately 114 different phones. The results of the test calls made are as follows:

Location	Phones Selected	Test Calls	Complete Calls	Accurate Calls	Billing ferences
Everglades CI	30	30	30	22	\$ (1)
Homestead CI	18	20	20	17	\$ -
Dade CI	26	26	26	14	\$ (1)
South Florida RC	31	41	41	25	\$ (2)
Miami North WRC	9	30	30	30	\$ -
Totals	114	147	147	108	\$ (4)

#### **Everglades Correctional Institution**

The detail of the 30 test calls made from Everglades CI was provided by Securus in a call log. Noted no differences between the test call details recorded and information provided in the call log. However, noted 8 differences between the billing rates provided in the call log and the billing rate listed in the FDOC contract. All differences were related to billings on prepaid calls.

#### **Homestead Correctional Institution**

The detail of the 20 test calls made from Homestead CI was provided by Securus in a call log. Noted no differences between the test call details recorded and information provided in the call log. However, noted 3 differences between the billing rates provided in the call log and the billing rate listed in the FDOC contract. All differences were related to billings on prepaid calls.

#### **Dade Correctional Institution**

The detail of the 26 test calls made from Dade CI was provided by Securus in a call log. Noted no differences between the test call details recorded and information provided in the call log. However, noted 12 differences between the billing rates provided in the call log and the billing rate listed in the FDOC contract. All differences were related to billings on prepaid calls.

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#### Exhibit II Results of Agreed-Upon Procedures, continued For the Six Months Ended June 30, 2012

#### **South Florida Reception Center**

The detail of the 41 test calls made from the South Florida RC was provided by Securus in a call log. Noted no differences between the test call details recorded and information provided in the call log. However, noted 16 differences between the billing rates provided in the call log and the billing rate listed in the FDOC contract. All differences were related to billings on prepaid calls.

#### Miami North Work Release Center

The detail of the 30 test calls made from Miami North WRC was provided by Securus in a call log. Noted no differences between the test call details recorded and information provided in the call log. Additionally, noted no differences between the billing rates provided in the call log and the billing rate listed in the FDOC contract.

## Securus Technologies, Inc. Florida Department of Corrections Contract Listing of Calls (June 2012) Everglades Correctional Institution

	Call #1	Call #2	Call #3	Call #4	Call #5
Number Called	850-893-6921	850-681-0018	972-277-0620	972-277-0439	972-277-0432
Type of Call	Interlata	Interlata	Interstate	Interstate	Interstate
Date	6/14/2012	6/14/2012	6/14/2012	6/14/2012	6/14/2012
Time	10:06:48 AM	10:11:34 AM	10:19:21 AM	10:25:48 AM	10:30:01 AM
<b>Duration (Min)</b>	6	5	5	8	4
	Call #6	Call #7	Call #8	Call #9	Call #10
Number Called	850-681-0019	850-893-6921	321-773-7903	850-681-0018	972-277-0621
Type of Call	Interlata	Interlata	Interlata	Interlata	Interstate
Date	6/14/2012	6/14/2012	6/14/2012	6/14/2012	6/14/2012
Time	10:35:23 AM	10:38:45 AM	10:46:20 AM	10:47:41 AM	10:53:57 AM
Duration (Min)	6	5	6	5	4
	·	-		·	
	Call #11	Call #12	Call #13	Call #14	Call #15
Number Called	972-277-0586	850-893-6921	972-277-0620	972-277-0621	972-277-0432
Type of Call	Interstate	Interlata	Interstate	Interstate	Interstate
Date	6/14/2012	6/14/2012	6/14/2012	6/14/2012	6/14/2012
Time	10:56:09 AM	11:00:19 AM	11:01:24 AM	11:10:03 AM	11:11:13 AM
<b>Duration (Min)</b>	2	6	6	7	6
	Call #16	Call #17	Call #18	Call #19	Call #20
Number Called	972-277-0586	972-277-0432	972-277-0620	972-277-0439	972-277-0621
Type of Call	Interstate	Interstate	Interstate	Interstate	Interstate
Date	6/14/2012	6/14/2012	6/14/2012	6/14/2012	6/14/2012
Time	11:21:45 AM	11:26:28 AM	11:30:36 AM	11:31:45 AM	11:37:41 AM
Duration (Min)	6	3	5	5	2
2 41 444 (1/111)	Ü	<u> </u>			
	Call #21	Call #22	Call #23	Call #24	Call #25
<b>Number Called</b>	972-277-0432	972-277-0439	850-681-0019	321-773-7903	239-772-3241
Type of Call	Interstate	Interstate	Interlata	Interlata	Interlata
Date	6/14/2012	6/14/2012	6/14/2012	6/14/2012	6/14/2012
Time	11:45:20 AM	11:46:46 AM	11:53:30 AM	11:55:47 AM	12:00:52 PM
<b>Duration (Min)</b>	3	2	5	3	4
	Call #26	Call #27	Call #28	Call #29	Call #30
Number Called	850-893-6921	850-681-0018	972-277-0620	850-681-0019	239-772-3241
Type of Call	Interlata	Interlata	Interstate	Interlata	Interlata
Date	6/14/2012	6/14/2012	6/14/2012	6/14/2012	6/14/2012
Time	12:02:08 PM	12:10:07 PM	12:11:20 PM	12:18:28 PM	12:23:47 PM
Duration (Min)	3	3	3	4	3
			<u> </u>		

