

**ITB RESPONSES**



**The State of Alabama  
Department of Finance  
Information Services Division  
Invitation to Bid  
Inmate and Public Payphones**

- 1. Purpose:** The State of Alabama, Department of Finance, Division of Purchasing on behalf of the Information Services Division (ISD) and the Department of Corrections, hereinafter referred to as the STATE, is accepting bids for the statewide installation of the equipment, provision of service and payment of commissions on telephone calls made from pay telephones on State owned or leased property (hereinafter referred to as STATE PROPERTY). This ITB will include both public and inmate pay telephone service in a concession service arrangement. Alternate bids will not be accepted.

**GTL Response:** Global Tel\*Link Corporation (GTL) appreciates the opportunity to respond to the State of Alabama's Invitation to Bid. Our proposal includes provisions for both inmate and public pay telephone service. For facilities managed by the Alabama Department of Corrections we propose our state-of-the-art:

**LazerPhone Inmate Telephone System**

GTL's integrated LazerPhone Inmate Telephone system has a powerful suite of features for call control, management, digital recording, live and remote monitoring, and reporting. In our proposal we have provided detailed descriptions of these features as well as a glance into who we are at Global Tel\*Link and why more than 50% of all DOC inmates in the United States and inmates in 21 of the 40 largest counties in America communicate through GTL's LazerPhone Inmate Telephone System.

**Public Pay Telephones**

GTL is highly experienced in serving the needs of the Public Payphone market and has operated public phones for more than 25 years. GTL currently provides approximately 9,000 public pay phone stations in metropolitan markets throughout the United States. GTL has led the industry with the continued improvement and enhancement of these public pay phones and stations. With GTL, the public phone customer can rely on quality, reliability, and convenience. GTL has the experience necessary to effectively control and manage the strategic and operational aspects of a consortium of service providers.

GTL has developed two key business support systems to meet the needs for Payphone customers. Both systems were developed and currently reside at GTL's Indianapolis office.

**Public Order Entry and Tracking System (POETS)** is GTL's system for managing the order, installation, maintenance and tracking of public phones and network facilities.

**Public Administration Decision Database (PADD)** is GTL's system for reporting revenue and usage of public phones.

**Example GTL Public Telephone Accounts**

<b>Account</b>	<b>Phones</b>
City of Philadelphia	380
JFK Airport	937
LaGuardia Airport	617

Miami Airport	421
Miami-Dade County	957
Miscellaneous	647
Newark Airport	863
Philadelphia Airport	603
Phoenix Sky Harbor Airport	347
Port Authority of New York/New Jersey	2,567
State of Indiana	677
State of North Carolina	1,190

We are confident that our proposal meets and exceeds your requirements for a comprehensive telephone system for use at Alabama Department of Corrections facilities and for public pay phones throughout the State of Alabama.

- 2. Contract Length:** The contract resulting from this ITB will be effective for a period of three years from the date the contract is issued by the STATE, with options for two one-year renewals following the initial contract. Commission percentages must remain firm, as do the Terms and Conditions, for a period of three years from the date of initial contract signing. Terms and Conditions must remain in place for any subsequent renewals. Commission rate increases, however, may be negotiated between the State and the successful vendor at each renewal period. All subsequent renewal contracts must be agreed upon, by both parties, ninety days prior to the expiration of the existing contract.

**GTL Response:** GTL has read, understands, and will comply.

Continuation of any agreement between the STATE and a Vendor beyond a fiscal year is contingent upon continued legislative appropriation of funds for the purpose of this ITB and any resulting agreement. Non-availability of funds at any time shall cause any agreement to become void and unenforceable and no damages shall accrue against the STATE as a result.

**GTL Response:** GTL has read, understands, and will comply.

- 3. Contract Resulting from ITB:** This ITB and any Vendor responses and/or proposals thereto will become a part of any contract executed as a result of this procurement.

**GTL Response:** GTL has read, understands, and will comply.

- 4. Vendor Compliance:** Each Vendor, by signing and returning this bid, stipulates that it has read, understands, and will comply with all provisions of this ITB. The requirements stated herein are to be considered mandatory unless otherwise stated. Should it be determined by the STATE that a bid fails to specifically respond to all requirements that bid will be eliminated from consideration. The STATE will be the sole judge as to whether each item bid is consistent with the technical specifications and/or general requirements of this ITB. Vendor(s) may be required, prior to award, to provide a live demonstration of their product(s), verifying that all required features are included in the product(s). The STATE may also require demonstrations be documented in written form for record purposes.

**GTL Response:** GTL has read, understands, and will comply.

**5. Vendor ITB Responses:**

**5.1. Original/Copies:** Each Vendor is required to submit one (1) original and three (3) copies of each bid. The bid must include ALL TECHNICAL AND PRICING DATA. The STATE is not liable for any cost incurred by a Vendor replying to this ITB.

**GTL Response:** GTL has read, understands, and will comply.

**5.2. Technical Documentation:** Complete software and hardware product information, including technical and descriptive literature, must be submitted with the bid in sufficient detail to substantiate that the products and services offered meet or exceed the specifications set forth in this ITB. References to technical literature submitted with the bid are acceptable as a description of the features that satisfy these specifications.

**GTL Response:** GTL has read, understands, and complies. With this proposal, GTL provides detailed software and hardware product information as follows:

**ITB Responses:** Detailed responses to specifications and requirements in the State's Invitation to Bid

**Exhibit J.** Inmate System Description and Documentation

**GTL Attachment 4.** Public Telephone Equipment Information

**GTL Attachment 5.** Sample GTL Facility Newsletters

**GTL Attachment 6.** Product Brochure

**LazerPhone Users Guide** (system manual) – in separate envelope marked CONFIDENTIAL.

**5.3. Financial Data:** Each vendor is required to include, in its bid, annual financial statements for their latest two fiscal years. If the Vendor is a subsidiary of another company, financial statements on the parent company must also be submitted.

**GTL Response:** GTL has read, understands, and will comply. GTL's Financial Statements are enclosed in a sealed envelope marked CONFIDENTIAL, in the front pocket of this proposal book. As a privately held corporation, Global Tel\*Link considers its financial reports to be confidential and have labeled them thusly. We respectfully request that this confidential information, submitted for the State's review, be removed from our proposal books prior to public display of proposals after opening.

**5.4. Customer References:** Vendors must provide with their bid references of up to three (3) customers who are currently using the same software and hardware being offered with the bid response.

All customer references provided must include company name, customer contact name, telephone number, address, contract period, system/product installed and size of system. Failure to provide customer references as specified will result in disqualification of bid.

**GTL Response:** GTL has read, understands, and complies. Three references are provided below. Also see GTL Attachment 1. References.

**GTL Customer References**

**West Virginia Department of Corrections**

#1 Mountainside Way  
Mt. Olive, WV 25185

Contract Period: Feb 2002 – June 2007

Facilities: 9

Inmate ADP: 3,575

Inmate Phones: 290

**Contact:** Kate Lucas, Director of Contract Services

Phone: (304) 442-7213 ext. 203

**System:** LazerPhone Inmate Telephone System

**Mobile County Metro Jail**

450 St. Emanuel Street  
Mobile, AL 36602

Current Contract: Oct 2005 – Oct 2010

(Original Contract: Sept 1999 – Sept 2005)

Inmate ADP: 1,200

Inmate Phones: 128

**Contact:** Warden Mike Haley

Phone: (251) 574-4702

**System:** LazerPhone Inmate Telephone System

**Baldwin County Corrections Center**

310 Hand Avenue  
Bay Minette, AL 36507

Contract Period: Oct 2003 – Oct 2006

Inmate ADP: 600

Inmate Phones: 51

**Contact:** Captain Marvin Ussery

Phone: (251) 580-1968

**System:** LazerPhone Inmate Telephone System

**6. Bidders Conference:** A MANDATORY bidders' conference will be conducted on September 21, 2006 at 2:00 p.m. CST in the Purchasing Auditorium, 100 N. Union Street, Suite 192, Montgomery. Questions requiring clarification of ITB contents must be received in writing (regular mail, fax or email) no later than September 18, 5:00 p.m. CST. Verbal responses in discussions during the conference are not binding. A formal, written reply to questions raised will be provided, within one week, to all bidders represented at the conference. Questions should be addressed as follows:

**GTL Response:** GTL has read, understands, and complies. GTL representative Robert Orso attended the bidder's conference.

Questions of a procedural nature concerning this ITB should be directed in writing to:

Ms. Jennifer Sigler  
Buyer, Purchasing Division  
Department of Finance  
100 North Union Street, Suite 192  
Montgomery, Alabama 36130  
PHONE: 334-242-7250  
FAX: 334-242-4419  
[jennifer.sigler@purchasing.alabama.gov](mailto:jennifer.sigler@purchasing.alabama.gov)

Questions or requests for explanation that arise concerning technical data in this ITB must be submitted in writing to:

Ms. Julie Robertson  
Assistant Director, ISD  
Department of Finance  
64 N. Union Street, Suite 758  
Montgomery, Alabama 36130  
PHONE: 334-242-3052  
FAX: 334-242-3912 (notify 334-353-3959 of transmission)  
[julie.robertson@isd.alabama.gov](mailto:julie.robertson@isd.alabama.gov)

Requests for site visits must be addressed to:

Ms. Rachel Lee  
Associate Commissioner  
Department of Corrections  
301 S. Ripley Street  
Montgomery, AL 36130  
PHONE: 334-353-3874  
[rachel.lee@doc.alabama.gov](mailto:rachel.lee@doc.alabama.gov)

Vendors must not contact any State Correctional site without pre-approval from the Department of Corrections

**GTL Response:** GTL has read, understands, and will comply.

**7. Electronic Copies of ITB Specifications:**

Electronic versions of the specifications are available by emailing [julie.robertson@isd.alabama.gov](mailto:julie.robertson@isd.alabama.gov).

**GTL Response:** GTL has read and understands.

**8. Term and Conditions:**

**8.1. Required Services:** Vendor is responsible for installation and maintenance of pay telephones and equipment at inmate and non-inmate (public) sites, providing local, intralata and interlata services, provisioning/ordering/payment of telco access lines, coin collection from coin pay phones, and the billing/collections process. On award, the vendor must also must inspect each installation site and provide replacement phones, enclosures and panels as needed.

**GTL Response:** GTL has read, understands, and will comply.

**8.2. Prime Contractor:** The successful vendor will be the prime contractor in all matters, including, but not limited to installation, maintenance, trouble reporting, billing and any disputes associated with the requirements of the bid.

**GTL Response:** GTL has read, understands, and will comply.



## **SUBCONTRACTORS**

**8.3. Use of Subcontractors:** If any of the work is, or is to be, subcontracted, the vendor must provide within the bid a description of the subcontracting organization and the contractual arrangements made therewith. All subcontractors will be subject to approval by the STATE. The successful vendor will also furnish the corporate or company name and the names of the officers or principles of said companies proposed as subcontractors prior to execution of the contract as specified in this ITB. Vendor will be held responsible for all work performed by the subcontractor. All subcontracted work will be bound by the same terms as apply to the prime contractor.

**GTL Response:** GTL understands, and complies. GTL and **BellSouth** have partnered for the provision of telephone network services. GTL will subcontract **Talton Communications, Inc.** for the provision of public telephone installation, maintenance, and coin collection and with **Legacy Long Distance International, Inc.** for operator service and carrier of public phone call traffic. Additional information about our subcontracted companies is included in **Exhibit E. Company Capabilities**. Any other information needed will be provided upon contract award. GTL accepts full responsibility for all subcontracted work.

### **BellSouth**

BellSouth is a Fortune 500 company with annual revenues of over \$20 billion. BellSouth's core business is wireline communications. BellSouth is the major telecommunications company in Alabama and has many unique capabilities to provide superior service. GTL is proud to be able to leverage these capabilities for the State of Alabama Department of Corrections.

#### **BellSouth Regional IP Backbone (BRTN/BRIB) Overview**

BellSouth has deployed one of the most resilient, high-speed MPLS networks in the Southeast. This network, referred to as the BellSouth Regional Internet Backbone (BRIB), consists of five high-speed IPOP (interconnection points of presence) with multiple Tier-1 and Tier-2 BMFs (BellSouth Managed Facilities) connected via OC-x connections.

IPOPs are located in Atlanta, Atlanta East Point, Boca Raton, Miami, and New Orleans. Each IPOP is connected via multiple circuits to dual Tier-1 Internet backbone transit providers and/or peering partners. Typically located in larger markets, Tier-1 BMFs support service aggregation. For redundancy, each Tier-1 BMF is connected to two different IPOPs. These connections in the BRIB are established via independent, physically diverse routes and facilities (minimum OC-3). Located in smaller markets, Tier 2 BMFs also support service aggregation. For redundancy, each Tier-2 BMF is connected to a Tier-1 BMF via independent, physically diverse routes and facilities (minimum OC-3). As shown in **Error! Reference source not found.**, the BRIB is the result of the consolidation of 38 IntraLATA IP networks into one core network, enabling BellSouth to maintain control of traffic from end-to-end.

As part of the overall BRIB design, stringent diversity guidelines have been established throughout the network to help ensure that no single point of failure will compromise the network. In the event of a "catastrophic event" (where a circuit is disabled), the diverse mated circuit (or alternate route) is designed to remain active with enough capacity to reroute and maintain traffic flows. Simply stated, once the customer's traffic reaches the BRIB, there is complete and total redundancy all the way to the global Internet.

Diversity guidelines apply to all types of circuit groups within the BRIB (BMF-to-BMF, BMF-to-IPOP, IPOP-to-IPOP, and IPOP-to-global Internet).

The IPOP-to-global Internet design of BRIB offers several important benefits:

- Connectivity to dual Global Service Providers (GSP) helps ensure network quality  
Flexibility to negotiate agreements with other GSPs as needed
- Diverse routing for improved reliability
- Formal private peering arrangements for added control and greater performance  
predictability
- Packet-over-SONET connectivity ensuring improved performance

BellSouth not only has the infrastructure but also the support personnel and tools to exceed your requirements. BellSouth carefully monitors the capacity of the interconnection circuits to ensure uniform bandwidth through the network. BellSouth's capacity management policy dictates that the circuits connecting the core nodes will not exceed 50% capacity. It is this capacity planning that ensures 100% of customer traffic will be accommodated in the unlikely event of an inter-nodal link failure. The philosophy of over-engineering, coupled with strict capacity planning and management, will help ensure that all of your entities will receive the highest levels of service possible.

### **Legacy Long Distance International, Inc.**

10833 Valley View Street, Suite 150  
Cypress, CA 90630  
(800) 670-0015

**Project Responsibilities:** For the public telephones in the State of Alabama's Project, GTL's subcontractor, Legacy Long Distance International, Inc. (Legacy), is the Operator Service Provider (OSP) and carrier of local, intraLATA, interLATA, and interstate traffic.

**History:** Since its inception in 1996 Legacy Long Distance International, Inc. ("Legacy") has earned its reputation as the best operator service provider in the industry today. A superior Network backbone and a customer first philosophy have allowed Legacy to achieve sustained growth for over a decade.

Legacy is a privately held California Corporation with over 200 employees working hard everyday to achieve products and services unparalleled in the industry today. Over 87% of the Company is owned by the officers and employees allowing Legacy a freedom that very few companies of its size enjoy. A freedom to develop new services at the demand of an ever changing marketplace.

While the Company has primarily offered its superior Operator and Long Distance Services to Correctional Facilities, Private Pay Telephone Owners, and Hotel franchises nationwide over the past decade, it also provides a myriad of Call Center services to virtually every business type.

**Talton Communications, Inc.**  
910 Ravenwood Drive  
Selma, Alabama 36702-1117  
(334) 877-0704

**Project Responsibilities:** For the State of Alabama's Project, GTL subcontracts Talton Communications to provide the following services for public payphones:

Installation, Maintenance, Phone Polling, Coin Collection  
Customer Service, Toll-Free 800 Number for Caller Assistance

**History:** Talton Communications, Inc. has been in business for 33 years. The company was originally founded to provide paging and mobile telephone services. In 1988 the company installed its first pay telephone and quickly spread its base of pay telephones throughout the state of Alabama. In 1996, the company merged with Ameritel of Kansas City, MO to form Talton Holdings, Inc and became the largest private payphone and inmate phone operator in the U.S. Talton Holdings, Inc. later changed its name to Evercom, Inc. after the principles of Talton Communications, Inc. left the newly formed company to pursue other ventures. In 2002, the public payphone assets of Evercom were purchased by Julius Talton, Jr. and Talton Communications, Inc. was reformed. Today, Talton Communications, Inc. is one of the largest payphone operators in Alabama.

Talton Communications, Inc. is headquartered in Selma, AL, located in the center of the state. In Selma, Talton operations are housed in a 13,000 square foot building that is owned by the company. The building is located on fiber, has underground and backup power, and has a full-size loading dock for materials handling.

Talton has seven (7) field service personnel, five located in or around Selma and two others located in Huntsville and Birmingham. All technicians are full time employees of the company. There are no subcontractors that represent the company. All of the technicians have their own vehicles, a company uniform with I.D. badge, a two way instant radio/cell phone, and satellite tracking in their vehicles.



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**Vender Certification Requirements:**

**8.3.1. Certification:** The vendor must be an independent pay telephone provider certified by the Alabama Public Service Commission to provide pay telephone services and facilities in Alabama on or before September 1, 2006. Vendors are required to submit with their bid response a copy of the Certificate to Provide Pay Telephone Service granted by the Alabama Public Service Commission, with the date certified and docket number.

**GTL Response:** GTL has read, understands, and complies. Global Tel Link (GTL) and is an Alabama-based, independent pay telephone provider fully certified by the Alabama Public Service Commission to provide pay telephone services in Alabama. See GTL's certification documents at **GTL Attachment 2: State of Alabama Certification.**

**8.3.2. Rules and Regulations:** All services and equipment offered by vendors must comply with all Federal and STATE laws, rules and regulations including but not limited to pricing, branding, provision of consumer information, accessibility to interexchange carriers, accommodations for the handicapped and any applicable construction, electrical and safety codes.

**GTL Response:** GTL has read, understands, and will comply. The equipment and services provided by GTL public phones and by our LazerPhone Inmate Telephone System are in full compliance with all applicable standards and regulations, including FCC and ADA.

**8.3.3. Permits and Licenses:** Vendors must provide all services in compliance with all tariffs, rules, and regulations, or licenses governing said services. The permits and licenses will be obtained without any cost to the STATE.

**GTL Response:** GTL has read, understands, and will comply.

**8.4. Tariffs/Rates/Charges:**

**8.4.1. Public Payphone Rates:** The public coin/coinless telephones will be predominantly utilized by the citizens of, and visitors to, the State of Alabama. It is essential that the services are provided at reasonable and customary rates and charges without any special surcharges of any kind. The vendor must define the length of the initial period and the billing increments for additional time for all services provided.

**GTL Response:** GTL has read, understands, and will comply.

**8.4.2. Inmate Rates:** Inmate telephones at STATE Correctional facilities will be used to place collect calls and pre-paid calls. It is essential that the services for these type calls are provided at reasonable and customary rates and charges without any special surcharges of any kind. The vendor must define the length of the initial period and the billing increments for additional time for all services provided.

**GTL Response:** GTL has read, understands, and will comply.

**8.4.3. Rate Caps:** ~~The vendor will not charge the public and inmate pay telephone user (or collect call recipient) more than the equivalent LEC rate for local and intraLATA calls based on the origin, destination, time of day, and type of each call. The vendor will not charge the public and inmate pay telephone user (or collect call recipient) more than the dominant carriers' approved tariff rate for interLATA, interstate, and international calls based upon the origin, destination, time of day, and type of each call. The winning vendor must ensure that tariff rate changes of the LEC and dominant carriers' are updated in its rating system within 30 days of the effective date of the said tariff change.~~  
(Deleted per Addendum 1: Inmate/Payphone ITB Specification Modifications.)

**Rate Caps:** The vendor will not charge the public and inmate pay telephone user (or collect call recipient) more than the current vendor's rates and surcharges. These rates are provided in Attachment I: Current Rates for Inmate & Coin. (Added per Addendum 1: Inmate/Payphone ITB Specification Modifications.)

**GTL Response:** GTL has read, understands, and complies. Please see our proposed rates at TAB: Terms and Price.

**8.4.4. Fees:** The STATE will not incur any costs associated with any State or FCC fees, nor will commissions be decreased due to any State or FCC fees or taxes, for the life of the contract. Additionally, no bill statement fees can be charged.