# Securus Technologies, Inc. Florida Department of Corrections Contract Listing of Calls (June 2012) Homestead Correctional Institution

#### **Exhibit III**

	Call #1	Call #2	Call #3	Call #4	Call #5
Number Called	850-893-6921	972-277-0620	321-773-7903	850-681-0018	972-277-0439
Type of Call	Interlata	Interstate	Interlata	Interlata	Interstate
Date	6/14/2012	6/14/2012	6/14/2012	6/14/2012	6/14/2012
Time	10:22:10 AM	10:24:14 AM	10:29:47 AM	10:36:46 AM	10:40:01 AM
<b>Duration (Min)</b>	4	3	4	5	2
	Call #6	Call #7	Call #8	Call #9	Call #10
Number Called	972-277-0586	972-277-0621	972-277-0432	850-893-6921	321-773-7903
Type of Call	Interstate	Interstate	Interstate	Interlata	Interlata
Date	6/14/2012	6/14/2012	6/14/2012	6/14/2012	6/14/2012
Time	10:44:28 AM	10:45:58 AM	10:51:25 AM	10:53:42 AM	10:56:39 AM
<b>Duration (Min)</b>	3	3	5	5	2
	Call #11	Call #12	Call #13	Call #14	Call #15
Number Called	972-277-0439	972-277-0621	972-277-0432	972-277-0439	972-277-0586
Type of Call	Interstate	Interstate	Interstate	Interstate	Interstate
Date	6/14/2012	6/14/2012	6/14/2012	6/14/2012	6/14/2012
Time	11:04:22 AM	11:07:54 AM	11:12:26 AM	11:16:27 AM	11:20:57 AM
<b>Duration (Min)</b>	5	1	5	2	5
	Call #16	Call #17	Call #18	Call #19	Call #20
Number Called	972-277-0621	972-277-0432	850-893-6921	239-772-3241	972-277-0432
Type of Call	Interstate	Interstate	Interlata	Interlata	Interstate
Date	6/14/2012	6/14/2012	6/14/2012	6/14/2012	6/14/2012
Time	11:22:54 AM	11:27:39 AM	11:35:17 AM	11:39:33 AM	11:49:27 AM
D4' (M')	· ·				1
Duration (Min)	4	3	6	2	2

# Securus Technologies, Inc. Florida Department of Corrections Contract Listing of Calls (June 2012) Dade Correctional Institution

Call #26

972-277-0586

Interstate

6/14/2012

3:46:17 PM

**Number Called** 

**Duration (Min)** 

Type of Call

Date

Time

	Call #1	Call #2	Call #3	Call #4	Call #5
Number Called	972-277-0620	972-277-0432	972-277-0621	972-277-0620	850-893-6921
Type of Call	Interstate	Interstate	Interstate	Interstate	Interlata
Date	6/14/2012	6/14/2012	6/14/2012	6/14/2012	6/14/2012
Time	1:59:14 PM	2:08:36 PM	2:11:24 PM	2:22:16 PM	2:23:41 PM
<b>Duration (Min)</b>	2	4	2	5	4
	Call #6	Call #7	Call #8	Call #9	Call #10
Number Called	850-681-0018	850-681-0019	972-277-0439	972-277-0586	972-277-0621
Type of Call	Interlata	Interlata	Interstate	Interstate	Interstate
Date	6/14/2012	6/14/2012	6/14/2012	6/14/2012	6/14/2012
Time	2:25:56 PM	2:31:34 PM	2:35:53 PM	2:37:27 PM	2:39:19 PM
Duration (Min)	2.23.30 1 W	3	4	3	2.39.19 1 Wi
	Call #11	Call #12	Call #13	Call #14	Call #15
Number Called	972-277-0432	850-893-6921	850-681-0019	850-681-0018	972-277-0620
Type of Call	Interstate	Interlata	Interlata	Interlata	Interstate
Date	6/14/2012	6/14/2012	6/14/2012	6/14/2012	6/14/2012
Time	2:46:34 PM	2:49:18 PM	2:53:00 PM	2:59:01 PM	3:01:42 PM
<b>Duration (Min)</b>	5	4	9	6	4
	Call #16	Call #17	Call #18	Call #19	Call #20
Number Called	972-277-0439	972-277-0586	972-277-0621	972-277-0432	850-893-6921
Type of Call	Interstate	Interstate	Interstate	Interstate	Interlata
Date	6/14/2012	6/14/2012	6/14/2012	6/14/2012	6/14/2012
Time	3:06:18 PM	3:07:51 PM	3:09:12 PM	3:18:26 PM	3:21:25 PM
Duration (Min)	5	4	3	5	3.21.23 1 W
					-
	Call #21	Call #22	Call #23	Call #24	Call #25
Number Called	850-681-0018	239-772-3241	850-681-0019	972-277-0620	972-277-0439
Type of Call	Interlata	Interlata	Interlata	Interstate	Interstate
Date	6/14/2012	6/14/2012	6/14/2012	6/14/2012	6/14/2012
Time	3:29:32 PM	3:31:17 PM	3:36:22 PM	3:38:38 PM	3:44:35 PM
<b>Duration (Min)</b>	4	3	4	3	3

## Securus Technologies, Inc. Florida Department of Corrections Contract Listing of Calls (June 2012) South Florida Reception Center (1 of 2)

	Call #1	Call #2	Call #3	Call #4	Call #5
Number Called	850-893-6921	239-772-3241	850-681-0019	850-681-0018	239-772-3241
Type of Call	Interlata	Interlata	Interlata	Interlata	Interlata
Date	6/15/2012	6/15/2012	6/15/2012	6/15/2012	6/15/2012
Time	9:41:09 AM	9:47:57 AM	9:53:56 AM	9:57:57 AM	9:59:41 AM
<b>Duration (Min)</b>	4	2	5	2	3
					•
	Call #6	Call #7	Call #8	Call #9	Call #10
Number Called	321-773-7903	972-277-0432	972-277-0620	850-681-0018	972-277-0586
Type of Call	Interlata	Interstate	Interstate	Interlata	Interstate
Date	6/15/2012	6/15/2012	6/15/2012	6/15/2012	6/15/2012
Time	10:08:00 AM	10:08:03 AM	10:16:33 AM	10:16:37 AM	10:19:06 AM
<b>Duration (Min)</b>	3	4	1	2	2
	Call #11	Call #12	Call #13	Call #14	Call #15
Number Called	972-277-0621	972-277-0620	972-277-0586	850-893-6921	972-277-0621
Type of Call	Interstate	Interstate	Interstate	Interlata	Interstate
Date	6/15/2012	6/15/2012	6/15/2012	6/15/2012	6/15/2012
Time	10:21:24 AM	10:28:33 AM	10:28:33 AM	10:30:19 AM	10:30:43 AM
<b>Duration (Min)</b>	1	2	3	3	1
					•
	Call #16	Call #17	Call #18	Call #19	Call #20
Number Called	972-277-0432	239-772-3241	972-277-0432	972-277-0620	972-277-0586
Type of Call	Interstate	Interlata	Interstate	Interstate	Interstate
Date	6/15/2012	6/15/2012	6/15/2012	6/15/2012	6/15/2012
Time	10:32:28 AM	10:33:26 AM	10:40:23 AM	10:42:39 AM	10:44:54 AM
<b>Duration (Min)</b>	2	2	2	2	1
					•
	Call #21	Call #22	Call #23	Call #24	Call #25
Number Called	972-277-0621	972-277-0620	972-277-0432	972-277-0586	321-773-7903
Type of Call	Interstate	Interstate	Interstate	Interstate	Interlata
Date	6/15/2012	6/15/2012	6/15/2012	6/15/2012	6/15/2012
Time	10:48:40 AM	10:49:33 AM	10:49:39 AM	10:50:42 AM	10:50:43 AM
<b>Duration (Min)</b>	5	4	4	5	4

## Securus Technologies, Inc. Florida Department of Corrections Contract Listing of Calls (June 2012) South Florida Reception Center (2 of 2)