**GTL Response:** GTL has read, understands, and will comply. There will be no costs to the STATE and no reduction in the STATE's commission for State or FCC fees or taxes or bill statement fees.

**8.5. Preferred Interexchange Carrier (PIC) Changes:** Preferred Interexchange Carrier (PIC) changes, which involve the switching of long distance service from one interexchange carrier to another, will be the sole responsibility of the vendor. The vendor must be responsible for all costs associated with PIC changes and for follow-up with the local exchange carrier to ensure that requested changes have been implemented expeditiously.

**GTL Response:** GTL has read, understands, and will comply.

**8.6. Publicity:** Any publicity giving reference to this project, whether in the form of press releases or interviews, brochures, photographic coverage, or verbal announcements must have the advance approval of the Department of Finance, Information Services Division.

**GTL Response:** GTL has read, understands, and will comply.

**8.7. Moves, Adds and Changes:**

The STATE expects, from time to time, to add and/or rearrange pay telephones at locations listed in the inventory. The vendor will be expected to install service at new locations and relocate service in accordance with the terms of this Invitation-to-Bid, and as directed by the STATE.

**GTL Response:** GTL has read, understands, and will comply.

**8.7.1.** The vendor will be expected to install both inmate and public telephone service at correctional facilities.

**GTL Response:** GTL has read, understands, and will comply.

**8.7.2.** All new or relocated service locations installed during the term of this contract or any renewal will be subject to terms and conditions and the payment of commissions at the rate established in the contract.

**GTL Response:** GTL has read, understands, and will comply.

**8.7.3.** As a public service, the STATE will require (at certain locations, at no cost to the STATE), at least one public pay telephone regardless of volume or revenue. These locations will include, but will not be limited to, State Parks and State Highway Rest Areas . These locations will be determined by the STATE.

**GTL Response:** GTL has read, understands, and will comply.

**8.7.4.** The STATE currently has approximately 400 public payphones in place. The STATE will not **require** the vendor to place more than 50 additional public payphones during this contract.

**GTL Response:** GTL has read, understands, and will comply.

**8.8. Ordering of Service:** All orders for service from the STATE to the vendor will be in writing, issued and signed by the Service Delivery Manager of the Information Services Division or his authorized representative. The vendor will not install, remove, modify, or change service at any location without this prior written approval. Vendor must provide to the STATE (ISD) and to the site contact the estimated due date.

**GTL Response:** GTL has read, understands, and will comply.

**8.9. Vendor Responsibilities:** In addition to all administrative, functional, and technical requirements specified in this ITB, vendor will be responsible for coordinating all service required from the local regulated telephone company. Vendor will be responsible for all charges from the local regulated telephone company for service provided.

**GTL Response:** GTL has read, understands, and will comply.

**8.10. Ownership of Pay Telephone Equipment:** Ownership of all pay telephone equipment that is installed under this contract will remain the property of the vendor. The STATE will not accept ownership or liability for equipment or software.

**GTL Response:** GTL has read, understands, and will comply.



## **COMMISSIONS**

### **8.11. Commissions:**

**8.11.1. Commission Reports:** The vendor must submit with its bid response a sample of the proposed management reports. All revenue information will be detailed by telephone number, accounting code and agency in such a way that the reports can be used to audit the requirements of this ITB. The reports specified in Section 10.4 must be furnished. During the term of the contract, two copies of the traffic reports and commission statements must be provided to the Information Services Division within sixty days of the close of the vendor's billing cycle. The commission and revenue reports must be available on line as well.

**GTL Response:** GTL has read, understands, and will comply. Samples of GTL's standard management reports are included as attachments. Please see **EXHIBIT F. Management Reports**. Following contract award, commission and other management report formats will be customized to exactly meet the State's needs. Commission and revenue reports will be available in hard copy and on-line.

GTL's ability to accurately report the State's commission from both inmate and public calls is greatly enhanced by automated process that occur in real time.

**PUBLIC PHONES:** As public calls are made and completed, call detail information is recorded in the telephone's internal database and simultaneously transmitted to the secure database of GTL's "0+" carrier. For auditing purposes, nightly, public telephones are polled and call records are downloaded to GTL's Accounting Department's call record database.

GTL has developed two key business support systems to meet the report needs for public payphone customers. Both systems were developed and currently reside at GTL's Indianapolis office.

**Public Order Entry and Tracking System (POETS)** is GTL's system for managing the order, installation, maintenance and tracking of public phones and network facilities.

**Public Administration Decision Database (PADD)** is GTL's system for reporting revenue and usage of public phones.

**INMATE PHONES:** In our LazerPhone Inmate Telephone System's dynamic, real-time environment, as soon as a called party actively indicates acceptance of an inmate's call, LazerPhone begins the billing process by recording the cost of the call, based on the agreed upon rates for the call type, in the call detail record. As inmate calls are placed and completed, call records are created and downloaded to Global Tel\*Link's central processing center in real time. Each incoming call record is electronically evaluated, rated, and formatted immediately for billing (not batched for later processing), then re-checked for format accuracy and transmitted via electronic media to the appropriate LEC or billing agent. This completely automated process eliminates the possibility of human error. Human eyes at Global Tel\*Link watch for electronic errors. Our MIS department frequently places "test calls" and tracks the resulting call records through the entire automated process to insure they are properly routed, rated, formatted, processed, and billed.

Billing statements for calls are issued monthly. The State's commission percentage is in no way impacted if a phone bill proves un-collectable. All billed calls within a billing period, contribute to the totals reported on the State's monthly commission and call summary sheets.

### **Commission Verification**

Monthly commission and detailed revenue reports for both inmate and public calls will be provided in hard copy and made available on-line to authorized STATE personnel.

In addition to monthly reports provided by GTL, the STATE will be able to verify inmate call traffic, call revenue, and commission accuracy by accessing each facility's original call data on-line via LazerPhone's password protected Internet connection at system workstations. LazerPhone generates reports detailing total gross revenue for the specified billing period by such criteria as: inmate telephone, call type, inmate PIN, destination number, or virtually any combination of criteria that the STATE desires to use to audit detail or summary information contained in monthly commission reports.

**8.11.2. Commission Amounts:** Commissions will be calculated by 1) multiplying the vendor's inmate commission percentage by the vendor's total gross inmate revenue and 2) multiplying the vendor's public commission percentage by the vendor's total gross public (non-inmate) revenue.

**GTL Response:** GTL has read, understands, and will comply.

### **COMMISSION BASIS**

Global Tel\*Link (GTL) pays commissions based on the gross revenue generated by calls from all phones covered by the Agreement. Gross Revenue means all revenue generated for every completed call that is accepted by a consumer, and excludes all taxes, Federal, State, County or local telecommunications fees that may additionally apply to a consumer's monthly telephone bill. (See *Billed-Party Total Charges and Fees* below.)

### **COMMISSION CALCULATION**

The STATE's commission amount is calculated by multiplying the agreed upon commission percentage for inmate and public calls, times the total gross amount charged at the agreed upon rates for all completed calls during the billing period.

Inmate Commission Percentage X Total Gross Inmate Phone Revenue = Commission Amount

Public Commission Percentage X Total Gross Public Phone Revenue = Commission Amount

There are no deductions of any kind taken from the gross revenue from inmate or public calls prior to the calculation of the STATE's commission amount.

### **BILLED-PARTY TOTAL CHARGES AND FEES**

Called/billed parties will be charged the approved per minute rate and applicable surcharge for each completed call. No other per-call charges are applied. Regulated fees, taxes, and tax-related surcharges will be added to the party's monthly bill. For AdvancePay customers, GTL passes through applicable credit card transaction fees when consumers elect to setup their accounts using a credit card. Please note that GTL does not charge consumers any account set up or maintenance fees.

**8.11.3. Commission Remittance:**

Commissions must be remitted so as to be received by the STATE within sixty (60) calendar days of the close of each period for which commissions are being paid. Commissions will be forwarded to:

Ms. Priscilla Coker  
Department of Finance  
Information Services Division  
Customer Service/Service Delivery  
64 North Union Street, Suite 250  
Montgomery, AL 36130

**GTL Response:** GTL has read, understands, and will comply.

All commission checks should be made payable to:

State of Alabama  
Telephone Revolving Fund

**GTL Response:** GTL has read, understands, and will comply.

**8.11.4. Commission Guarantee Bond:**

Successful Vendor may be required to post a commission bond, the maximum of which will be \$5,000,000. The commission bond must be issued from a surety company that meets the following requirements:

- 8.11.4.1.** The surety company must be certified to do business in the State of Alabama.
- 8.11.4.2.** The surety company shall have been in the surety business for at least five (5) years.
- 8.11.4.3.** The surety company shall have a minimum Best's Policy Holder rating of A and required financial of VIII from Best's Key Rating Guide.
- 8.11.4.4.** All bonds shall be signed by a Licensed Resident Agent that holds current Power of Attorney from the surety company issuing the bond.

**GTL Response:** GTL has read, understands, and will comply.

**8.11.5. Default of Commission Payment:** If the vendor fails to pay to the STATE any contractual amount owed as specified in the resultant contract when due and payable, or fails to perform promptly any of the other covenants or obligations contained herein, and such default or failure to perform continues for a period of thirty days after written notice of such failure to pay or perform is received by the vendor, then the STATE will have the right to cancel the contract and proceed against the Commission Guarantee Bond.

**GTL Response:** GTL has read, understands, and will comply.

**8.12. Insurance:** The vendor shall possess at a minimum the following types of insurance and in the amounts indicated:

Commercial General Liability	\$1,000,000
Worker's Compensation/Employer's Liability	\$ 500,000

**GTL Response:** GTL has read, understands, and will comply. Please see GTL Attachment 3. Sample Certificate of Insurance.

The vendor shall insure all equipment associated with the ITB and will not hold the STATE responsible for theft, loss, or damage to any equipment.

**GTL Response:** GTL has read, understands, and will comply.

**8.13. Conversion:** The winning vendor must convert at no cost to the STATE, all existing inmate and public pay telephones, equipment, and facilities (i.e., circuits and wiring). The STATE will not be responsible for any costs associated with conversion.

**GTL Response:** GTL has read, understands, and will comply. At no cost to the STATE GTL will convert all existing inmate and public pay telephones, equipment, and facility circuits, wiring, etc. required for the conversion to GTL's platform.

## **9. Current Environment:**

### **9.1. Inmate Population:**

The Alabama Department of Corrections has an average daily population of 24,000.

**GTL Response:** GTL has read and understands.

### **9.2. Public Payphone Inventory**

Attachment A contains an inventory listing of public pay phones at state agency locations. This listing also includes any coin telephones at DOC locations. This information is provided to assist vendors in preparing their bids and is based on the most current information available. No representation is made that this information is complete and accurate.

**GTL Response:** GTL has read and understands.

**9.3. Department of Corrections (DOC) Inmate Telephone Inventory**

Attachment B contains an inventory listing of inmate telephones at the Department of Corrections facilities (Correctional Facilities and Work Release Centers). This information is provided to assist vendors in preparing their bids and is based on the most current information available. No representation is made that this information is complete and accurate.

**GTL Response:** GTL has read and understands.

**9.4. Revenue Summary**

Attachment C is a summary of inmate and payphone revenue from April 2006 through July 2006. These are the actual total revenues generated by the calls placed (not just the STATE's commission amount).

**GTL Response:** GTL has read and understands.



## **ADMINISTRATIVE REQUIREMENTS**

### **10. Administrative Requirements:**

#### **10.1. Productive Use Requirements**

The objective of the Productive Use Requirements is to protect the STATE from being the test site for new telephone hardware, software and enhanced services. All proposed services must have a record of proven performance.

**GTL Response:** GTL has read, understands, and will comply. All of the equipment and services proposed by Global Tel Link (GTL) have proven records of performance.

#### **LazerPhone Inmate Telephone System**

GTL's integrated LazerPhone Inmate Telephone System currently serves the telecommunication needs of more than 50% or all DOC inmates, and of inmates in 21 of the 40 largest counties in the United States.

#### **Public Pay Telephones**

GTL's current Public Telephone Accounts include:

<b>Account</b>	<b>Phones</b>
City of Philadelphia	380
JFK Airport	937
LaGuardia Airport	617
Miami Airport	421
Miami-Dade County	957
Miscellaneous	647
Newark Airport	863
Philadelphia Airport	603
Phoenix Sky Harbor Airport	347
Port Authority of New York/New Jersey	2,567
State of Indiana	677
State of North Carolina	1,190

The State of Alabama and the Alabama Department of Corrections are protected by selecting GTL's proven hardware, software, and enhanced services to address the needs for public and inmate telephone services.

**10.1.1. Customer In-Use**

The purpose of the Customer In-Use requirement is to ensure that telephone equipment and related services of the payphone and inmate telephone service will perform to required specifications in support of this State program.

**GTL Response:** GTL has read, understands, and complies. Our hardware, software, and enhanced services for both public and inmate telecommunications are currently in use in State and municipal facilities throughout the United States.

The following requirements are intended to apply to all pay telephones associated with this ITB. Hardware, wiring and cabling must meet current National Telephone Industry Association (NTIA) reliability standards. Enclosures and related materials will meet all applicable standards identified by the FCC and the Alabama Public Service Commission. Pay telephones, line access and transmission quality will meet industry standards and all State and Federal regulations.

**GTL Response:** GTL has read, understands, and complies. The equipment, wiring, cabling, and services provided by GTL are in full compliance with all applicable standards and regulations, including NTIA, FCC, and the Alabama Public Service Commission.

Pay telephones and associated enclosures must comply with all applicable Federal, State and local laws, rules and regulations concerning use of such telephones by disabled persons and the hearing impaired.

**GTL Response:** GTL has read, understands, and complies. Pay telephones and associated enclosures provided by GTL comply with all applicable Federal, State and local laws, rules and regulations concerning use of such telephones by disabled persons and the hearing impaired.

Modifications or updates to services provided which offer improvements or additional features may be allowed. However, any modifications or updates must be approved by the STATE prior to actual telephone installation.

**GTL Response:** GTL has read, understands, and will comply.



**10.1.1.1.** Pay Telephone (coin or coinless) Hardware: Each type of hardware component installed by a vendor under the terms and conditions of this ITB must have been installed and in productive use, in substantially the configuration proposed, by a customer external to the vendor's organization, for at least six (6) months prior to the bid submission date for this ITB.

**GTL Response:** GTL has read, understands, and complies.

**10.1.1.2.** Other Hardware: Enclosures, and other hardware external to the actual pay telephone instrument, must have been installed and in productive use by a customer external to the vendor's organization, for at least six (6) months prior to the bid submission date for this ITB.

**GTL Response:** GTL has read, understands, and complies.

**10.1.1.3.** Pay Telephone (coin or coinless) Software: Programmable software residing in each telephone proposed by the vendor in response to this ITB must have been installed and in productive use, by a paying customer external to the vendor's organization, for at least six (6) months prior to the bid submission date for this ITB.

**GTL Response:** GTL has read, understands, and complies.

**10.1.1.4.** Other Software: Other software means any software in operation for the purpose of data gathering; maintenance and reports related to, but not limited to, coin collection, call detail information, revenue/commission, and other related business activities. Each item of software, other than that residing in the telephone, proposed by the vendor in response to this ITB must have been installed and in productive use, in substantially the configuration proposed, for a customer external to the vendor's organization, for at least three (3) months prior to the bid due date for this ITB. The singular exception to this requirement is report software that may require development for the express purpose of providing reports specific to, and required by, the State of Alabama.

**GTL Response:** GTL has read, understands, and complies.

## **10.1.2. Equipment Reliability and Maintainability Information**

**10.1.2.1.** For purposes of this ITB, the vendor will supply statistical data pertaining to the reliability and maintainability of the proposed telephone equipment. The vendor, in response to this ITB, must include information regarding diagnostics and methods for detecting out-of-service conditions and full coin-in-box conditions.

**GTL Response:** GTL has read, understands, and complies.

### **Public Telephone Equipment Reliability and Maintainability**

Of the current 1,000 payphones currently owned and maintained by GTL's subcontractor, Talton Communications, Inc., within the State of Alabama, 92% of the maintenance problems are repaired within 24 hours; 99% are addressed within 48 hours.

**Diagnostics and Out-of-Service Detection:** All of the payphones will be contacted via Talton's central computer twice a week (Mondays and Thursdays). The information garnered in the diagnostics are: increases in coin count, long distance calls, and software stability. Three reports are then generated. The first is a daily activity report showing the location and the daily coin totals. The second report shows all payphones that contain over \$100 (The maximum a payphone box will hold is \$200). The final shows payphones that did not answer the computer or show zero revenue since the last polling. The latter is investigated first by determining if the payphone is a low revenue phone. For example, if the payphone were a \$5.00 per day phone and did zero revenue from Friday through Sunday, then there is likely a problem and a service ticket is opened.

Also see EXHIBIT C. Installation and Maintenance.

### **Inmate Telephone System Equipment Reliability and Maintainability**

In real time, GTL continuously monitors the overall health and call processing ability of the LazerPhone platform through a program known as Site Client. The Site Client program resides in Mobile, Al and queries first the health of the network. Should the program fail to reach the institution, alerts are sent to GTL's NSS and Technical Support Teams. Upon receipt of notification, support personnel will attempt to determine the point of failure. Once determined, trouble reports are generated.

Secondly, Site Client monitors the health of the LazerPhone controller. Key programs contained in the LazerPhone Kernel are checked to insure they are running properly. In addition, services, running on the controller, are also queried as to their health. As with a local area network issue, notification is sent to GTL's NSS and Technical Support Teams. Diagnostic and restoration of service begins upon notification

GTL strives for a 99.995% up time associated with the LAN Connections to the LazerPhone equipment. This is achieved through GTL's Site Monitor program which, manages, monitors and maintains all connectivity to the Local Area Network (LAN). These self-testing procedures

are automatically performed every two minutes. Should a system peripheral fail a diagnostic test, LazerPhone automatically generates both a trouble ticket in the form of an email and a visual alert on the site monitor at GTL's Technical Support Center, in Mobile, AL. In addition to the site monitor alarm, automatic emails are generated to all Technical Support Team Leads, alerting them of the condition affecting an institution.

All GTL LAN connections are configured to provide 100mbps for data transmission. GTL manages the configuration to a less than 40% capacity. Errors become present should the utilization increase beyond 40%.

Site Monitor tests and log the connectivity to the following LAN Connections:

- Site Router: Should the router fail to respond, Site Client immediately provides alerts to the GTL Technical Support Center and Team Lea
- System Controller: Site Client attempts three times to connect to the system controller via different paths each time. Should this communication fail, alerts are provided as described above.
- Mass Storage Server: Site Client attempts three times to connect to the mass storage server via different paths each time. Should this communication fail, alerts are provided as described above.
- LazerPhone System Workstation: Site Client can ensure connectivity of the system workstation. Usually, alarms are not set for workstations, as in most cases workstations are turned off after facility administration depart the institution.

Also see EXHIBIT C. Installation and Maintenance.

**10.1.2.2.** The vendor will include, with the above, a narrative describing the quality control and reliability program currently in operation within the company that manufactures the proposed telephones and within the bidding company's organization (including subcontractors).

**GTL Response:** GTL has read, understands, and complies.

### **Public Telephone Quality Control and Reliability**

All of the payphones will be contacted via Talton's central computer twice a week (Mondays and Thursdays). The information garnered in the diagnostics are: increases in coin count, long distance calls, and software stability. Three reports are then generated. The first is a daily activity report showing the location and the daily coin totals. The second report shows all payphones that contain over \$100 (The maximum a payphone box will hold is \$200). The final shows payphones that did not answer the computer or show zero revenue since the last polling. The latter is investigated first by determining if the payphone is a low revenue phone. For example, if the payphone were a \$5.00 per day phone and did zero revenue from Friday through Sunday, then there is likely a problem and a service ticket is opened.

## **Inmate Telephone System Quality Control and Reliability**

Global Tel Link (GTL) is manufacturer and sole distributor of our LazerPhone Inmate Telephone System. We help ensure quality and reliability by our equipment and services by starting with the highest quality components and materials.

### **Equipment Design and Certification**

Global Tel\*Link's telephone and telephony equipment is manufactured to meet or exceed industry standards. Telephone units are FCC registered and in compliance with ADA specifications.

### **Installation Check Lists and System Burn-In**

A set of extensive checklists are used to ensure the proper installation of the State's LazerPhone Inmate Telephone System. Installation includes a "burn in" process, during which test calls are made from inmate telephones to check connectivity, audio quality, call verification mechanisms, on-site record creation, storage and retrieval, and automatic call record transmittal to Global Tel\*Link's central database.