Call #26

<b>Exhibit</b>	Ш
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Call #30

Call #29

Number Called	850-681-0018	850-893-6921	850-681-0019		850-681-0018		972-277-0621
Type of Call	Interlata	Interlata	Interlata		Interlata		Interstate
Date	6/15/2012	6/15/2012	6/15/2012		6/15/2012		6/15/2012
Time	10:51:46 AM	10:52:33 AM	10:54:28 AM		11:02:37 AM		11:04:18 AM
<b>Duration (Min)</b>	3	3	2		1		1
				. –			
	Call #31	Call #32	Call #33		Call #34		Call #35
Number Called	972-277-0432	850-893-6921	850-681-0018		972-277-0620		972-277-0621
Type of Call	Interstate	Interlata	Interlata		Interstate		Interstate
Date	6/15/2012	6/15/2012	6/15/2012		6/15/2012		6/15/2012
Time	11:05:55 AM	11:07:43 AM	11:13:10 AM		11:13:16 AM		11:14:21 AM
<b>Duration (Min)</b>	3	1	5		5		4
				_		_	
	Call #36	Call #37	Call #38		Call #39		Call #40
Number Called	972-277-0432	972-277-0432	850-893-6921		972-277-0620		972-277-0586
Type of Call	Interstate	Interstate	Interlata		Interstate		Interstate
Date	6/15/2012	6/15/2012	6/15/2012		6/15/2012		6/15/2012
Time	11:15:48 AM	11:16:43 AM	11:18:42 AM		11:19:51 AM		11:21:05 AM
<b>Duration (Min)</b>	2	4	3		4		3

Call #28

Call #27

Number Called Type of Call Date Time Duration (Min)

Call #41
850-681-0019
Interlata
6/15/2012
11:22:36 AM
2

# Securus Technologies, Inc. Florida Department of Corrections Contract Listing of Calls (June 2012) Miami North Work Release Center

Type of Call         Coin - Interlata         Coin - Interlata         Coin - Local         Coin	256-9552 972-277-0620 Coin - Local Coin - Interstate 14/2012 6/14/2012 7:50 PM 2:11:27 PM
Date         6/14/2012         6/1	14/2012 6/14/2012 7:50 PM 2:11:27 PM
Time Duration (Min)         1:58:29 PM         2:00:51 PM         2:05:27 PM         2:07           Call #6         Call #7         Call #8         Call #8	7:50 PM 2:11:27 PM
Duration (Min)         4         3         2           Call #6         Call #7         Call #8         C	
Call #6 Call #7 Call #8 C	2 1
Number Colled 205 071 5020 205 275 9229 072 749 0469 205	Call #9 Call #10
Number Caneu 303-7/1-3039   303-2/3-6336   9/2-748-0408   303-	-256-9552 305-819-0722
Type of Call Coin - Local Coin - Local Coin - Interstate Coin	in - Local Coin - Local
Date 6/14/2012 6/14/2012 6/14/2012 6/1	14/2012 6/14/2012
Time 2:14:04 PM 2:17:20 PM 2:21:11 PM 2:23	3:20 PM 2:27:53 PM
<b>Duration (Min)</b> 5 3 1	4 2
Call #11	all #14 Call #15
	-275-8338 305-256-9552
	in - Local Coin - Local
	14/2012 6/14/2012
Time 2:30:52 PM 2:32:51 PM 2:35:27 PM 2:35	9:00 PM 2:41:28 PM
Duration (Min)         2         1         3	1 5
Call #16	all #19 Call #20
Number Called 786-845-2960 305-971-5039 305-535-8539 305-	-275-8338 972-277-0620
Type of Call Coin - Local Coin	in - Local Coin - Interstate
Date 6/14/2012 6/14/2012 6/14/2012 6/1	14/2012 6/14/2012
Time 2:46:42 PM 2:48:19 PM 2:53:39 PM 2:50	6:55 PM 2:59:25 PM
<b>Duration (Min)</b> 1 5 2	2 1
Call #21	Call #24 Call #25
	-971-5039 305-256-9552
	in - Local Coin - Local
	14/2012 6/14/2012
Time 3:03:55 PM 3:06:47 PM 3:11:17 PM 3:15	9:02 PM 3:23:00 PM
<b>Duration (Min)</b> 2 3 7	3 6
Call #26	Call #30
	-256-9552 305-275-8338
-11UIDUL CAICU   3UJ-4/J-0JJO     3UJ-7/1-JUJY     1 JUJ-7/1-JUJY   1 JUJ-7/1-JUJY   1 JUJ-7/1-JUJY	
	n - Local Coin - Local
Type of Call Coin - Local Coin - Local Coin - Local Coin - Local	in - Local Coin - Local 14/2012 6/14/2012
Type of Call         Coin - Local           Date         6/14/2012         6/14/2012         6/14/2012         6/14/2012         6/14/2012	