### **Real Time Network Monitoring**

LazerPhone performs **continuous on-line self-diagnostics**. Should a system component fail a diagnostic test, LazerPhone automatically generates a trouble ticket in the form of an email to Global Tel\*Link's Technical Support Center. In most cases, problems are diagnosed and resolved before facility personnel are aware that a problem existed.

In real time, GTL monitors the overall health and call processing ability of the LazerPhone platform through a program known as Site Client. The Site Client program resides in Mobile, AL and queries first the health of the network. Should the program fail to reach the institution, alerts are sent to GTL's NSS and Technical Support Teams. Upon receipt of notification, support personnel will attempt to determine the point of failure. Once determined, trouble reports are generated.

Secondly, Site Client monitors the health of the LazerPhone controller. Key programs contained in the LazerPhone Kernel are checked to insure they are running properly. In addition, services, running on the controller, are also queried as to their health. As with a local area network issue, notification is sent to GTL's NSS and Technical Support Teams. Diagnostic and restoration of service begins upon notification

GTL strives for a 99.995% up time associated with the LAN Connections to the LazerPhone equipment. This is achieved through GTL's Site Monitor program which, manages, monitors and maintains all connectivity to the Local Area Network (LAN). These self-testing procedures are automatically performed every two minutes. Should a system peripheral fail a diagnostic test, LazerPhone automatically generates both a trouble ticket in the form of an email and a visual alert on the site monitor at GTL's Technical Support Center, in Mobile, AL. In addition to the site monitor alarm, automatic emails are generated to all Technical Support Team Leads, alerting them of the condition affecting an institution.

All GTL LAN connections are configured to provide 100mbps for data transmission. GTL manages the configuration to a less than 40% capacity. Errors become present should the utilization increase beyond 40%.

Site Monitor tests and log the connectivity to the following LAN Connections:

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- **Site Router:** Should the router fail to respond, Site Client immediately provides alerts to the GTL Technical Support Center and Team Lead.
- **System Controller:** Site Client attempts three times to connect to the system controller via different paths each time. Should this communication fail, alerts are provided as described above.
- **Mass Storage Server:** Site Client attempts three times to connect to the mass storage server via different paths each time. Should this communication fail, alerts are provided as described above.
- **LazerPhone System Workstation:** Site Client can ensure connectivity of the system workstation. Usually, alarms are not set for workstations, as in most cases workstations are turned off after facility administration depart the institution.

Our Network Center monitors all capabilities between sites and DOC Headquarters in Montgomery inter-office DS1 and higher facilities 24X7 and generates trouble tickets to the Central Offices as needed. We perform network monitoring at many levels.

GTL relies on the inherent quality of BellSouth relative to the build out of their WAN serving the institution across Alabama. **Bellsouth's Network Reliability Center** monitors all inter-office DS0 and higher speed connections 24x7x365 and generates trouble tickets to the Central Offices as needed. BellSouth performs network monitoring at many levels depending on the type facilities serving the individual site. They also maintain Sonet Network monitoring 24X7x365 through their Sonet Center to the correctional facilities across Alabama.

### **Daily Performance Level Monitoring**

Changes in call traffic, that might indicate subtle problems, are identified through daily performance level reports. These reports measure items such as number of completed calls, number of call attempts, daily revenue and number of validation attempts. Historical data gathered from Global Tel\*Link's extensive installed customer base has allowed Global Tel\*Link to build a sophisticated measurement model. This model is used to compare actual data from anticipated data. Thresholds that are exceeded or fall short of expectations are reported daily to our Customer Service department. Global Tel\*Link is capable of adjusting the measurement model on an installation-by-installation basis to ensure accurate problem reporting. In most cases, a problem is detected and resolved before the facility is aware that a problem has occurred.

### **Billing Process Test Calls**

Global Tel\*Link's ability to accurately report the State's commission and percentage of sales is greatly enhanced by the fact that LazerPhone operates automatically in a dynamic, real-time environment. Call records are created and downloaded to Global Tel\*Link's central processing center in real time, as inmate calls are placed and completed. Each incoming call record is immediately evaluated and formatted, electronically, for billing (not batched for later processing), then re-checked for format accuracy and transmitted via electronic media to the appropriate LEC or billing agent. This completely automated process eliminates the possibility of human error. In turn, human eyes at Global Tel\*Link watch for electronic errors. Our MIS department frequently places "test calls" and tracks the resulting call records through the entire process to insure they are properly routed, rated, formatted, processed, and billed.

### **Customer Satisfaction Surveys**

Personnel in Global Tel\*Link's Technical Support Department conduct a monthly Customer Satisfaction Survey, in which facility administrators are asked to rank overall system performance and Global Tel\*Link's service.

### **Factory Authorized Service**

All technical maintenance and problem-resolution for the LazerPhone system is performed under the direct supervision of Global Tel\*Link, the manufacturer of LazerPhone. Every LazerPhone site is assigned to a Global Tel\*Link Technical Support Engineer, who will be personally responsible at all times for the satisfactory resolution of problems with the LazerPhone system.

- 10.1.2.3.** The vendor will include, with the above, information regarding credit card authorization, method of data storage of billing information, transfer of this data to billing agent (if applicable), and assurances of billing accuracy. Vendor must also describe their billing system for preparing bills to the calling or called party and the involvement of a LEC or a third party in the billing process.

**GTL Response:** GTL has read, understands, and complies.

### **Public Call Billing**

As public calls are made and completed, call details are recorded in the telephone's internal database. Records for non-coin calls are immediately transmitted in real time to the call database of GTL's 0+ carrier for processing and billing.

Nightly, each public telephone is polled and all records (for both coin and non-coin calls) are downloaded to GTL's **Public Administration Decision Database** (PADD), which is GTL's system for reporting revenue and usage of public phones.

### **Inmate Call Billing**

GTL's ability to accurately report the STATE's commission is greatly enhanced by the fact that the LazerPhone Inmate Telephone System operates automatically in a dynamic, real-time environment. After a called party actively indicates acceptance of an inmate's call, LazerPhone begins the "billing" process by recording the cost of the call, based on the agreed upon rates for the call type, in the call detail record.

As inmate calls are placed and completed, call records are created and downloaded to Global Tel\*Link's central processing center in real time. Each incoming call record is electronically evaluated, rated, and formatted immediately for billing (not batched for later processing), then re-checked for format accuracy and transmitted via electronic media to the appropriate LEC or billing agent. This completely automated process eliminates the possibility of human error. In turn, human eyes at GTL watch for electronic errors. Our MIS department frequently places "test calls" and tracks the resulting call records through the entire automated process to insure they are properly routed, rated, formatted, processed, and billed.

GTL has a billing arrangement with BellSouth, the major local exchange carrier in Alabama, and it is anticipated that the majority of calls will be billed through this carrier. For those customers

who do not subscribe to services through the dominant LEC, we offer customers several options, including being billed through a billing clearing house and our automated AdvancePay system that allows called parties to establish a prepaid account using a VISA or Mastercard.

- 10.1.2.4.** The STATE must be assured, prior to award of contract, that the equipment offered is of proven reliability. If, during the evaluation process, the STATE is unable to assure itself of the proposed equipment's reliability, the STATE has the option of requesting from the vendor any information which the STATE deems necessary to determine equipment and service reliability.

**GTL Response:** GTL has read, understands, and agrees.

### **10.1.3. Vendor Responsibilities**

- 10.1.3.1.** The successful vendor(s) will provide all material and labor necessary to install, test and implement each payphone and inmate telephone service(s), at no cost to the STATE.

**GTL Response:** GTL has read, understands, and will comply. At no cost to the STATE GTL provides all material and labor necessary to install, test, implement, and maintain each public and inmate phone service we propose.

- 10.1.3.2.** Successful vendor will bear the full cost of installing, providing, and maintaining telephone line access services to each public payphone and inmate telephone site. This includes all responsibility for provision of associated cable and conduit and any attendant costs thereof.

**GTL Response:** GTL has read, understands, and will comply.

- 10.1.3.3.** Services must be installed and implemented in a manner and a time frame designed to minimize disruption of the normal functioning of STATE activities. Service affecting cutovers will be scheduled in advance with the facility manager and ISD. Cutovers at Correctional facilities will take place during the day due to limited staff at night.

**GTL Response:** GTL has read, understands, and will comply. GTL will provide a tested and fully functioning inmate telephone system within the agreed upon time frame. Our installation and changeover procedures are carefully designed to maximize efficiency of installation and minimize disruption of inmate telephone service.

**10.1.3.4.** The vendor will be responsible for restoration of STATE PROPERTY premises in cases where defacement or damage occurs as a result of equipment installation, removal, trenching, or burying of cable.

**GTL Response:** GTL has read, understands, and will comply.

**10.1.3.5.** The vendor will be responsible for coordinating all service required from the local telephone company. The vendor will also be responsible for all charges related to telephone company service provision.

**GTL Response:** GTL has read, understands, and will comply. We accept full responsibility for charges and coordinating services required from the local telephone company.

GTL and the BellSouth Alabama Operations have teamed to provide a responsive and timely service delivery program for local access and long distance facilities throughout the State. Activities have been completed between the companies to facilitate a 7/24/365 help desk and trouble reporting procedure for all facilities used by GTL to service the DOC. This arrangement puts GTL in direct control of the "last mile" connections and network performance of the data and voice circuits used by the LazerPhone platform. Systems and processes have been in place for at least three years.

As you know, BellSouth is **the** major telecommunications company in Alabama and possess many unique capabilities to provide superior service. GTL is proud to be able to leverage these capabilities for the DOC.

### **BellSouth Regional IP Backbone (BRTN/BRIB) Overview**

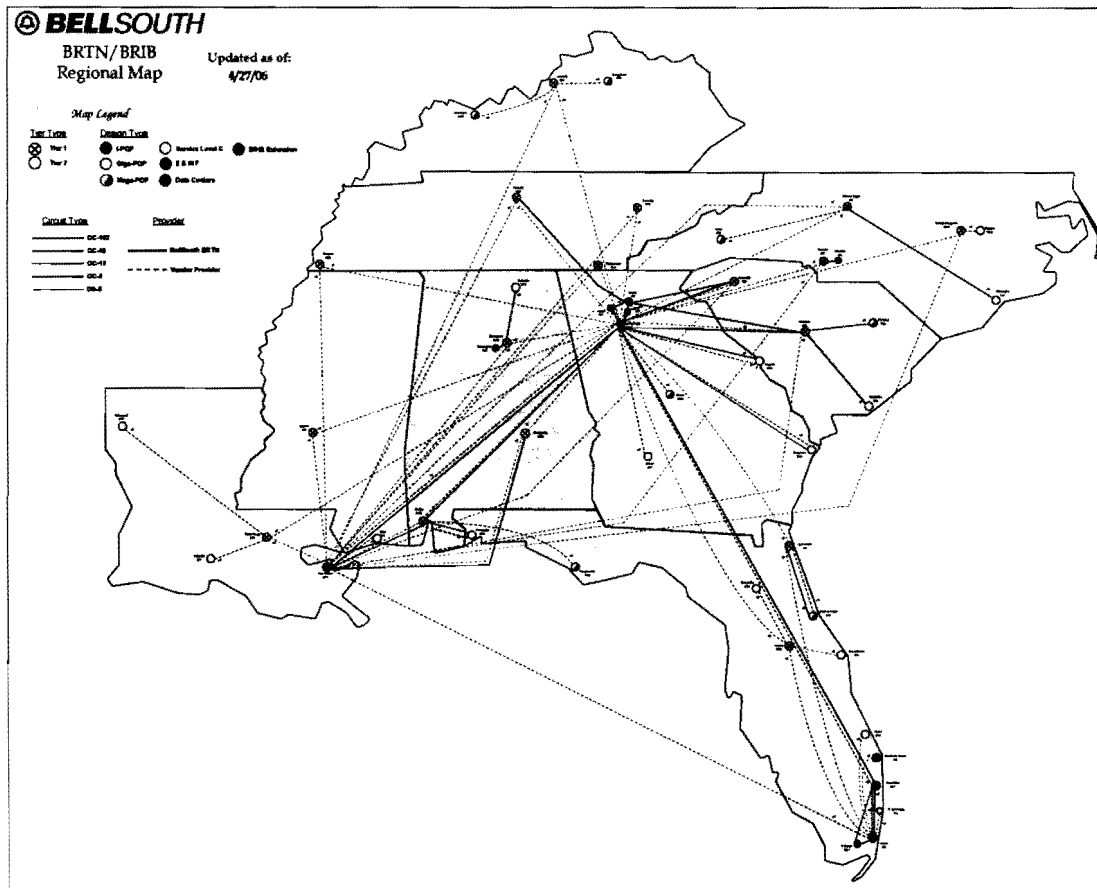
BellSouth has deployed one of the most resilient, high-speed MPLS networks in the Southeast. This network, referred to as the BellSouth Regional Internet Backbone (BRIB), consists of five high-speed IPOP (interconnection points of presence) with multiple Tier-1 and Tier-2 BMFs (BellSouth Managed Facilities) connected via OC-x connections.

IPOPs are located in Atlanta, Atlanta East Point, Boca Raton, Miami, and New Orleans. Each IPOP is connected via multiple circuits to dual Tier-1 Internet backbone transit providers and/or peering partners. Typically located in larger markets, Tier-1 BMFs support service aggregation. For redundancy, each Tier-1 BMF is connected to two different IPOPs. These connections in the BRIB are established via independent, physically diverse routes and facilities (minimum OC-3). Located in smaller markets, Tier 2 BMFs also support service aggregation. For redundancy, each Tier-2 BMF is connected to a Tier-1 BMF via independent, physically diverse routes and facilities (minimum OC-3).

BellSouth not only has the infrastructure but also the support personnel and tools to exceed your requirements. BellSouth carefully monitors the capacity of the interconnection circuits to ensure uniform bandwidth through the network. BellSouth's capacity management policy dictates that the circuits connecting the core nodes will not exceed 50% capacity. It is this capacity planning that ensures 100% of customer traffic will be accommodated in the unlikely event of an inter-nodal link failure. The philosophy of over-engineering, coupled with strict capacity planning and management, will help ensure that all of your entities will receive the highest levels of service possible.



As shown in the following **Error! Reference source not found.**, the BRIB is the result of the consolidation of 38 IntraLATA IP networks into one core network, enabling BellSouth to maintain control of traffic from end-to-end.



**Figure 1: BellSouth Regional IP Backbone (BRIB)**

As part of the overall BRIB design, stringent diversity guidelines have been established throughout the network to help ensure that no single point of failure will compromise the network. In the event of a "catastrophic event" (where a circuit is disabled), the diverse mated circuit (or alternate route) is designed to remain active with enough capacity to reroute and maintain traffic flows. Simply stated, once the customer's traffic reaches the BRIB, there is complete and total redundancy all the way to the global Internet.

Diversity guidelines apply to all types of circuit groups within the BRIB (BMF-to-BMF, BMF-to-IPOP, IPOP-to-IPOP, and IPOP-to-global Internet).

The IPOP-to-global Internet design of BRIB offers several important benefits:

- Connectivity to dual Global Service Providers (GSP) helps ensure network quality  
Flexibility to negotiate agreements with other GSPs as needed
- Diverse routing for improved reliability
- Formal private peering arrangements for added control and greater performance predictability
- Packet-over-SONET connectivity ensuring improved performance

Stringent diversity guidelines have been established throughout the BellSouth Regional IP Backbone (BRIB) to help ensure that no single point of failure will compromise the network. Should a circuit become disabled, the diverse mated circuit (or alternate route) should remain active with sufficient capacity to reroute and maintain traffic. Once a customer's traffic has reached the BRIB, there is redundancy all the way to the global Internet.

Redundancy has been established between all IPOPs, Tier 1 BMFs, and Tier 2 BMFs. Each facility has been engineered with both circuit/path and network element redundancy, so failure of a single network transport facility will not disrupt customer service on the BRIB. The architecture is designed to deliver availability in excess of 99.999%.

## **10.2. Installation and Maintenance**

### **10.2.1. General**

The vendor will provide the necessary labor, parts, materials, and transportation to maintain all proposed telephone and related services equipment in good working order and in compliance with the equipment manufacturer's specifications throughout the life of the contract, at no cost to the STATE.

**GTL Response:** GTL has read, understands, and will comply. Please see EXHIBIT C. Installation and Maintenance.

The vendor must maintain all pay phones (inmate and public), related equipment, and any wiring and software required and provided under this contract, in good working order.

**GTL Response:** GTL has read, understands, and will comply. Please see EXHIBIT C. Installation and Maintenance.

The vendor will provide telephone equipment personnel who have been trained and qualified on the equipment and software to be serviced and/or certified by the equipment manufacturer if such certification is required by the manufacturer.

**GTL Response:** GTL has read, understands, and will comply. Our maintenance personnel, both remote and on-site are factory trained and certified technicians, capable of maintaining and repairing both the telephones and computer systems. Local technicians possess the required level of knowledge relating to TELCO network, electronic circuits and wiring standards. They are trained to diagnose, repair and adjust telephone and ancillary equipment to ensure optimal performance and minimal down time. Our technicians are also trained and equipped to handle field repairs of the network at the modular level. Working under the supervision of GTL network technical support, they perform indicated module or card exchanges and/or replacements. They are trained in the fabrication and testing of LAN interconnecting cables and have the proper equipment to repair and test them.

### **10.2.2. Problem/Solution**

The vendor will be responsible for determining whether a line access failure is the fault of the local exchange carrier (LEC), the interexchange carrier's (IXC), or the provider's equipment. If the vendor(s) determines that the telephone company is at fault, then the vendor will contact the telephone company and negotiate the desired services. If the failure is determined to be the fault of the vendor's equipment (hardware, software or wiring), the problem will be corrected by the vendor. The vendor will be held accountable to isolate and correct all failures involving 20% or more of the telephones at any single location within four (4) hours and failures involving fewer than 20% within 24 hours.

**GTL Response:** GTL has read, understands, and will comply.

GTL and the BellSouth Alabama Operations have teamed to provide a responsive and timely service delivery program for local access and long distance facilities throughout the State. Activities have been completed between the companies to facilitate a 7/24/365 help desk and trouble reporting procedure for all facilities used by GTL to service the DOC. This arrangement puts GTL in direct control of the "last mile" connections and network performance of the data and voice circuits used by the LazerPhone platform.

GTL accepts full responsibility for determining the cause of any all line access failure. Both GTL and BellSouth have extensive diagnostic tools to pinpoint the sources of problems and the resources to restore service quickly.

Our standard response and problem resolution times for the inmate telephone system are listed below. For greater details and escalation procedures see at **EXHIBIT C. Installation and Maintenance** and **EXHIBIT D. Problem Resolution**.

**Priority 1 --- 50% or more** of the service at a single site or housing unit is out of service, any call processor or node failure, any failure in call restriction functions or any other condition that renders the system incapable of performing all its normal functions.

- Response time is less than thirty (30) minutes
- Resolution time is less than three (3) hours without site visit.
- Resolution time is less than five (5) hours with a site visit.
- Status update to customer every two (2) hours or as requested.

**Priority 2 --- 25%-50%** of the service at a single site or housing unit is out of service or any device that has an impact on the sites ability to conduct normal business

- Response time is less than one (1) hour.
- Resolution time is less than four (4) hours without site visit.
- Resolution time is less than eight (8) hours with a site visit.
- Status update to customer every four (4) hours or as customer requests.

**Priority 3 --- 0% – 25%** of the service at a single site or housing unit is out of service, local exchange or area code issues or PIN administrative issues that have a limited impact on ability to conduct normal business

Response time is less than one (1) hour.  
Resolution time is less than eight (8) hours without a site visit.  
Resolution time is less than twelve (12) hours with a site visit.  
Status update to customer every day or as requested.

**Priority 4** --- items that are on a software fix list or related to administrative issues that are informational or non service affecting conditions or not business critical. These may also include proactive sweeps, administrative reports and monitoring.

Response time is less than four (4) business hours.  
Resolution time is less than twelve (12) business hours w/o site visit.  
Resolution time is less than twenty-four (24) business hours with site visit.  
Status update to customer upon request.

In the event that a problem cannot be solved in these time frames, the vendor must contact the state agency involved for the problem location and propose a plan to correct the problem. The proposed solution must meet with the satisfaction of the STATE.

**GTL Response:** GTL has read, understands, and will comply.

#### **10.2.3. Warranties**

The vendor warrants that the equipment and software when installed will be in good working order and that the vendor will repair or replace malfunctioning equipment and return it to good working order whenever required. Equipment may not be out of service for more than 24 hours without notifying the STATE.

**GTL Response:** GTL has read, understands, and hereby warrants that all equipment and software will be in good working order when installed and that GTL will repair or replace malfunctioning equipment as needed. The STATE will be notified if equipment is out of service for more than 24 hours.

#### **10.2.4. Certification of Acceptance**

Vendor must notify the STATE five (5) working days prior to an area being cutover.

**GTL Response:** GTL has read, understands, and will comply.

The vendor will ensure that the services installed have been thoroughly tested and made ready for use. Installation will not be considered satisfactorily completed until the vendor receives written notification from the STATE that the installation has been accepted and that the installed system or service is working properly. If the system or service is not accepted by the STATE after a thirty (30) day test period, the STATE may extend the test period for an additional fifteen (15) days, or terminate the

contract for default. The conversion of the remaining facilities may start prior to the end of the test period, based on how successful the first installation is.

**GTL Response:** GTL has read, understands, and will comply.

The vendor will be responsible for preventive maintenance as may be required by the equipment manufacturer and as necessary to maintain the levels of services proposed and required by the Invitation-to-Bid.

**GTL Response:** GTL has read, understands, and will comply. Preventive maintenance procedures that will be employed for both public phones and the LazerPhone Inmate Telephone System are detailed at **EXHIBIT C. Installation and Maintenance**.

#### **10.2.5. Cleaning**

The vendor will be responsible for ensuring that all payphones (inmate and public), booths, and enclosures are cleaned and sanitized as needed. A cleaning of each telephone, enclosure, or booth should occur once every twelve months.

**GTL Response:** GTL understands and will comply. GTL's subcontractor, Talton Communications, will be responsible for ensuring that all public payphones, booths, and enclosures are cleaned and sanitized as needed.

Each payphone will be visited a least once per quarter, regardless of the revenue generated. At that time, the location will be closely examined by the technician for any problems. Each technician carries full supply of anti-graffiti cleansers and blue telephone spot paint. If it is determined that a problem needs to be corrected, the technician won't leave the premises until the problem is corrected.

The vendor will remove, when necessary, all fingerprints, graffiti, stickers, posters, litter, insects, dust and dirt from each telephone and from a three (3) foot radius surrounding the telephone exclusive of private property.

**GTL Response:** GTL has read, understands, and will comply. Each payphone will be visited a least once per quarter, regardless of the revenue generated. At that time, the location will be closely examined by the technician for any problems. Each technician carries full supply of anti-graffiti cleansers and blue telephone spot paint. If it is determined that a problem needs to be corrected, the technician won't leave the premises until the problem is corrected.

The vendor must provide with the bid, a plan for maintaining the area around the payphone for purposes of cleanliness and aesthetics.

**GTL Response:** GTL has read, understands, and complies. Please refer to **EXHIBIT C. Installation and Maintenance**.

**10.2.6. Miscellaneous**

The vendor will inform the STATE immediately upon any occurrence of an unusual nature that may result in prolonged (more than 4 hours) or serious (more than 20% of equipment) service interruption. The vendor will perform any work requiring prolonged or serious service interruption at a time which will cause minimum disruption to the users in agreement with the designated STATE representative and at a time mutually agreed upon by the vendor and the STATE.

**GTL Response:** GTL has read, understands, and will comply. Please see **EXHIBIT C. Installation and Maintenance.**

The vendor's repair services will be available at the payphone and inmate sites 24 hours a day, seven days a week. The only exception to this requirement may be, on an individual location basis, where 24 hour access is restricted and where this access restriction is beyond the control of the vendor.

**GTL Response:** GTL has read, understands, and will comply. Please refer to **EXHIBIT C. Installation and Maintenance.**

**10.2.7. Fraud/Theft/Bad Debt**

The STATE will bear no responsibility for fraudulent calls.

**GTL Response:** GTL has read, understands, and will comply. GTL assumes full responsibility for any losses due to fraudulent calls.

The STATE will bear no responsibility for theft of funds; and furthermore, no stolen or lost funds or fraudulent call billings will be deducted from revenues on which commissions are paid to the STATE.

**GTL Response:** GTL has read, understands, and will comply. No deductions of any kind will be applied to the revenues on which commissions are paid to the STATE.

Vendor will not deduct any revenue from the STATE's commissions for bad debt.

**GTL Response:** GTL has read, understands, and will comply. No bad debt losses will be deducted from the revenues on which commissions are paid to the STATE.

### **10.2.8. Unbillable/Uncollectible Calls**

The STATE will bear no responsibility for unbillable or uncollectible calls. Unbillable or uncollectible calls may not be deducted from gross revenues on which commissions are paid to the STATE.

**GTL Response:** GTL has read, understands, and will comply. No loses due to unbillable or uncollectible calls will be deducted from the revenues on which commissions are paid to the STATE.

## **10.3. Training**

### **10.3.1. Overview**

Vendor must provide to all STATE personnel designated as telecommunications administrators, information regarding the operation of equipment and service offered. Training must also encompass methods by which these State employees can assess their environment and develop a plan for better placement of pay phones that maximizes usage, services, commissions, and special agency needs. All training will be done at no cost to the STATE. Initial training will be required for approximately five employees at each of the 30 Department of Corrections sites. In addition, approximately 12 other STATE employees (DOC and ISD) will need to be trained.

**GTL Response:** GTL has read, understands, and will comply. As the manufacturer of the LazerPhone Inmate Telephone System, GTL provides highly qualified trainers to teach facility personnel how to use the administrative and investigative features of the system, at no cost to the STATE. Please see **EXHIBIT G. Training Plan**.

### **10.3.2. Training Plan**

**10.3.2.1.** The vendor must submit a training plan with its bid to be approved by the STATE. The training plan will define training available to State personnel both initially and on an as needed basis over the life of the contract. The times and locations of training will be mutually agreed upon by the State agency and the vendor. **NO TRAINING WILL TAKE PLACE OUTSIDE OF THE STATE OF ALABAMA.** A separate training plan will be required for inmate services.

**GTL Response:** GTL has read, understands, and will comply. GTL provides both initial and follow-up training, as needed, throughout the life of the contract. Please see **EXHIBIT G. Training Plan**.

**10.3.2.2.** Vendor must, if requested by the Department of Corrections, make its employees available for any applicable training related to working in and around correctional facilities. Training date and schedules will be coordinated by the Department of Corrections.

**GTL Response:** GTL has read, understands, and will comply.

**10.3.2.3.** All initial training at a location must be completed prior to cut over of that location.

**GTL Response:** GTL has read, understands, and will comply. Please see **EXHIBIT G. Training Plan**.

**10.4. Management Information and Reports**

The vendor must provide the reports described in "1" through "6" below. The STATE must be able to view these reports online.

**GTL Response:** GTL has read, understands, and will comply. Please see **EXHIBIT F. Management Reports**.

The vendor report formats must be approved by the STATE. In addition, other reports must be provided as reasonably required by the STATE. Vendors must include samples of these reports, identified in 1-6 below, in their bids. All payphone lines must be reported whether they generated commissions or not. The STATE requires that all reports be submitted in paper and available online.

**GTL Response:** GTL has read, understands, and will comply. Please see **EXHIBIT F. Management Reports**.

**10.4.1. Minimum Reporting Requirements for Revenues & Commissions**

**10.4.1.1. Revenues** (separately identified for coin and non-coin revenue)

**10.4.1.1.1.** Per telephone (By Location)

**10.4.1.1.2.** Per Location (e.g., Building A, B, etc.)

**10.4.1.1.3.** Per Accounting Code as supplied by the STATE

(Accounting Code is a ten digit alphanumeric code used by the Finance Department's Information Service Division to allocate charges and distribute revenue to the appropriate state agency. The AU code for Kilby Prison, for example, is COR-62-200.)

**GTL Response:** GTL understands and will comply. The State of Alabama's revenue from inmate and public telephone calls will be available in the required formats. Samples of our standard revenue and commission reports are provided in **EXHIBIT F. Management Reports**. Additional reports will be custom formatted for the State. Revenue and commission reports will be available to the State in hard copy and on-line.

**10.4.1.2. Commissions**

**10.4.1.2.1. Local Commissions** Earned by Account and Total

10.4.1.2.1.1. per telephone (by location)

10.4.1.2.1.2. per location

10.4.1.2.1.3. per Accounting Code as supplied by STATE

10.4.1.2.1.4. STATE totals



**GTL Response:** GTL understands and will comply. The State of Alabama's commission from local calls will be available in the required formats. Samples of our standard revenue and commission reports are provided in **EXHIBIT F. Management Reports**. Additional reports will be custom formatted for the State. Commission reports will be available to the State in hard copy and on-line.

**10.4.1.2.2. IntraLATA Commissions Earned by Account and Total**

- 10.4.1.2.2.1. per telephone (by location)
- 10.4.1.2.2.2. per location
- 10.4.1.2.2.3. per Accounting Code as supplied by STATE
- 10.4.1.2.2.4. STATE totals

**GTL Response:** GTL understands and will comply. The State of Alabama's commission from IntraLATA calls will be available in the required formats. Samples of our standard revenue and commission reports are provided in **EXHIBIT F. Management Reports**. Additional reports will be custom formatted for the State. Commission reports will be available to the State in hard copy and on-line.

**10.4.1.2.3. InterLATA Commissions Earned by Account and Total**

- 10.4.1.2.3.1. per telephone (by location)
- 10.4.1.2.3.2. per location
- 10.4.1.2.3.3. per Accounting Code as supplied by STATE
- 10.4.1.2.3.4. STATE totals

**GTL Response:** GTL understands and will comply. The State of Alabama's commission from InterLATA calls will be available in the required formats. Samples of our standard revenue and commission reports are provided in **EXHIBIT F. Management Reports**. Additional reports will be custom formatted for the State. Commission reports will be available to the State in hard copy and on-line.

**10.4.1.3. Frequency of Reports**

- 10.4.1.3.1. Monthly
- 10.4.1.3.2. Cumulative

**GTL Response:** GTL understands and will comply. Both monthly and cumulative reports will be provided.

**10.4.2. Minimum Reporting Requirements for Telephone Data**

- 10.4.2.1. **Calls, Gross Revenues, Minutes of Use** (coin and non-coin)
  - 10.4.2.1.1. Local
  - 10.4.2.1.2. Intralata
  - 10.4.2.1.3. Interlata
  - 10.4.2.1.4. International

**GTL Response:** GTL understands and will comply. Please see a sample of our standard revenue and commission reports at **EXHIBIT F. Management Reports**.

**10.4.2.2. Level of Detail**

**10.4.2.2.1.** Per telephone by Location

**10.4.2.2.2.** Per Location

**10.4.2.2.3.** State Total

**10.4.2.2.4.** By Accounting Codes as provided by STATE

**GTL Response:** GTL understands and will comply. The State of Alabama's revenue and commission from inmate and public telephone calls will be reported with the required level of detail.

**10.4.2.3. Frequency of Reports**

**10.4.2.3.1.** Monthly

**10.4.2.3.2.** Cumulative

**GTL Response:** GTL understands and will comply. Both monthly and cumulative reports will be provided.

**10.4.3. Service Outage Report**

This report will be provided when requested and include the following information for pay telephones (provided through this contract) that were out of service for 24 or more continuous hours: **(Added per Addendum 1: Inmate/Payphone ITB Specification Modification)**

**10.4.3.1.** Phone Number

**10.4.3.2.** Location of Telephone

**10.4.3.3.** Time and date of notification

**10.4.3.4.** Time and date of service restoration

**10.4.3.5.** Cause of outage

**GTL Response:** GTL understands and will comply. A sample Service Outage Report is included at EXHIBIT F. Management Reports.

**10.4.4. Change of Telephone Numbers**

This report will be provided when requested and include the following information associated with a change in telephone number.

**10.4.4.1.** Previous telephone number

**10.4.4.2.** Location of telephone

**10.4.4.3.** New telephone number

**10.4.4.4.** Reason for change

**GTL Response:** GTL understands and will comply. A sample Change of Telephone Number report is included at **EXHIBIT F. Management Reports**.

#### **10.4.5. Periodic Inventory**

This report will be submitted to the STATE within seven calendar days after request. It will include a current, complete, and accurate accounting of all telephones and enclosures by telephone number, by type, and by location within each building.

**GTL Response:** GTL has read, understands, and will comply. A sample Periodic Inventory report is included at **EXHIBIT F. Management Reports**.

#### **10.4.6. Call Cost Detail**

**For purposes of this report, all calls in 10.4.6.1, 10.4.6.2, and 10.4.6.3 are placed at 7:30 pm on a Friday night and: (Added per Addendum 1: Inmate/Payphone ITB Specification Modification).**

##### **10.4.6.1. Detailed Charges for Local call:**

Vendor must provide itemized detail of all charges vendor would pass to the consumer who makes a fifteen (15) minute Local call or accepts a fifteen (15) minute Local collect call for all rate periods. Include credit card calls, "1+", "0+", "00-" calls, inmate collect calls, inmate pre-paid calls, for the following situations:

~~10.4.6.1.1. In Montgomery, AL~~

~~10.4.6.1.2. In Birmingham, AL~~

~~10.4.6.1.3. In Mobile, AL~~

~~10.4.6.1.4. In Huntsville, AL~~

(Deleted the above and added the following per **Addendum 1: Inmate/Payphone ITB Specification Modification**).

##### **10.4.6.1.1 In Montgomery, AL (Originating and destination NPA/NXX = 334-215)**

###### **GTL Response:**

Inmate Collect Call: \$2.85 flat  
Inmate Prepaid Call: \$2.85 flat  
Credit Card: \$0.80 flat  
1+ Call: \$0.50 flat  
0+ Call: \$2.25 flat  
00- Call: \$2.25 flat

##### **10.4.6.1.2 In Birmingham, AL (Originating and destination NPA/NXX = 205-252)**

###### **GTL Response:**

Inmate Collect Call: \$2.85 flat  
Inmate Prepaid Call: \$2.85 flat

Credit Card: \$0.80 flat  
1+ Call: \$0.50 flat  
0+ Call: \$2.25 flat  
00- Call: \$2.25 flat

**10.4.6.1.3 In Mobile, AL (Originating and destination NPA/NXX = 251-452)**

**GTL Response:**

Inmate Collect Call: \$2.85 flat  
Inmate Prepaid Call: \$2.85 flat  
Credit Card: \$0.80 flat  
1+ Call: \$0.50 flat  
0+ Call: \$2.25 flat  
00- Call: \$2.25 flat

**10.4.6.1.4 In Huntsville, AL (Originating and destination NPA/NXX = 256-433)**

**GTL Response:**

Inmate Collect Call: \$2.85 flat  
Inmate Prepaid Call: \$2.85 flat  
Credit Card: \$0.80 flat  
1+ Call: \$0.50 flat  
0+ Call: \$2.25 flat  
00- Call: \$2.25 flat

**10.4.6.2. Detailed Charges for IntraLATA call:**

Vendor must provide itemized detail of all charges vendor would pass to the consumer who makes a fifteen (15) minute intraLATA call or accepts a fifteen (15) minute intraLATA collect call for all rate periods. Include credit card calls, "1+", "0+", "00-" calls, inmate collect calls, inmate pre-paid calls, for the following situations:

~~10.4.6.2.1. From Montgomery, AL to Auburn, AL~~

~~10.4.6.2.2. From Birmingham, AL to Tuscaloosa, AL~~

~~10.4.6.2.3. From Mobile, AL to Dothan, AL~~

~~10.4.6.2.4. From Huntsville, AL to Muscle Shoals, AL~~

(Deleted the above and added the following per **Addendum 1: Inmate/Payphone ITB Specification Modification**).

**10.4.6.2.1 From Montgomery, AL (334-215) to Auburn, AL (334-844)**

**GTL Response:**

Inmate Collect Call: \$2.25 surcharge plus \$0.1275 per minute = Total Call Cost: \$4.16

Inmate Prepaid Call: \$2.25 surcharge plus \$0.1275 per minute = Total Call Cost \$4.16

Credit Card: \$0.80 surcharge plus \$0.16 per minute = Total Call Cost \$3.20

1+ Call: \$1.00 first 4 minutes and \$0.25 each additional = Total Call Cost \$3.75

0+ Call: \$2.25 surcharge plus \$0.16 per minute = Total Call Cost \$4.65

00- Call: \$2.25 surcharge plus \$0.16 per minute = Total Call Cost \$4.65

**10.4.6.2.1 From Birmingham, AL (205-252) to Tuscaloosa, AL (205-758)**

**GTL Response:**

Inmate Collect Call: \$2.25 surcharge plus \$0.1275 per minute = Total Call Cost: \$4.16

Inmate Prepaid Call: \$2.25 surcharge plus \$0.1275 per minute = Total Call Cost \$4.16

Credit Card: \$0.80 surcharge plus \$0.16 per minute = Total Call Cost \$3.20

1+ Call: \$1.00 first 4 minutes and \$0.25 each additional = Total Call Cost \$3.75

0+ Call: \$2.25 surcharge plus \$0.16 per minute = Total Call Cost \$4.65

00- Call: \$2.25 surcharge plus \$0.16 per minute = Total Call Cost \$4.65

**10.4.6.2.1 From Mobile, AL (251-452) to Dothan, AL (334-793)**

**GTL Response:** This call is rated as an Interlata call in the 158 mileage band.

Inmate Collect Call: \$2.25 surcharge plus \$0.30 per minute = Total Call Cost \$6.75

Inmate Prepaid Call: \$2.25 surcharge plus \$0.30 per minute = Total Call Cost \$6.75

Credit Card: \$0.80 surcharge plus \$0.16 per minute = Total Call Cost \$3.20

1+ Call: \$1.00 first 4 minutes and \$0.25 each additional = Total Call Cost \$3.75

0+ Call: \$2.25 surcharge plus \$0.16 per minute = Total Call Cost \$4.65

00- Call: \$2.25 surcharge plus \$0.16 per minute = Total Call Cost \$4.65

**10.4.6.2.1 From Huntsville, AL (256-433) to Muscle Shoals, AL (256-331)**

**GTL Response:**

Inmate Collect Call: \$2.25 surcharge plus \$0.1320 per minute = Total Call Cost: \$4.23

Inmate Prepaid Call: \$2.25 surcharge plus \$0.1320 per minute = Total Call Cost \$4.23

Credit Card: \$0.80 surcharge plus \$0.16 per minute = Total Call Cost \$3.20

1+ Call: \$1.00 first 4 minutes and \$0.25 each additional = Total Call Cost \$3.75

0+ Call: \$2.25 surcharge plus \$0.16 per minute = Total Call Cost \$4.65

00- Call: \$2.25 surcharge plus \$0.16 per minute = Total Call Cost \$4.65

**10.4.6.3. Detailed Charges for InterLATA call:**

Vendor must provide itemized detail of all charges vendor would pass to the consumer who makes a fifteen (15) minute interLATA call or accepts a fifteen (15) minute interLATA collect call for all rate periods. Include credit card calls, "1+", "0+", "00-" calls, inmate collect calls, inmate pre-paid calls, for the following situations:

~~10.4.6.3.1. From Montgomery, AL to Birmingham, AL~~

~~10.4.6.3.2. From Birmingham, AL to Dothan, AL~~

~~10.4.6.3.3. From Mobile, AL to Montgomery, AL~~

~~10.4.6.3.4. From Huntsville, AL to Auburn, AL~~

(Deleted the above and added the following per **Addendum 1: Inmate/Payphone ITB Specification Modification**).

**10.4.6.2.1 From Montgomery, AL (334-215) to Birmingham, AL (205-252)**

**GTL Response:**

Inmate Collect Call: \$2.25 surcharge plus \$0.30 per minute = Total Call Cost \$6.75  
Inmate Prepaid Call: \$2.25 surcharge plus \$0.30 per minute = Total Call Cost \$6.75  
Credit Card: \$0.80 surcharge plus \$0.16 per minute = Total Call Cost \$3.20  
1+ Call: \$1.00 first 4 minutes and \$0.25 each additional = Total Call Cost \$3.75  
0+ Call: \$2.25 surcharge plus \$0.16 per minute = Total Call Cost \$4.65  
00- Call: \$2.25 surcharge plus \$0.16 per minute = Total Call Cost \$4.65

**10.4.6.2.1 From Birmingham, AL (205-252) to Dothan, AL (334-793)**

**GTL Response:**

Inmate Collect Call: \$2.25 surcharge plus \$0.30 per minute = Total Call Cost \$6.75  
Inmate Prepaid Call: \$2.25 surcharge plus \$0.30 per minute = Total Call Cost \$6.75  
Credit Card: \$0.80 surcharge plus \$0.16 per minute = Total Call Cost \$3.20  
1+ Call: \$1.00 first 4 minutes and \$0.25 each additional = Total Call Cost \$3.75  
0+ Call: \$2.25 surcharge plus \$0.16 per minute = Total Call Cost \$4.65  
00- Call: \$2.25 surcharge plus \$0.16 per minute = Total Call Cost \$4.65

**10.4.6.2.1 From Mobile, AL (251-452) to Montgomery, AL (334-215)**

**GTL Response:**

Inmate Collect Call: \$2.25 surcharge plus \$0.30 per minute = Total Call Cost \$6.75  
Inmate Prepaid Call: \$2.25 surcharge plus \$0.30 per minute = Total Call Cost \$6.75  
Credit Card: \$0.80 surcharge plus \$0.16 per minute = Total Call Cost \$3.20  
1+ Call: \$1.00 first 4 minutes and \$0.25 each additional = Total Call Cost \$3.75  
0+ Call: \$2.25 surcharge plus \$0.16 per minute = Total Call Cost \$4.65  
00- Call: \$2.25 surcharge plus \$0.16 per minute = Total Call Cost \$4.65

**10.4.6.2.1 From Huntsville, AL (256-433) to Auburn, AL (334-844)**

**GTL Response:**

Inmate Collect Call: \$2.25 surcharge plus \$0.30 per minute = Total Call Cost \$6.75  
Inmate Prepaid Call: \$2.25 surcharge plus \$0.30 per minute = Total Call Cost \$6.75  
Credit Card: \$0.80 surcharge plus \$0.16 per minute = Total Call Cost \$3.20  
1+ Call: \$1.00 first 4 minutes and \$0.25 each additional = Total Call Cost \$3.75  
0+ Call: \$2.25 surcharge plus \$0.16 per minute = Total Call Cost \$4.65  
00- Call: \$2.25 surcharge plus \$0.16 per minute = Total Call Cost \$4.65

The detailed charges information outlined in 10.4.6 above, must be included in the vendor's bid response and as requested by the STATE throughout the contract period within seven working days of request.

**GTL Response:** GTL has read, understands, and complies. Please detailed charges for local, IntraLATA, and IntraLATA calls at **EXHIBIT F. Management Reports**. Detailed charges will be provided to the STATE upon request throughout the contract period.

**10.5. New Area Codes/Dialing Changes**

The Vendor is responsible for making any hardware or software changes necessary to implement Alabama's new area code, other new area codes, or any dialing pattern changes. These changes must be made and implemented on the date of implementation as set by the Regional Exchange companies.

**GTL Response:** GTL has read, understands, and will comply. GTL subscribes to a monitoring service which provides daily updates to area code changes and additions as well as new exchanges. This service allows GTL's Billing Department to upload these changes and additions into the LazerPhone rating and routing files so that inmates may place calls to new or changed area codes and exchanges.

**10.6. Rates, Charges and FCC/PSC Compliance**

**10.6.1. Answer Supervision**

Billing/charges for pay telephone use must begin at the time of call completion. Users will not be billed for incomplete calls (e.g., network intercept recordings, busy signals and no-answers). This applies to direct-dialed calls and operator-assisted calls.

**GTL Response:** GTL understands and will comply. Billing for both inmate and public phone calls begins at the time of call completion. Users are not billed for incomplete calls of any type.

**10.6.2. FCC and PSC Compliance**

The vendor and all subcontractors will comply with all current applicable FCC and PSC rules and regulations throughout the term of the Contract.

**GTL Response:** GTL has read, understands, and will comply.

**10.7. Unprofitable Pay Telephones**

Pay telephones installed by the vendor may be reviewed by the vendor(s) for profitability every twelve months. When the gross total revenues generated as a result of the placement and usage of the telephone do not cover the vendor's expenses, the vendor(s) may petition the STATE for relocation of the telephone. In each case, the decision of the STATE will be final. The STATE may require a limited number of pay telephones to be placed in selected locations for convenience, safety, or security -- regardless of revenue generating potential.

**GTL Response:** GTL has read, understands, and will comply.

**10.8. Other Administrative Requirements**

**10.8.1. Subcontractor Requirements**

The vendor awarded the contract will be responsible for coordinating and controlling all aspects of the contract, including support to be provided by any subcontractor and/or secondary contractors, and will be the sole point of contact with the STATE relative to contract performance.

**GTL Response:** GTL has read, understands, and will comply. GTL assumes full responsibility for all aspects of the State of Alabama's Project.



## SUBCONTRACTORS

### 10.8.2. Subcontractor List

Each participating vendor must submit with the bid a list of proposed subcontractors. The scope and function of each subcontractor must be described in detail.

**GTL Response:** GTL understands, and complies. GTL and **BellSouth** have partnered for the provision of telephone network services. GTL will subcontract **Talton Communications, Inc.** for the provision of public telephone installation, maintenance, and coin collection and with **Legacy Long Distance International, Inc.** for operator services and as the carrier of public phone call traffic. GTL accepts full responsibility for all subcontracted work.

### BellSouth

GTL and the BellSouth have teamed to provide a responsive and timely service delivery program for local access and long distance facilities throughout the State. Activities have been completed between the companies to facilitate a 7/24/365 help desk and trouble reporting procedure for all facilities used by GTL to service the State of Alabama. This arrangement puts GTL in direct control of the "last mile" connections and network performance of the data and voice circuits used by GTL-provided telephones.

As you know, BellSouth is **the** major telecommunications company in Alabama and possess many unique capabilities to provide superior service. GTL is proud to be able to leverage these capabilities for the DOC. BellSouth's maintenance and repair organizations are considered to be the best in the industry. The following BellSouth organizations will support GTL's Enhanced State Network operations:

<p><b>BellSouth Business Repair Centers (BRCs)</b></p>	<p>Responsible for the maintenance of network services throughout the region for BellSouth customers. These three centers interface with the SPOCs and other BellSouth entities to test circuits, sectionalize trouble conditions and to handoff to departments necessary to restore customer service. The BRCs operate 24X7. Customers use the dedicated 1-800 call receipt number (1-800-247-2020) to report troubles to their assigned BRC. (See Figure 1 – BRC/CPC Map for Center Locations)</p>
<p><b>Circuit Provisioning Centers (CPC)</b></p>	<p>Responsible for the installation of network services throughout the region for BellSouth customers. These three centers interface with other BellSouth entities to coordinate work activities necessary to provide customer service. (See</p>
<p><b>Broadband Network Infrastructure Support Center (BNISC)</b></p>	<p>Responsible for logical layer problem (such as assignment errors or omissions in the broadband switch or equipment translations) resolution. The BNISC will respond to a hand off from an overall control office. This center is located in Atlanta, GA.</p>

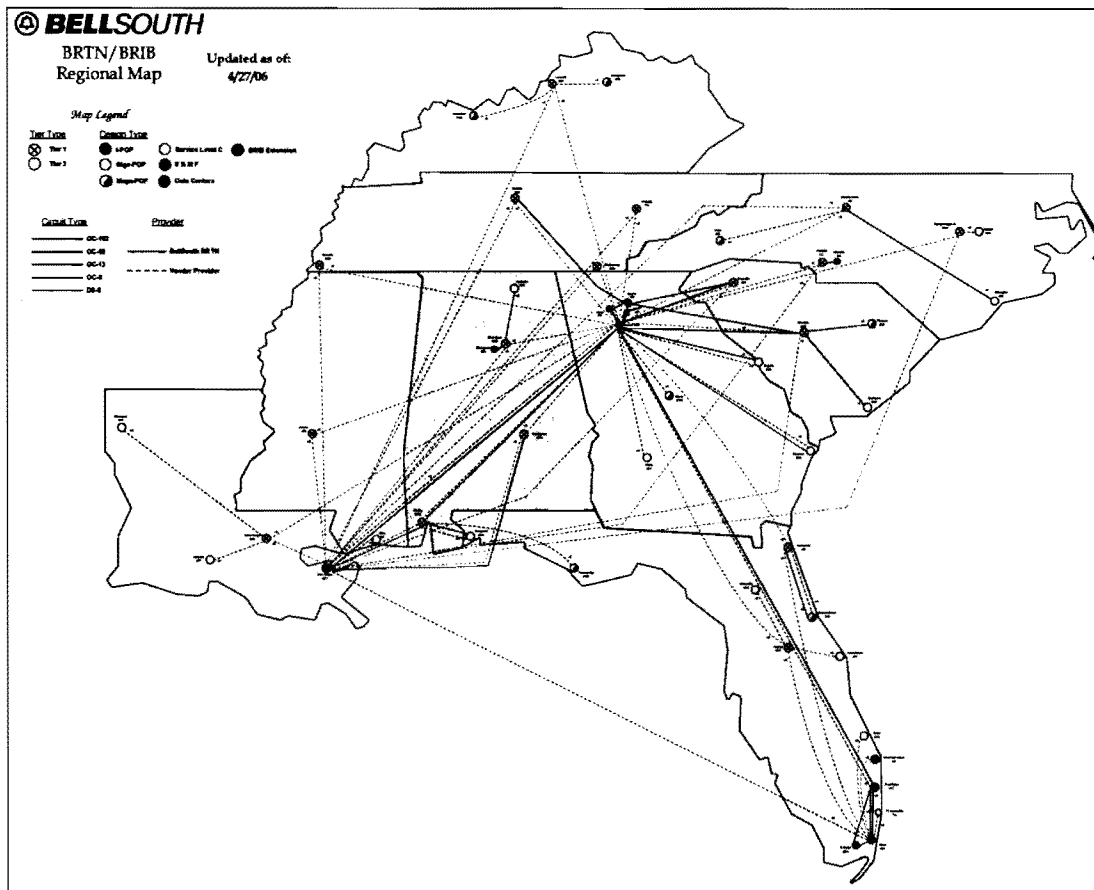
<b>Single Point of Contact (SPOC)</b>	Monitors the entire regional network and keeps traffic flowing not only in its own network, but also between its facilities and the interexchange office toll network. The NMC maintains a close relationship with all IXCs and serves as a single point of contact to keep traffic flowing, especially during disasters.
<b>Network Reliability Center (NRC)</b>	Monitors Central Offices, Major Fiber facilities and power for alarms and failures. There are two (2) centers in BellSouth, Nashville and Charlotte.
<b>Proactive Analysis and Repair (PAR) Centers</b>	Analyzes the performance of the local networks, continuously checking for unusual conditions that may indicate a future problem. When a situation is detected, technicians are dispatched to correct the abnormality prior to its becoming service affecting. There are eight PAR satellite locations in the BellSouth region.
<b>Network Infrastructure Support Center (NISC)</b>	Contains seven groups essential to maintaining the infrastructure of the Network. A NISC center is located within each of the BellSouth serving states.
<b>Work Management Center (WMC)</b>	Responsible for coordination of field and central office dispatches. This center controls Network Technician workloads for trouble clearance and service provisioning. The WMC operates 24X7.

**BellSouth Regional IP Backbone (BRTN/BRIB) Overview**

BellSouth has deployed one of the most resilient, high-speed MPLS networks in the Southeast. This network, referred to as the BellSouth Regional Internet Backbone (BRIB), consists of five high-speed IPOP (interconnection points of presence) with multiple Tier-1 and Tier-2 BMFs (BellSouth Managed Facilities) connected via OC-x connections.

IPOPs are located in Atlanta, Atlanta East Point, Boca Raton, Miami, and New Orleans. Each IPOP is connected via multiple circuits to dual Tier-1 Internet backbone transit providers and/or peering partners. Typically located in larger markets, Tier-1 BMFs support service aggregation. For redundancy, each Tier-1 BMF is connected to two different IPOPs. These connections in the BRIB are established via independent, physically diverse routes and facilities (minimum OC-3). Located in smaller markets, Tier 2 BMFs also support service aggregation. For redundancy, each Tier-2 BMF is connected to a Tier-1 BMF via independent, physically diverse routes and facilities (minimum OC-3). As shown in **Error! Reference source not found.**, the BRIB is the result of the consolidation of 38 IntraLATA IP networks into one core network, enabling BellSouth to maintain control of traffic from end-to-end.

BellSouth not only has the infrastructure but also the support personnel and tools to exceed your requirements. BellSouth carefully monitors the capacity of the interconnection circuits to ensure uniform bandwidth through the network. BellSouth's capacity management policy dictates that the circuits connecting the core nodes will not exceed 50% capacity. It is this capacity planning that ensures 100% of customer traffic will be accommodated in the unlikely event of an inter-nodal link failure. The philosophy of over-engineering, coupled with strict capacity planning and management, will help ensure that all of your entities will receive the highest levels of service possible.



**Figure 2. BellSouth Regional IP Backbone (BRIB)**

As part of the overall BRIB design, stringent diversity guidelines have been established throughout the network to help ensure that no single point of failure will compromise the network. In the event of a “catastrophic event” (where a circuit is disabled), the diverse mated circuit (or alternate route) is designed to remain active with enough capacity to reroute and maintain traffic flows. Simply stated, once the customer’s traffic reaches the BRIB, there is complete and total redundancy all the way to the global Internet.

Diversity guidelines apply to all types of circuit groups within the BRIB (BMF-to-BMF, BMF-to-IPOP, IPOP-to-IPOP, and IPOP-to-global Internet).

The IPOP-to-global Internet design of BRIB offers several important benefits:

- Connectivity to dual Global Service Providers (GSP) helps ensure network quality
- Flexibility to negotiate agreements with other GSPs as needed
- Diverse routing for improved reliability
- Formal private peering arrangements for added control and greater performance predictability
- Packet-over-SONET connectivity ensuring improved performance

## ***BellSouth Managed Network VPN Service***

BellSouth® Managed Network VPN Service (Network VPN) is a suite of integrated network-based offerings designed to support the intranet, Internet, extranet, and remote access application needs of your business. Network VPN provides a comprehensive solution for secure site-to-site and remote-user connectivity, as well as Internet access with integrated firewall features. The ability to differentiate traffic types, using Class of Service (CoS), is inherent in the product suite, providing businesses with the additional flexibility to support advanced voice and data applications over a single network.

The cornerstone of Network VPN is BellSouth's multiprotocol label switching (MPLS) enabled private IP backbone. MPLS is a standard for switching packets over an IP network using labels or tags that combines the security, privacy, and reliability of Layer 2 technologies with the best of Layer 3 (IP routing and forwarding, diverse paths, and high survivability). In contrast to frame relay and asynchronous transfer mode (ATM), the connectionless MPLS architecture allows the creation of meshed VPNs without the need for a multitude of virtual circuits, thus eliminating the requirement for complex router configurations. This flexible architecture also allows the internetworking of multiple access methods, allowing you to choose the access method that best fits your needs on a per site basis. Figure 3 is an illustration of BellSouth Managed Network VPN Service.

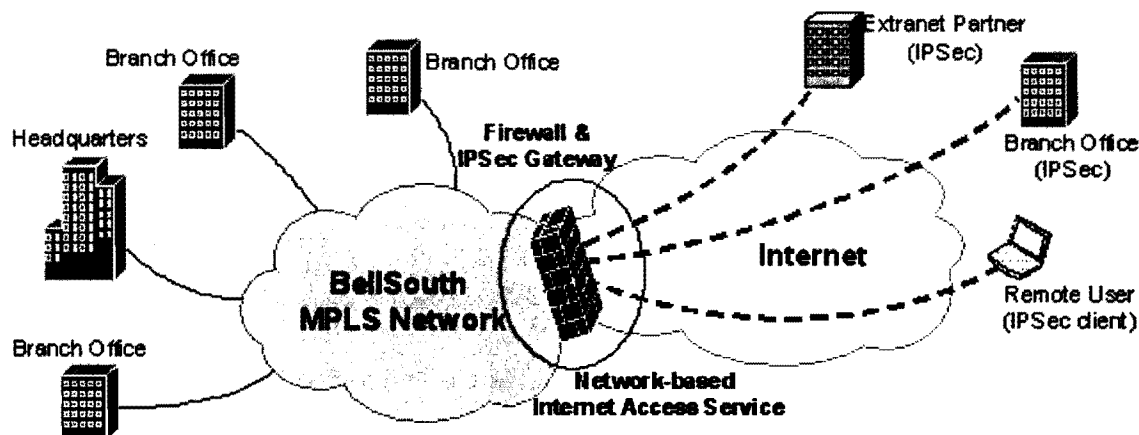


Figure 3: BellSouth® Managed Network VPN Service

BellSouth Managed Network VPN is an MPLS-based IP solution that provides:

- Secure segmentation of network traffic
- Any-to-any connectivity (fully meshed)
- CoS (ability to prioritize traffic by application type)
- Extranet and Remote User connectivity via IPSec Gateway
- Secure Internet access via network-based firewall

### MPLS Network

The IP/MPLS network consists of core MPLS routers and multi-service edge routers that support aggregation combined with fiber-optic packet-over-SONET capabilities. The core of the network uses MPLS-based VPN to enhance robust Layer 3 IP-VPN services in conjunction with Layer 2 switched network services by performing high-speed switching. The multi-service edge switches and routers provide the service-specific functions.

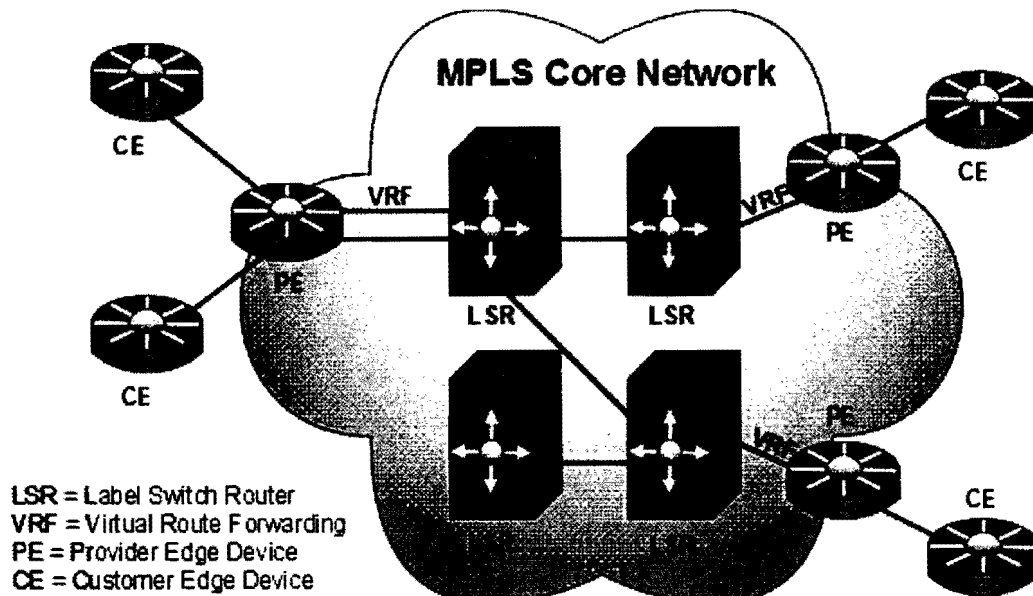


Figure 4 – MPLS Core Network



**Talton Communications, Inc.**  
910 Ravenwood Drive  
Selma, Alabama 36702-1117  
(334) 877-0704

**Project Responsibilities:** For the State of Alabama's Project, GTL subcontracts Talton Communications to provide the following services for public payphones:

Installation, Maintenance, Phone Polling, Coin Collection  
Customer Service, Toll-Free 800 Number for Caller Assistance

**History:** Talton Communications, Inc. has been in business for 33 years. The company was originally founded to provide paging and mobile telephone services. In 1988 the company installed its first pay telephone and quickly spread its base of pay telephones throughout the state of Alabama. In 1996, the company merged with Ameritel of Kansas City, MO to form Talton Holdings, Inc and became the largest private payphone and inmate phone operator in the U.S. Talton Holdings, Inc. later changed its name to Evercom, Inc. after the principles of Talton Communications, Inc. left the newly formed company to pursue other ventures. In 2002, the public payphone assets of Evercom were purchased by Julius Talton, Jr. and Talton Communications, Inc. was reformed. Today, Talton Communications, Inc. is one of the largest payphone operators in Alabama.

Talton Communications, Inc. is headquartered in Selma, AL, located in the center of the state. In Selma, Talton operations are housed in a 13,000 square foot building that is owned by the company. The building is located on fiber, has underground and backup power, and has a full-size loading dock for materials handling.

Ninety-two (92%) of all service calls are handled within 24 hours; ninety-nine (99%) are handled within 48 hours. Emergency service calls are handled the same day. The company already owns and manages 1,000 payphones in Alabama. Therefore, we already have an infrastructure established which will allow us to transition the new Alabama pay telephones very easily.

**Principles and Officers:** Julius Talton, Jr., President; Ruth J. Talton, Secretary/Treasurer

**Talton Communications Service Team**

George Bolton  
Trinity, Alabama  
11 years with company

Raymond Maples  
Selma, Alabama  
15 years with company

William Stockman  
Selma, Alabama  
16 years with company

Charles Frazier  
Pell City, Alabama  
8 years with company

Charles Smith (Works East Alabama)  
Buena Vista, Georgia  
12 years with company

James Little  
Selma, Alabama  
14 years with company

Roger Goodman  
Selma, AL  
1 year with company

### **Talton Communications Customer References**

Cannon Oil Corp.  
Avis Kirland  
P. O. Drawer 6307  
Dothan, AL  
334-794-2776

Cagles  
P. O. Box 130  
Pine Mt. Valley, GA 31823  
Contact: Danny Bridges  
706-562-2372

Shocco Springs Baptist Center  
Buster Taylor  
1314 Shocco Springs Road  
Talladega, AL  
256-761-1100

Major Oil Mart, Inc.  
P. O. Box 1548  
Starville, MS 39706  
Contact: Ron Duncan  
662-324-1696

Mayfield Oil Company, Inc.  
William Mayfield  
176 Walnut Street  
Centerville, AL 35042  
205-926-4221

Bowden Oil Company  
P. O. Box 145  
Sylacauga, AL 35150-0145  
256-245-5611

Mayfield Oil Company, Inc.  
William Mayfield  
176 Walnut Street  
Centerville, AL 35042  
205-926-4221



**Legacy Long Distance International, Inc.**

10833 Valley View Street, Suite 150  
Cypress, CA 90630  
(800) 670-0015

**Project Responsibilities:** For the public telephones in the State of Alabama's Project, GTL's subcontractor, Legacy Long Distance International, Inc. (Legacy), is the Operator Service Provider (OSP) and carrier of local, intraLATA, interLATA, and interstate traffic.

**History:** Since its inception in 1996 Legacy Long Distance International, Inc. ("Legacy") has earned its reputation as the best operator service provider in the industry today. A superior Network backbone and a customer first philosophy have allowed Legacy to achieve sustained growth for over a decade.

Legacy is a privately held California Corporation with over 200 employees working hard everyday to achieve products and services unparalleled in the industry today. Over 87% of the Company is owned by the officers and employees allowing Legacy a freedom that very few companies of its size enjoy. A freedom to develop new services at the demand of an ever changing marketplace.

While the Company has primarily offered its superior Operator and Long Distance Services to Correctional Facilities, Private Pay Telephone Owners, and Hotel franchises nationwide over the past decade, it also provides a myriad of Call Center services to virtually every business type.

**Principles and Officers:** Legacy Long Distance International Inc

Curtis Brown  
Chief Executive Officer and President

George Hansall  
Executive Vice President

Shelia Gurea  
Vice President of Customer Service

Duane Cutler  
Vice President of Sales

Gary Luthi  
Vice President of Sales

**Some of Legacy's Satisfied Customers Say...**

*"Legacy has been a wonderful breath of fresh air with integrity. Great customer service in a difficult market. Responsible pay telephone providers should be advised to see what they have to offer."*

**Ken Scott, President, Orion Payphones, LLC (California)**  
**Client for 6 years**

*"Unbelievable quick live operator response is what I attribute to my higher call completions."*

**Jason Scherer, Vice President of Pelican Communications (California)**

**Client for 4 years**

*"Legacy is the best Operator Service I have ever had."*

**David Hollingsworth, President, Pay Fone Plus, (Indiana)**

**Client for 6 years**

*"We are most impressed with Legacy's live operators who are courteous and efficient. We believe that this has helped to increase call completion and revenues."*

**Melanie Weil, President, Combined Public Communications (Ohio)**

**Client for 4 years**

*"Good money keeps on rolling in. Untouchable program!"*

**David Grudzinski, President, Coin Telecom Systems (Texas)**

**Client for 4 years**

*"Our company started doing business with Legacy in May of 2003, with approximately 10% of our payphones. We have been so pleased with their service that as of October 2003 we have switched all our remaining payphones over to them. Our experience with Legacy has been excellent."*

**Richard Scarinci, President, R and B Communications, New York**

**Client for 3 years**

*"Since we converted our payphone lines over to Legacy our revenue stream has improved; but more importantly the response and professionalism from the Legacy team has been great."*

**Kirk Van Derbur, President, A-Tel, Inc. (Colorado)**

**Client for 3 years**

*"Legacy is a company with integrity. Their commission reporting via the Internet always matches up with my call detail records upon internal company audits."*

**Casey Brewer, BTI Payphones, Inc., (Texas)**

**Client for 7 years**

**References:** Legacy Long Distance International Inc

Evercom Systems, Inc. – Inmate Facilities  
Kurt Kintzel, Manager Telecom Services  
14651 Dallas Parkway, Ste 600  
Dallas, TX 75254  
(919) 878-8990

Texas Inmate Phone (TIP) Systems  
Mark Styron, President  
3118 Lausanne  
Pasadena, TX 77505

281-998-7825

ETS  
1490 Westfork Drive  
Suite G  
Lithia Springs, GA 30122  
Guy Longobardo, CEO  
glonbard@aol.com

InteraTel, Inc.  
6920 Koll Center Pkwy  
Suite 211  
Pleasanton, CA 94566  
Torre Liano, Chief Executive Officer  
925-461-4200



**10.8.3. Demonstration Responsibility**

A demonstration of the vendor's proposed system may be required and, if so required, will be the sole responsibility of the vendor to conduct. The demonstration will be at a site of the STATE's choosing.

**GTL Response:** GTL has read, understands, and will comply.

**10.8.4. Right to Audit**

Representatives of the Alabama Department of Finance and the Alabama Public Service Commission or their duly authorized representatives will have access, for the purpose of examinations, to any books, documents, papers, and records of the vendor as they may relate to the awarded contract.

**GTL Response:** GTL has read, understands, and will comply.

The vendor will maintain books, records, and documents in accordance with generally accepted accounting procedures which sufficiently and properly reflect all Gross Revenues (as defined in Section V) generated by pay telephones covered under this contract for a period of three years. The STATE may cancel any contract for refusal by the vendor to allow the STATE access, within seven (7) working days, to all documents, papers, letters, or other materials originated or received by the vendor in conjunction with the contract.

**GTL Response:** GTL has read, understands, and will comply.

The vendor will be required to install intelligent telephones that will track and log all calls generated by that telephone. These records will be used to audit Gross Revenue. These records must include number of calls and number of minutes.

**GTL Response:** GTL understands and will comply. Each public payphone have built-in intelligence that will track and log all calls from that phone. Reports of telephone logs are used to audit gross revenue and include the number of calls and the duration of each. The intelligence associated with inmate telephones resides within GTL's LazerPhone Inmate Telephone System. Call detail reports for each inmate telephone display the number of calls (during the specified time period), the duration of each call (and total duration for all calls), and the cost revenue for each call and the total revenue for all calls in the report

**10.8.5. Coin Collection Schedules and Procedures**

The vendor will submit, with its bid, a coin collection schedule and a description of collection procedures, counting procedures, and deposit procedures, including the security procedures to safeguard funds from theft.

**GTL Response:** GTL understands and complies. Please refer to EXHIBIT B. Collection and Security.

**10.8.6. Moves, Changes, Additions, and Deletions**

The STATE will have the right to initiate moves, changes, additions, and/or deletions of pay phones or inmate telephones. The STATE will work with the vendor to achieve the best balance of service, cost, and commissions.

**GTL Response:** GTL has read, understands, and will comply.

**10.9. Indemnity**

The vendor must expressly warrant that its proposed equipment and software do not infringe on the patent, copyright or trademark of others. The awarded vendor will indemnify, defend and save harmless the State of Alabama, its officers, agents, and employees, from any legal action or litigation resulting from patent, trademark, and/or copyright infringements.

**GTL Response:** GTL has read, understands, and will comply.

**10.10. Special Considerations for Installation and Maintenance Work at Correctional Facilities**

**10.10.1. Security**

At least 48 hours prior to starting work at any correctional facility, vendor will supply the full name, date of birth, and social security number for all its employees and/or its subcontractors' employees who may be working at each institution to the institution facility manager at that location. Vendor's personnel must meet the security standards prescribed by the Department of Corrections, its applicable regulations, and must obtain passes, permits, and security clearances as applicable. The Department of Corrections may summarily reject any vendor's employee which it believes does not meet its security requirements, or who violates any of its security rules, regulations, or policies. Failure to provide personnel who meet DOC security requirements may result in cancellation of any contract awarded under this ITB.

**GTL Response:** GTL has read, understands, and will comply. GTL will provide all required information for employees and/or subcontractors who may be working at each institution. The number of GTL personnel assigned to perform work at any facility is limited to only those individuals that are required to execute the work specified in the contract. All field personnel are required to obey all rules and regulations that are imposed by the facilities in which they work and, as a condition of continued employment, are also required to obtain and maintain all applicable security clearances. This condition applies, but is not limited to, tool control, contraband, inmate contact and dress code. All personnel are required to attend any facility sponsored introductory security meetings and obtain all necessary security clearances and identification tags prior to their commencement of any work at a facility.

**10.10.2. Contraband**

Any person who takes into or out of, or attempts to take into or out of a correctional facility or the grounds belonging to or adjacent to a correctional facility, any item not specifically authorized by the correctional facility will be prosecuted under the provisions of Alabama law. All persons, including employees and visitors, entering the confines of a correctional facility are subject to routine searches of their person, vehicles, property, or packages. Contraband means any drug, narcotic drug, intoxicating liquor of any kind, deadly weapon, dangerous instrument, explosive, or any other article whose use or possession would endanger the safety, security, or preservation of order in a correctional facility or any person therein. (Any other article includes any substances which could cause abnormal behavior, i.e., marijuana, non-prescription medication, etc.).

**GTL Response:** GTL has read, understands, and will comply. All GTL field personnel are informed of and required to obey all facility rules and regulations regarding contraband.

**10.10.3. Awarded Vendor's Personnel**

The vendor will not employ any individual to perform work under this contract who has previously been determined unacceptable for performance under any Department of Corrections contract, or who has been terminated for cause by the Department of Corrections. Vendor will discontinue the use of any employee for performance of work under the contract upon written notice from the Department of Corrections that the individual is not, or is no longer acceptable for performance under this contract. Vendor personnel will abide by applicable regulations and directives of the Department of Corrections.

**GTL Response:** GTL has read, understands, and complies.

**10.10.4. Vandalism**

Any act of vandalism, break-in, or actual or attempted intrusion into either equipment or software discovered by the vendor must be reported immediately to the institution facility manager. The STATE will bear no responsibility for the cost of vandalism to vendor's property at any of the STATE's facilities.

**GTL Response:** GTL has read, understands, and will comply.

**10.10.5. Surveillance**

The Department of Corrections may perform surveillance of vendor's employees to detect improper activity. Such surveillance may include the use of electronic equipment. Vendor will inform employees that such surveillance may be conducted, and that any individual suspected to be guilty of illegal conduct may be prosecuted.

**GTL Response:** GTL has read, understands, and will comply.

**10.10.6. Certification by Vendor's Employees**

The vendor will obtain written certification from its employees that they have been informed of the special conditions in this section of the ITB, and will maintain the certification on file for the term of the contract. Such certification will be provided to the Department of Corrections upon request.

**GTL Response:** GTL has read, understands, and will comply.



**10.10.7. Activities Prohibited**

The vendor will not, in or about the premises of the institution, engage in or permit gambling or the use of any device which favors gambling (such as punch cards or slot machines), engage in loan operations, or sell unauthorized merchandise or services.

**GTL Response:** GTL has read, understands, and will comply.

**10.11. Exhibits**

Vendors are to append to their bids the Exhibits described below:

**10.11.1. Operator Services (Exhibit A)**

Describe in Exhibit A the proposed method of providing complete operator services as required in this ITB.

**GTL Response:** GTL understands and complies. In the EXHIBITS section of this proposal please see our Exhibit A. Operator Services.

**10.11.2. Collection and Security (Exhibit B)**

Vendor will present its plan in Exhibit B, to provide complete revenue collection service capabilities detailing the methods of collection for each type of revenue source (coin and non-coin local, intraLATA, and interLATA). The vendor must also describe the security measures that will be taken to insure the safety of and verify the accuracy of all revenues collected. The contents of this exhibit must also include information regarding the number and location of collection facilities, a description of the method used to collect and count coins from pay phones, the ratio of pay telephones to route collectors, the frequency of collection and the method used to determine coin-in-box level.

**GTL Response:** GTL understands and complies. In the EXHIBITS section of this proposal please see our Exhibit B. Collection and Security.

**10.11.3. Installation and Maintenance (Exhibit C)**

Describe in Exhibit C, the ability to provide adequate installation and maintenance capabilities, resources, planning and control. Preventive, remote and remedial maintenance capabilities and plans must be included. Other information to be included in this exhibit are experience of personnel, ratio of technicians to pay phones, mean time between failure rating, time lapse from order to installation, time lapse from service call to technician on-site, time lapse from service call to central office repair and installation procedures, and location of maintenance service centers within the STATE.

**GTL Response:** GTL understands and complies. In the EXHIBITS section of this proposal please see our Exhibit C. Installation and Maintenance.

**10.11.4. Problem Resolution (Exhibit D)**

Describe in Exhibit D the ability to provide effective and efficient problem resolution. Problem levels addressed must include at a minimum, experience of personnel and resource management, planning, operations, and implementation. The ability to escalate problem resolution to higher organization levels and/or additional technical support if necessary must be addressed. Methods to determine fault isolation among the various proposed service providers must be provided. Recovery plans in the event of major loss of required services must also be addressed.

**GTL Response:** GTL understands and complies. In the EXHIBITS section of this proposal please see our Exhibit D. Problem Resolution.

**10.11.5. Company Capabilities (Exhibit E)**

Demonstrate in Exhibit E the vendor's and/or subcontractor's ability to provide the STATE with all services specified in this ITB. Description of corporate abilities as well as that of project manager/key personnel to be assigned relative to providing pay phone and inmate services to the State of Alabama must be addressed. Discuss vendor's ability to fulfill the requirements of this ITB, your knowledge of telecommunications technology implementation and understanding of the pay telephone business.

**GTL Response:** In the EXHIBITS section of this proposal please see our Exhibit E. Company Capabilities.

**10.11.6. Management Reports (Exhibit F)**

Demonstrate in Exhibit F the ability to provide complete, accurate and detailed information necessary for the STATE to properly administer this project. The vendor will describe the proposed method of ensuring that the management reports will be complete, accurate, detailed and delivered in a timely fashion. Included in this discussion, must be an explanation of how reports can be run or information retrieved online. The required reports must include those required earlier in this section.

**GTL Response:** GTL understands and complies. In the EXHIBITS section of this proposal please see our Exhibit F. Manager Reports.

**10.11.7. Training Plan (Exhibit G)**

Describe in Exhibit G the proposed plan to provide training for State representatives. Training plans must address both non-inmate and inmate requirements. All training must be complete prior to cutover.

- a. Training for Public Telephone Administrators

Awarded vendor will describe the nature and content of their training program for State personnel who will serve as liaison between the vendor and State agencies for whom service will be installed.

**GTL Response:** GTL understands and complies. In the EXHIBITS section of this proposal please see our ***Exhibit G. Training Plan.***

b. Training of Correctional Facilities Personnel

Vendor is required to provide on-site training of up to five personnel per institution to administer and manage the system. Vendor will describe the nature and content of their training program for this purpose in the bid response. As a minimum, the training program must include hands-on instruction on the use of the administrative and management systems and reports as well as any other topics required for full understanding, administration, and operation of the system. Each trainee and the institution facility manager will be provided a complete set of operating instructions for the administration and management system, to include software and hardware. They will be sufficiently detailed that an individual familiar with rudimentary PC commands and operation can administer and manage the system using the operating instructions provided.

Follow-up training will be provided by the vendor at any time that software and/or operation of the administration and management software is changed. Revised written operating instructions will also be provided. Copies of updated software must be provided to the institution project manager within thirty days of release of updated software.

**GTL Response:** GTL understands and complies. In the EXHIBITS section of this proposal please see our Exhibit G. Training Plan.

**10.11.8. Implementation Schedule (Exhibit H)**

Vendor must submit an implementation schedule for conversion of existing inmate pay telephones and public pay telephones. The STATE expects an expeditious implementation, not to exceed six months from the date of award.

**GTL Response:** GTL understands and complies. In the EXHIBITS section of this proposal please see our Exhibit H. Implementation Schedule.

**10.11.9. Service Record (Exhibit I)**

Vendor must submit the company's service record over the last year, identifying statistics such as number of total troubles, average time to repair trouble, average outage time. Statistics must be provided for inmate and non-inmate phones.

**GTL Response:** GTL understands and complies. In the EXHIBITS section of this proposal please see our ***Exhibit I. Service Record.***

**10.11.10. Inmate System Description and Documentation (Exhibit J)**

Vendor must submit a description of and any documentation for the proposed equipment, system and software.

**GTL Response:** GTL understands and complies. In the EXHIBITS section of this proposal please see our ***Exhibit J. Inmate System Description and Documentation.***

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## **TECHNICAL AND FUNCTIONAL REQUIREMENTS**

### **11. Technical and Functional Requirements:**

**None – Inmate and/or generic**

#### **11.1. General Functional Requirements**

**11.1.1.** The successful vendor will provide the full range of payphone services offered today to the public. In addition, a full range of payment options will be available to consumers at pay phones located on STATE PROPERTY. The STATE also requires that all public pay phones provide dial tone first and DTMF (Touch Tone) dialing where available. The current level of service must be satisfactorily maintained at all times during transition to new vendor service.

**GTL Response:** GTL understands and will comply. The public payphone services provided by GTL through subcontracted agreements with Talton Communications and Legacy Long Distance International meet all of the State's general functional requirements, including a full range of telephone services and payment options.

**11.1.2.** Vendor must comply with all decisions, policies and regulations of the Federal Communications Commission (FCC) and the Alabama Public Service Commission (PSC) as currently written and as amended during the entire term of the contract. Compliance includes, but is not limited to, forms of interconnection, access to interexchange carriers and posting of required information at each pay telephone.

**GTL Response:** GTL understands and will comply.

**11.1.3.** Instruments and enclosures proposed must be designed to accommodate use by the hearing impaired and the physically disabled. Provisions for wheelchair access must comply with all federal and state regulations. Provisions for the deaf must comply with federal and state regulations including requirements relating to TDDs (Telephone Devices for the Deaf, also known as Public Text Telephones).

**GTL Response:** GTL understands and will comply. Instruments and enclosures will meet all applicable standards and regulations and be designed to accommodate use by the hearing impaired and the physically disabled. Devices for the hearing impaired (TDD) will be provided at required sites.

**11.1.4.** All proposed "instrument implemented" telephones must be FCC registered, as required by law, including Part 68 and Part 15 of the FCC rules and all modifications thereof.

**GTL Response:** GTL understands and will comply.

**11.1.5.** All proposed telephones and enclosures must be in compliance with the National Electric Code and must be UL approved as required.

**GTL Response:** GTL understands and will comply.

**11.1.6.** All proposed systems must provide a coin and non-coin transaction audit trail which enables the STATE to verify the coin and non-coin revenues generated from the pay phones and which enables the STATE to verify all dial around/bypass traffic generated from pay phones located on State property.

**GTL Response:** GTL understands and will comply. Management reports will be provided for all coin and non-coin transactions, providing an audit trail by which the State will be able to verify coin and non-coin revenues.

**11.1.7.** The pay telephones required to be deployed by the vendor (s) will include indoor and outdoor installations, as well as "coin", " non-coin", "universal", and "inmate" instruments. The final mix of pay telephone types will be determined by the STATE after consultation with the vendor.

A **coin pay telephone** is defined as a pay telephone instrument that permits payment for calls through the use of coins. This instrument also permits the following billing options: calling card, collect, and third party.

A **non-coin pay telephone** is defined as a pay telephone instrument that does not permit the use of coins. This instrument does permit payment through calling card, collect and third party billing options. It may also accept credit cards.

A **universal pay telephone** is defined as a pay telephone instrument that accepts payment by either coin or non-coin, as described above, and also permits the insertion or swipe of a credit card and, optionally, a calling card for billing.

An **inmate pay telephone** is defined as a non-coin pay telephone which permits "collect only" calls (person excepting charges for the call is billed either on his telephone bill or through the use of a debit card or pre-paid account).

**GTL Response:** GTL understands and will comply. All required telephone types will be provided. Please see ***GTL Attachment 4. Public Telephone Equipment Information.***

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## **PUBLIC PAYPHONE SERVICES**

### **11.2. Public Payphone Services (Non-Inmate)**

Public payphone services are solicited for consumers at State agencies and departments located on properties owned/leased by the State of Alabama. The successful vendor will provide the following services:

**GTL Response:** Global Tel Link (GTL) provides public payphone services through subcontracted agreements with **Talton Communications, Inc.** and **Legacy Long Distance International, Inc.**

Talton Communications will provide public telephone installation, maintenance, coin collection, and a toll-free 800 number for Caller Assistance.

Legacy provides *Operator Services* and carriers call traffic.

**11.2.1. Local Service:** This is defined in LEC tariffs as those exchanges which can be called from a public payphone at tariff local rates.

**GTL Response:** GTL understands, agrees, and proposes to provide local service at public payphones.

**11.2.2. IntraLATA toll service:** This is defined in LEC tariffs as calls within the regional calling area of the LEC but beyond the local calling area. These calls are priced according to mileage tables contained in LEC tariffs.

**GTL Response:** GTL understands, agrees, and proposes to provide IntraLATA service at public payphones.

**11.2.3. InterLATA toll service:** These are calls placed within one LATA (Local Access Transport Area) to a different LATA and are carried by long distance companies.

**GTL Response:** GTL understands, agrees, and proposes to provide InterLATA service at public payphones.

**11.2.4. Operator assistance:** Callers will be able to access an operator by dialing "0", or "00" for assistance.

**GTL Response:** GTL understands and complies. Callers at public phones will be able to access operator assistance by dialing "0" or "00".

**11.2.5. Emergency Services:** The vendor's telephones must offer access to 911 emergency services where available. All proposed telephones must meet the requirements of the State of Alabama, Public Service Commission and must enable a caller to dial 911 for emergency services, and to reach an operator by dialing 0, without the necessity of inserting a coin.

**GTL Response:** GTL understands and complies. Callers at public phones will be able to access 911 emergency services where available and reach an operator, without inserting a coin.

**11.2.6. Pay Telephone Service for Patrons in Wheelchairs:** The vendor must provide access to public telephones in accordance with applicable federal and state laws, including but not limited to the Americans with Disabilities Act Accessibility Guidelines (ADA) for Buildings and Facilities as amended.

**GTL Response:** GTL understands and complies. Public telephones will be wheelchair accessible in compliance with all applicable laws.

**11.2.7. Pay Telephone Service for the Hearing Impaired:** The vendor must provide pay telephone instruments in accordance with the requirements listed in (1) through (3) below.

**11.2.7.1.** The vendor must provide TDDs (or public text telephones as they are also known) in accordance with applicable federal and state law including but not limited to Americans with Disabilities Act Accessibility Guidelines (ADA) for Buildings and Facilities as amended.

**GTL Response:** GTL understands and complies. GTL will provide TDD units as required.

**11.2.7.2.** All pay telephones must be hearing aid compatible in compliance with federal regulations.

**GTL Response:** GTL understands and complies. All public pay phones will be hearing aid compatible.

**11.2.7.3.** Pay telephones must provide volume control in accordance with federal and state regulation.

**GTL Response:** GTL understands and complies. Public pay phones will provide volume control to meet regulations.

**11.2.8. Operation During Power Loss:** All pay phones that require commercial AC power for full operation will continue to provide 911, 0+, 0- and coin operation for a minimum of eight hours during a commercial power failure.

**GTL Response:** GTL understands and complies. All pay phones that require commercial AC power for full operation will continue to provide 911, 0+, 0- and coin operation for a minimum of eight hours during a commercial power failure.



**11.2.9. Directory Assistance:** Access to local and long distance directory assistance will be provided from all telephones located on STATE PROPERTY.

**GTL Response:** GTL understands and complies. Access to local and long distance directory assistance will be provided from all telephones located on State property.

**11.2.10. Directories:** Directories will be provided in all locations where currently furnished or where subsequently required by the STATE.

(Clarification per Addendum 1: Inmate/Payphone ITB Questions and Modifications.)  
It is acceptable to the State if alternative means of directory assistance services (i.e. free 411) are provided in stead of publishing and maintaining paper directories at each location, as long as instructions are provided on the site equipment.

**GTL Response:** GTL understands and complies. Telephone directories, or acceptable alternatives for directory assistance, will be provided at all required locations.

**11.2.11. Coin Calls:** Payment by means of depositing coins will be required at many of the STATE's locations.

**GTL Response:** GTL understands and complies. Telephones that accept coin payment will be provided at required locations.

**11.2.12. Non-Coin Calls:**

**11.2.12.1.** At all non-inmate locations calling card, collect and third party billed payment options will be required on a zero plus (0+) dialed basis and using other access methods as may be required by law, e.g., 10XXX, 950 or toll-free (1-800, etc.) access methods. In all cases, acceptance of Regional Bell Operating Company calling cards will be required as a minimum.

**GTL Response:** GTL understands and complies. Telephones at designated non-inmate locations will provide the required calling card, collect, and third party billed payment options.

**11.2.12.2.** Payment by bank and T&E (Travel & Entertainment) cards may be required at some portion of the STATE's locations.

**GTL Response:** GTL understands and complies. Payment by bank and T&E cards will be available at designated State locations.

**11.2.12.3.** The proposed equipment/services must provide a "bong" tone within seven (7) seconds of completion of 0+ dialing. If the user does not enter any additional numbers after the "bong" tone, the vendor must provide a live operator who will then answer or a voice prompt will instruct the user within ten (10) seconds of the "bong" tone at least 95% of the time.

**GTL Response:** GTL understands and complies. GTL's proposed equipment and services will meet the above defined "bong" requirements. If the end user does not do anything after the bong has been given, the call will default to a live operator.

**11.2.12.4.** When a user dials a zero and does not enter any additional numbers (0- dialing), a live operator will answer within ten (10) seconds at least 95% of the time.

**GTL Response:** GTL understands and complies. Within ten (10) seconds, at least 95% of the time, when a user dials a zero and does not enter any additional numbers (0- dialing), a live operator will answer.

**11.2.12.5.** When a user has received the bong tone and entered the digits of his or her calling card number, the call must be released to the network within ten (10) seconds at least 95% of the time.

**GTL Response:** GTL understands and complies. Within ten (10) seconds, at least 95% of the time, when a user has received the bong tone and entered the digits of his or her calling card number, the call will be released to the network. Legacy releases the call within the required time as long as validation has been received. Should the caller's card not validate, the call will default to live operator for further assistance.

**11.2.13.** Other Operator Services: The successful vendor will provide the full range of operator services to which the public has become accustomed, including caller assistance, refunds, and credits. Vendors must describe in detail how they handle incorrectly dialed calls and disputed billing charges and how eligibility for credits is determined.

**GTL Response:** GTL understands and complies. GTL provides the full range of operator services to which the public has become accustomed, including emergency services (e.g. 911) and caller assistance for refunds and credits.

Caller assistance for issues such as incorrectly dialed numbers during coin calls and disputed billing charges for calls are handled by GTL's subcontractor, Talton Communications, Inc.

If a user misdials or loses money in the phone, he or she can get operator assistance by simply **dialing "0"** or the **posted 1-800 number**. If the problem is with a direct-dialed call, Talton Communications will place the call for the person for free or offer to send a refund instead. Generally, the user is given the benefit of the doubt. If the problem is related to a third-party call, Talton Communications refers the person to GTL's 0+ carrier, Legacy.

**11.2.14. Enclosures**

**11.2.14.1.** All enclosures, booths, shelves, pedestals, or other mounting apparatus selected for installation must be approved by the facility manager.

**GTL Response:** GTL understands and complies. Facility managers will be asked to approve all enclosures, booths, shelves, pedestals, or other mounting apparatus selected for installation. Please see: ***GTL Attachment 4. Public Telephone Equipment Information.***

**11.2.14.2.** Use of Existing Enclosures: The enclosures now residing on State owned properties belong to current service providers. Should existing enclosures conform to the specifications and requirements of this ITB, the vendor may a) negotiate purchase or lease of these enclosures from the present owner, or b) install new enclosures subject to approval of the facility manager.

**GTL Response:** GTL understands and complies. Should existing enclosures conform to the specifications and requirements of this ITB, GTL will a) negotiate purchase or lease of these enclosures from the present owner, or b) install new enclosures subject to approval of the facility manager.

**11.2.14.3.** Enclosure Types: The vendor will offer a variety of enclosure types subject to the approval of the facility manager. In select locations (e.g. highways and other high traffic areas) enclosures must provide noise suppression. The following enclosure types must be offered as a minimum: Wall, Pedestal, Booth, Flush Mount, Trailer (mobile/temporary).

**GTL Response:** GTL understands and complies. GTL's subcontractor, Talton Communications, will provide a variety of enclosure types subject to the approval of the facility manager. In select locations (e.g. highways and other high traffic areas) enclosures will provide noise suppression. The following enclosure types will be offered as a minimum: Wall, Pedestal, Booth, Flush Mount, Trailer (mobile/temporary). Please see: ***GTL Attachment 4. Public Telephone Equipment Information.***

**11.2.14.4.** Adequate lighting must be provided by the vendor(s) at locations where required by the facility manager. To meet this requirement, the vendor(s) must make available enclosures that will provide lighting to easily permit the use of the proposed instrument and its related services. Where the requirement for adequate lighting is met by ambient natural or artificial light, the STATE may select appropriate enclosures that do not require artificial light.

**GTL Response:** GTL understands and complies. GTL's subcontractor, Talton Communications, will make available enclosures that will provide lighting to easily permit the use of the proposed instrument and its related services. With the STATE's approval, where the requirement for

adequate lighting is met by ambient natural or artificial light, appropriate enclosures that do not require artificial light will be installed.

- 11.2.15. Vandal Resistant Hardware:** All instruments proposed for use on State property must be vandal resistant with regard to the cash box, the coin return bucket, handset and cord, keypad (for coin instruments), casing and mountings/enclosures (for both coin and coinless instruments).

**GTL Response:** GTL understands and complies. All instruments proposed for use on State property will be vandal resistant with regard to the cash box, the coin return bucket, handset and cord, keypad (for coin instruments), casing and mountings/enclosures (for both coin and coinless instruments).

- 11.2.16. Fraud Resistant Systems:** All proposed systems must detect and deter fraudulent calls. Each proposed system will have, at a minimum, the following capabilities:

- 11.2.16.1.** The ability to detect credit cards and calling cards that are not accepted by the vendor;

**GTL Response:** GTL understands and complies. Our proposed phone system will be able to detect and reject credit and calling cards that are not acceptable.

- 11.2.16.2.** The ability to deter fraudulent international calling card calls:

**GTL Response:** GTL understands and complies. Our proposed phone system will be able to detect and defer fraudulent international calling cards.

- 11.2.16.3.** The ability to prevent the use of and/or reject slugs;

**GTL Response:** GTL understands and complies. Our proposed phone system will be able to prevent the use of slugs.

- 11.2.16.4.** For "instrument implemented" systems, the ability to protect against regenerated dial tone;

**GTL Response:** GTL understands and complies. Our proposed phone system will be able to protect against regenerated dial tone.

- 11.2.16.5.** The ability to prevent collect and third party billed calls to the payphone line.

**GTL Response:** GTL understands and complies. Our proposed phone system will be able to prevent collect and third party billed calls to payphone lines.

**11.2.17. Environment:** All proposed instruments, whether intended for indoor or outdoor use, must be capable of providing full service, 24 hours a day, 7 days a week in the STATE's environment regardless of temperature and humidity fluctuations.

**GTL Response:** GTL understands and complies. All proposed instruments, whether intended for indoor or outdoor use, will be capable of providing full service, 24 hours a day, 7 days a week in the STATE's environment regardless of temperature and humidity fluctuations.

**11.2.18. Consumer Information:** Consumer information will be provided at each payphone as required by the Alabama Public Service Commission and as required by the FCC for an "aggregator" as defined in the Telephone Operator Consumer Improvement Services Act of 1990 and FCC rules related thereto including posting name, address and toll-free telephone number of the operator services provider.

**GTL Response:** GTL understands and complies. Consumer information will be provided at each payphone as required by the Alabama Public Service Commission and as required by the FCC for an "aggregator" as defined in the Telephone Operator Consumer Improvement Services Act of 1990 and FCC rules related thereto including posting name, address and toll-free telephone number of the operator services provider.

**11.2.19. User Instructions:** Instructions to the user will be posted at each telephone and will precisely describe the method for placing various types of calls.

**11.2.20. Coin Acceptance:** The coin acceptance mechanism must accept U.S. nickels, dimes, and quarters.

**GTL Response:** GTL understands and complies. The coin acceptance mechanisms of our proposed telephones will accept U.S. nickels, dimes, and quarters.

**11.2.21. Card Reader Mechanism:** The card reader mechanism proposed for non-coin and/or universal telephones must be an "insert" or "swipe" type. It must permit the automatic reading of track 2 of the magnetic stripe and also permit the current or future acceptance of magnetic stripe calling cards.

**GTL Response:** GTL understands and complies. Card readers proposed for non-coin and/or universal phones will meet the above requirements.

**11.2.22.** Credit Card Acceptance: Those proposed pay telephones that permit credit card transactions must provide on-line authorization. Generally accepted bank and credit cards must be accepted. (ex. American Express, Visa, or MasterCard).

**GTL Response:** GTL understands and complies. Proposed pay telephones that permit credit card transactions will provide on-line authorization. Generally accepted bank and credit cards will be accepted. (ex. American Express, Visa, or MasterCard).

**11.2.23.** Some state locations, such as State Parks, will require instruments that have data ports, so that users can access e-mail, download/upload files, etc.

**GTL Response:** GTL understands and complies. When required at specified state locations, such as State Parks, GTL's subcontractor, Talton Communications, will provide instruments that have data ports, so that users can access e-mail, download/upload files, etc.

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## **INMATE SERVICES**

### **11.3. Inmate Services**

Due to the unique nature of correctional facilities, specific types of telephones and specialized services are required. The awarded vendor must provide a turn-key solution.

**GTL Response:** Global Tel Link (GTL) is well aware of the challenges involved in providing secure telephone services for inmates. Our company has specialized in inmate calling services since the early 1980s. LazerPhone is our state-of-the-art inmate telephone control, monitoring, and recording system with virtually unlimited expansion capabilities. Completely turnkey, LazerPhone's integrated components are designed to be operational 24 hours a day, 365 days a year without facility personnel intervention. At the time of installation the system is configured with facility-wide settings and call restrictions dictated by the Alabama Department of Corrections. After installation, at a LazerPhone workstation, the System Administrator or other authorized personnel have options to add/change restrictions, monitor, and report inmate telephone usage. Telephone restrictions may be defined for an entire facility, a particular cell block, individual inmate PINs, and/or individual telephone units.

#### **11.3.1. Instruments/Equipment:**

The Department of Corrections requires higher standards for the security and durability of their equipment than other agencies. With limited exceptions, all telephone instruments proposed for use at correctional facilities will be required to meet the following specifications at a minimum:

- (1) Be "Charge a Call" type with no coin receptacles or containers.
- (2) Be constructed of not less than 16 gauge steel.
- (3) Be constructed with no removable parts including ear and mouth pieces.
  - (a) Must have metallic tamper proof keypad
  - (b) Must have an armored cord
- (4) Must interface to an inmate monitoring system.
- (5) Must be available for extensive testing during the initial acceptance test period to determine its acceptability for use in this special environment.
- (6) All equipment must be new. (Added per Addendum 1: Inmate/Payphone ITB Specification Modification.)

**GTL Response:** GTL understands and complies. GTL's inmate telephones meet all of the above requirements. Our inmate phone is a totally secure unit, ideally suited for prisons and jails. Inmate telephones are line powered and require no AC or battery backup power. The telephone housing is seamless stainless steel with no exposed screws, bolts, metal or other hard substance fasteners. The housing is tamper and water resistant to the highest degree, and can only be opened with a special security tool. Telephones are flush mounted to the wall. Each is equipped with a stainless steel, braided security lanyard inside the armored cord designed to handle up to 1,000 pounds of pull resistance - extremely resistant to stretching and breaking.



**CT-300-SS-VC-32**

**CT-300 Brick**

Housing: High Security, 16 Gauge, Steel  
Size: 10 1/2"H x 5 1/4"W x 2 1/4"D  
Switch Hook: Magnetic or Micro Switch  
Volume Control: Technician Set or Optional External Button  
Sidetone Reduction: Built-in Confidencer Function  
Connections: Modular or Screw Terminal  
Keypad: Heavy Chrome Metal  
Handset: Armored Cord with Steel Lanyard and Heavy Gauge Steel Retainer  
Conformal Coating: Protects components for Outdoor Use  
Line Powered: No A/C power required  
Mounting: Mounts directly to wall, to a Model CT-3500BB Backboard or to an existing 178A Backboard with adapter Model CT-178ADP  
Warranty: 2 Years  
FCC Registered: 1U8USA-74411-CC-T

Calls from inmate telephones are managed and fully controlled by LazerPhone's software system.

**11.3.2. Required Features:**

**11.3.2.1. Web Access:** Access to the system from any remote computer with internet access.

**GTL Response:** GTL understands and complies. Our LazerPhone Inmate Telephone System's controlling software, through which all system management and administration is accomplished, is a Web-based, Microsoft® Windows XP program. Being Web-based, the LazerPhone Inmate Telephone System can permit authorized users at multiple locations to access the system's login screen of the control program using Microsoft's Internet Explorer. No additional software is required. LazerPhone features, including the generation of investigative or administrative reports, are available to the remote person or agency based on the level of security clearance permitted by the Alabama DOC.

Authorized remote access to the LazerPhone Inmate Telephone System is accomplished by either of the following methods:



**Dial-Up Through RAS Router:** Remote connectivity can be added for State-approved law enforcement agencies or other remote State personnel by way of dial-up through a RAS Router connection to Global Tel\*Link's private Wide Area Network.

In this case, the remote user needs a PC computer configured with an existing Internet account, Microsoft's Internet Explorer, and security clearance to dial-in to the LazerPhone system through the RAS router provided by GTL.

**Local or Wide Area Networking:** The LazerPhone Inmate Telephone System can be networked to an existing local area network (LAN) or wide area network (WAN) to easily connect multiple users or locations. Networking is accomplished using TCP/IP protocol.

In this case, the remote user needs a Windows-based workstation or PC computer that is connected to the State's LAN or WAN, Microsoft's Internet Explorer, and security clearance to access the LazerPhone system.

Through the network, the authorized person at a remote location can perform any LazerPhone administrative or investigative functions permitted by the person's security clearance level, just as if he or she were sitting at the LazerPhone workstation at the facility.

**11.3.2.2. Alert Call Notification:** System must be able to place an alert call (to an investigator's land line or cell phone) or page the investigator when a pre-specified type call takes place (for example: a certain number is called, a certain inmate places a call, etc.). The alert call must allow the investigator to listen in on the call live, without any notification to the original calling or called party.

**GTL Response:** GTL understands and complies. LazerPhone allows facility personnel to designate Hot Numbers at the workstation. A Hot Number may be a destination telephone number or an inmate PIN.

A call-in-progress detected by LazerPhone's **Hot Number Alert** system is automatically directed to up to three pre-designated phone numbers (standard phone, cell phone, or pager), in sequential order. When an alerted official's telephone rings, he or she enters a security pass code via the phone's keypad to access the live conversation. The on-set of monitoring cannot be detected by either the inmate or the called party. When the alert goes to a pager, the origination and destination numbers of the call are reported. When PINs are in use, the inmate's PIN number is also reported.

When all three designated numbers are telephone numbers (not a pager), LazerPhone will call the first number on the list, if no answer after six rings, the second number is dialed. If no answer after six rings, the third is dialed. If there is no answer after six rings, LazerPhone begins again with the first number, repeating the cycle up to three times.

When one of the designated numbers, for example the last on the list, is a pager, LazerPhone will attempt the first two phone numbers and if no answer, will ring the pager, which stops the cycle. LazerPhone "assumes contact" when it delivers to the pager: the phone number from which the call is being made, the number dialed, and the inmate's PIN (if applicable).

If the need arises, at the workstation or from a remote location, an authorized officer may instantly **disconnect** or **conference** into an inmate's call. If logged into the system, the officer chooses the Disconnect or Conference menu option on the Call Monitoring screen. From a remote location, the authorized official monitoring a live inmate conversation can disconnect the call using LazerPhone's KwicKILL code or break into the conversation to speak to both parties using LazerPhone's Conference Call code.

The system's **Hot PIN Account Report** and **Hot Number Report**, both available at the workstation, help facility personnel and case investigators track call frequency and patterns of inmates and destination numbers of particular interest.

**11.3.2.3. Access to all facilities:** Access to all facilities from any computer with proper security access.

**GTL Response:** GTL understands and complies. LazerPhone provides access to all facilities from any computer with proper security access. GTL's unique frame relay network allows the LazerPhone systems at all Alabama DOC facilities to be networked together via a secure closed network. Authorized remote access to LazerPhone records and controls, whether from DOC Headquarters or from a different DOC facility, is accomplished through a secure network that is installed, managed, monitored, and maintained by GTL. The DOC's LazerPhone Inmate Telephone System can permit authorized users at multiple locations to access the system's login screen of the LazerPhone Web Management System control program. Authorized users have access to inmate information such as calling activities, recorded conversations, allowed numbers, blocked numbers and comprehensive PIN information all based on the permissions granted by the system administrator(s). The system allows various DOC investigative and administrative staff the ability to share information about a case, an inmate or investigation through the use of the intergraded inmate notes feature of the LazerPhone Web Management System. This information is available online in real time to all with a need and the appropriate permission levels. Through this network, the authorized person at a remote location can perform any LazerPhone administrative or investigative functions permitted by the person's security clearance level, just as if he or she were sitting at the LazerPhone workstation at the facility.

**11.3.2.4. Approved Call List:** System must allow calls only to numbers on the inmate's approved call list (PAN).

**GTL Response:** GTL understands and complies. A LazerPhone Call Allow List, that will restrict calls to a limited list of approved numbers, can be assigned to each inmate. Call Allow lists, which work in conjunction with inmate PINs, can be setup at the system workstation or LazerPhone can be instructed to automatically generate a Call Allow list for each inmate.

**Manual Setup of Call Allow Lists:** At the LazerPhone system workstation, an authorized person can manually create or modify a Call Allow List for a selected inmate. After logging into the system, the authorized system user clicks the Accounts button to access a list of inmate PIN Accounts and does the following:

1. Click the inmate PIN of interest to open the inmate's Detailed Account Information sheet.
2. Click the Manage Call List button on the sheet to open the Call List.

3. Type in the telephone numbers the inmate is allowed to call.
4. Close the Call List.
5. On the Detailed Account Information sheet click Call Allow to activate the list.

The new list will be immediately recognized by the system, so from that point forward the inmate's calls will be limited to the numbers on the Call Allow list.

**Automatic Generation of Call Allow Lists:** To save administrative time, LazerPhone's innovative **Self-Learning** feature can be activated to automatically generate a Call Allow list for each inmate PIN, comprised of the first few destination numbers where the inmate's calls are accepted. The facility decides how many telephone numbers LazerPhone may add to an inmate's automatically generated list and authorized personnel may view or modify Call Allow lists at the LazerPhone workstation.

**Example Inmate Call Allow List**

Call List Management						
Call List for MICHAEL SPENCER - 0107177151						
Delete	Status	Approved Status	Phone Number	Comment	Creation Date	Modification Date
<input type="checkbox"/>	Active	Approved	9163690777	PRO-PER C/O	4/24/2002 6:32:00 AM	4/24/2002 6:32:00 AM
<input type="checkbox"/>	Active	Approved	5105340639	PP	5/13/2002 12:53:00 PM	5/13/2002 12:53:00 PM
<input type="checkbox"/>	Active	Approved	5105971930	PP	5/13/2002 12:53:00 PM	5/13/2002 12:53:00 PM
<input type="checkbox"/>	Active	Approved	5107638458	PP	5/13/2002 12:54:00 PM	5/13/2002 12:54:00 PM
<input type="checkbox"/>	Active	Approved	5108438770	PP	5/13/2002 12:54:00 PM	5/13/2002 12:54:00 PM
<input type="checkbox"/>	Active	Approved	5103820346	PP	5/13/2002 12:54:00 PM	5/13/2002 12:54:00 PM
<input type="checkbox"/>	Active	Approved	9232968610	PP	5/13/2002 12:55:00 PM	5/13/2002 12:55:00 PM
<input type="checkbox"/>	Active	Approved	5105676102	PP	5/13/2002 12:55:00 PM	5/13/2002 12:55:00 PM
<input type="checkbox"/>	Active	Approved	5106360797	PP	5/13/2002 12:55:00 PM	5/13/2002 12:55:00 PM
<input type="checkbox"/>	Active	Approved	5107907712	PP	5/13/2002 12:55:00 PM	5/13/2002 12:55:00 PM

**Advantages of Call Allow Lists:** After years of analysis it has been determined that most inmates call relatively few numbers and most are called within a short period after incarceration. Automatically generated Call Allow lists allow investigators to quickly pin-point who inmates are calling, thereby minimizing time and effort during investigations.

The use of Call Allow lists greatly minimizes the amount of time required to continuously update facility-wide or individual block lists. Call Allow lists are a simple and natural deterrent to PIN sharing. Numbers in a Call Allow list are normally significant only to the rightful owner of the associated PIN. Additionally, we have found that individual Call Allow lists used in conjunction with PINs does not have a negative impact on revenue from inmate phones.

**11.3.2.5. Pre-paid platform:** System must include a pre-paid plan that will allow inmate's families to pre-pay funds to cover inmate's future calls. These pre-paid collect calls will be billed at a reduced cost (to the inmate's family) as compared to regular collect calls from the facility.

**GTL Response:** GTL understands and complies. Calls that may be otherwise blocked for financial reasons, can be completed through Global Tel\*Link's AdvancePay program. GTL provides a toll-free number that a consumer may call anytime (24 hours per day, 365 days per year) to check the balance on his/her existing AdvancePay account.

**Automated AdvancePay Setup:** When an inmate attempts to dial a number that has a financially-based block, LazerPhone will place the inmate on hold while the option is given to the called party to set up an AdvancePay account that will allow inmate calls, up to a specified amount, to be charged to the party's VISA or Mastercard. Once the called party provides the appropriate information, the inmate is connected.

The opening message to a called party regarding AdvancePay is similar to:

"Your telephone service provider does not allow collect calls from ...".

"If you would like to accept this and future collect calls, you must establish a pre-pay account. We accept Visa and MasterCard. If you would like to set up an account and accept this call please press ...".

Once the appropriate key is pressed to indicate "yes", prompts will walk the called party through the remainder of the set up process. The option is given to set up a \$25.00 or \$50.00 prepayment. Once the account has been established and payment made via credit card, the current call will connect.

After the pre-pay account is established, collect calls to the telephone number may be placed up to the prepaid amount. After the prepaid amount is depleted, the system will inform the user that a prepayment must be made before additional calls can be received. Customers are also given the option at that time to increase their amount from a \$25.00 limit to a \$50.00 limit.

**Non-Automated AdvancePay Setup:** For people who do not have or choose not to use a VISA or Mastercard, AdvancePay's automated operator also provides a telephone number to Global Tel\*Link's live AdvancePay operators, that the call recipient may dial to setup an AdvancePay account using other methods of payment. Other payment methods include cashiers check, personal check, Western Union, MoneyGram, or money order.

Our toll-free AdvancePay Customer Service number (877-650-4249) is answered from 6:00 AM to 10:00 PM (Central Time), Monday through Friday and from 8:00 AM to 5:00 PM (Central Time) on Saturdays. During nights and weekends customers may leave a message and a GTL Service Representative will return the call. We currently employ 23 full-time billing customer support personnel.

GTL's AdvancePay program currently funds over 21,000 inmate calls per day. Although it varies, on average, 35% to 40% of all calls at larger LazerPhone facilities are prepaid though called-party AdvancePay and/or by inmate prepay options, which include inmate Debit Accounts and Inmate Net Prepaid Calling Cards.

**Percent of Collect and Prepaid Calls**

	<b>% Collect</b>	<b>% AdvancePay</b>	<b>% Inmate Prepay</b>
Site also using Inmate Prepay	65%	25%	10%
Site not using Inmate Prepay	60%	40%	N/A

**11.3.3. Inmate Calling Services**

The Department of Corrections has implemented a secure system for inmates to make calls from Alabama Prison Facilities. Any system proposed in response to this ITB must provide the following comparable services as a minimum:

**11.3.3.1. Dialing procedures required:**

**11.3.3.1.1.** The inmate dials O+ area code + telephone number.

**GTL Response:** GTL understands and our LazerPhone system provides comparable inmate dialing service.

**11.3.3.1.2.** The automated operator says, "Please state your name."  
The inmate's name is then recorded.

**GTL Response:** GTL understands and complies. For every call, LazerPhone's automated operator presents to the called party, the inmate's name (prerecorded in the inmate's voice) and the name of the correctional facility. The automated operator obtains the inmate's name as follows:

If PINs are in use, the automated operator instructs the inmate to enter his or her PIN and the inmate's pre-recorded name is retrieved from the individual's PIN file.

If PINs are not in use, the automated operator says, "At the tone, please state your name." The name is stored in temporary memory. By default, the inmate has a two (2) second window in which to state his/her name. The time window is programmable for longer or shorter periods.

**11.3.3.1.3.** The inmate must state his or her name clearly before the call is processed.

**GTL Response:** GTL understands and complies. LazerPhone's automated operator prompts the inmate to clearly state his or her name for recording prior to processing the call.

**11.3.3.1.4.** Once "Name" is stated, the system tells the inmate, "Your call is being processed."

**GTL Response:** GTL understands and complies.

**11.3.3.1.5.** Inmate holds for the call to be processed.

**GTL Response:** GTL understands and complies. The inmate is put on-hold while the call is processed.

**11.3.3.1.6.** The called party is told "You have a collect call from an Alabama Prison Facility", the name of the facility, and plays back the inmate's recorded name. The announcement must include a rate quote for the called party, including rate per minute and any other fees and charges. The called party may at their option accept, decline, or be given a 1-800-XXX-XXXX telephone number to call.

**GTL Response:** GTL understands and complies. When the call is answered, the LazerPhone System's automated operator will instruct the called party with a message such as:

"You have a collect call from [INMATE NAME], an inmate at [FACILITY NAME], an Alabama Prison Facility. This call may be monitored and/or recorded.

If you wish to accept this call, press or say zero and hold.

To deny the call, press or say 5 and hang up."

If you wish to block future calls of this nature, press or say 7 for further instructions. (GTL's toll free number is provided.)

To hear the cost for this call, press or say 9 and hold for rate information.

*If the called party fails to respond appropriately, the message repeats up to three times and if no appropriate response is made within 30 seconds of the last repeat, the call is terminated.*

The exact wording of automated prompts will vary with call type. For example, for a call prepaid from an inmate's debit account, the message to the called party would open with: "This is a prepaid call from [inmate name], an inmate at [facility name]. The cost of this call has been prepaid by the inmate. If you wish to accept press or say zero and hold..." The wording of default messages can be modified to exactly match the State's preferences.

**11.3.3.1.7.** If the called party accepts the call, it is then connected.

**GTL Response:** GTL understands and complies. An inmate's call is connected only after the called party positively indicates acceptance. Billing begins when the the connection is made, allowing the inmate to talk with the called party

**11.3.3.1.8.** If the party called does not answer or declines the call, the automated operator states to the inmate the result of the call ("party is not at home", "party will not accept your call", etc.).

**GTL Response:** GTL understands and complies. When an inmate's call cannot be completed, the automated operator will notify the inmate using a message similar to one of the following:

"The called number was busy, please try your call later."

"The called party did not answer, please try your call later."

"The called party did not accept your call."

"The called party has placed a block on this number."

**11.3.3.1.9.** All Inmate calls must be directed through an automated operator. Absolutely no access to a "live" operator will be allowed.

**GTL Response:** GTL understands and complies. LazerPhone is strictly an automated operator service. Inmates will never have access to a live operator. The system voice prompts are clear and easy to understand. LazerPhone provides the following automated operator service features:

- **Language Preference:** Upon picking up the receiver, the inmate will hear the following prompt, "For English, press 1" – in English; "For Spanish, press 2" – in Spanish; and so on. This prompt continues through each language chosen by the State and available in the system until the inmate makes a selection. The system supports up to ten (10) languages at one time.
- **Call Type Preference:** When the facility approves multiple call types (e.g. collect, debit, station-to-station, person-to-person) the automated operator prompts the inmate to select the various call type options.
- **Inmate Call Branding:** When an inmate's call is answered the automated operator identifies for the called party both the inmate and the facility from which the call was placed. For example, the branding message for a collect, station-to-station call is similar to: "This is a collect call from [INMATE NAME], an inmate at [FACILITY NAME]. The branding message is followed by various called-party options.
- **Positive Call Acceptance:** Following the call branding message, the called party hears an instructional prompt, "If you wish to accept this call, press or say 'zero' and hold; to refuse, press or say '5' and hang up; if you wish to block any future calls of this nature, press or say '7' for further information." Should any number other than those specified be pressed or spoken, the call is terminated. If the called party fails to respond appropriately, the message will repeat up to three times. If there is no response within thirty seconds of the third repeat, the call is terminated.
- **Automatic Rate Quote:** The system will quote rates to the called party prior to accepting the call. The rates are retrieved from Global Tel\*Link's centralized rating system which is revised automatically when rate changes occur. The rate-quoting feature will quote the called party the cost of the first period, or minute, and the cost for any additional period(s), or minute(s).
- **Call Duration Warning:** A voice prompt or a warning tone will alert both the inmate and the call recipient when only one minute is left on any call. The system may be configured to repeat the warning at a different interval and/or at multiple intervals.
- **General Information:** When an inmate's call cannot be completed, the automated operator will notify the inmate using a message similar to one of the following:
  - "The called number was busy, please try your call later."
  - "The called party did not answer, please try your call later."
  - "The called party did not accept your call."

"The called party has placed a block on this number."

- **Automated Account Balance:** When LazerPhone's prepaid Debit system is in use, the inmate hears the balance in his or her Debit account before call processing begins for a prepaid call.
- **Automated AdvancePay Setup:** When an inmate attempts to dial a number that has a financially-based block, AdvancePay will place the inmate on hold while the option is given to the called party to set up an AdvancePay account that will allow inmate calls, up to a specified amount, to be charged to the party's VISA or Mastercard.

**11.3.3.1.10.** The system must provide a recurring announcement at various intervals that states "This call has been placed from an Alabama Prison facility", and states the name of the facility.

**GTL Response:** GTL understands and complies. In addition to the opening announcement to the call party prior to call acceptance, LazerPhone can be configured to interject recorded announcements at random or preset intervals throughout the inmate's conversation.

**11.3.3.1.11.** Inmate service will be restricted to O+ Station to Station Collect Only, no Person to Person will be allowed. This service will include local, intraLATA and interLATA collect calls. No other types of calls may be permitted for inmate service unless expressly exempted on a limited basis by institution through a separate memorandum of agreement issued to the vendor by the STATE. In these limited instances, the vendor will be required to provide local coin calling in addition to collect only calling. Vendors must provide detailed information on the proposed system's ability to limit inmate calls to collect only and to the list of called numbers permitted to each inmate. No access to 800, 900, 10XXX, 950 or other numbers restricted by the Department of Corrections is permitted.

**GTL Response:** GTL understands and complies. LazerPhone's calling services for inmates can be configured to restrict calls to station-to-station, collect only. Other call types are available (e.g. prepaid debit calls) at the State's request. At the time of installation the system is configured with facility-wide settings and call restrictions dictated by the Alabama DOC. After installation, at a LazerPhone workstation, the System Administrator or other authorized personnel have options to add/change restrictions, monitor, and report inmate telephone usage. Telephone restrictions may be defined for an entire facility, a particular cell block, individual inmate PINs, and/or individual telephone units.

**Available Telephone Services:** LazerPhone provides Local, InterLATA, IntraLATA, Interstate, and International service as desired by the DOC, facilitated entirely by an automated operator. The system can provide collect, prepaid, and (when appropriate) free call options.



**Pre-Block of Disallowed Numbers:** LazerPhone's computerized call control system is pre-programmed to block known disallowed numbers. Prefixes such as 900, 950, 800, 976, 411, and 911 are automatically blocked and require no action by facility personnel. Additionally, calls to the operator through 0, 00, 10xxx, 950xxx, etc. are disallowed without requiring action by facility personnel. At the State's request, the system can be configured to allow or disallow international calls. All incoming calls are blocked. Inmate telephones are automatically blocked from other inmate phones within the same facility or within other facilities with LazerPhone systems.

Global Tel\*Link's call processing and blocking systems are external to the telephone units and can be operated either remotely from Global Tel\*Link's Management Control Center or directly from the facility's on-site workstation.

**Unlimited Real Time Call Blocking:** LazerPhone allows an unlimited quantity of individual numbers to be blocked on-site, in real time, at the system workstation. Each inmate call is checked through LazerPhone's validation system. If the dialed number has been blocked, the inmate is informed, "You may not dial this number," and the call is terminated. Numbers may be blocked facility-wide, by inmate telephone (or all phones in a housing unit), or by individual inmate PINs (personal identification numbers).

**Emergency Blocks:** In an emergency, a new block can be in place in a matter of seconds. An authorized correctional officer opens the Manage Facility Phone List screen at a LazerPhone workstation, clicks the Add New button to open the Destination Phone Number Details screen, types in the number, and checks Blocked. The newly added number is immediately recognized and blocked by the system.

**11.3.3.1.12.** Inmate service will provide for flexible timing restriction. At a minimum, these timing restrictions must be able to limit calls from 0 to 30 minutes, in 5 minute increments. The institution will have the option to have no timing restrictions if it chooses to do so. The current time limit, as well as default time limit, is 15 minutes.

**GTL Response:** GTL understands and complies. LazerPhone can limit the duration of inmate calls from one (1) to two hundred fifty-five (255) minutes. A call duration limit may be applied globally to all system telephones and selectively applied to logical groups of phones (cell block, building, etc.), individual telephones, individual inmate PINs, and to individual destination numbers. Call durations are set and changed entirely at the DOC's discretion and are adjustable at the system workstation at each location.

**Warning Prompt:** LazerPhone can be configured to include a warning tone or voice message to announce the impending disconnect of the phone call. The playing of the warning tone or message is configurable by seconds left in the call. For example, it can be configured so that the prompt plays 60 seconds prior to call termination, and again at 30 seconds (10 seconds, etc.). Termination messages may be changed at the DOC's discretion.

**11.3.3.1.13.** Inmate pay telephones will provide outgoing service only. No incoming service will be permitted to inmate telephones.

**GTL Response:** GTL understands and complies. LazerPhone provides only out-going service to inmates.

**11.3.3.1.14.** The STATE will bear no responsibility for fraudulent calls placed from any inmate facility nor will the STATE bear any responsibility for theft or vandalism of inmate telephones or related equipment. The STATE shall bear no costs associated with theft, fraud or vandalism, nor will any such costs be deducted from revenues on which commissions are due to the STATE.

**GTL Response:** GTL understands and complies. GTL accepts full responsibility for any losses due to fraud, theft, or vandalism with no deductions what so ever from the STATE's revenue for these costs.

**11.3.3.1.15.** Voice Prompts must be multi-lingual. Vendor must describe how these multi-lingual prompts work and what languages are available. At a minimum voice prompts must be available in English and Spanish.

**GTL Response:** GTL understands and complies. By default, LazerPhone's automated operator's pre-recorded messages are available in English and Spanish. LazerPhone supports prompts in up to ten (10) languages. If the facility has a need for an additional language, pre-recorded messages in that language can be developed at no cost to the STATE. Modifications to pre-recorded messages are also provided at no cost.

**11.3.4. Inmate Telephone Monitoring Device:**

The proposed monitoring system must provide for digital Recording. The vendor will furnish information about the make(s) and model(s) of the proposed inmate monitoring device(s):

**GTL Response:** GTL understands and complies. LazerPhone has fully integrated state-of-the-art monitoring and recording capabilities with no interference to current recording operations. By default, all inmate conversations are recorded unless monitoring and recording are prohibited to ensure client/attorney privilege or have been selectively turned off by authorized facility personnel.

**MONITORING**

Current inmate call activity may be **visually** monitored on a Call Monitoring screen at the LazerPhone workstation and/or **audibly** monitored by directing a live conversation to the workstation's computer speaker, to a standard phone, or to a cell phone. Because both visual and audio monitoring are seamlessly integrated into LazerPhone's real-time environment, monitoring does not interfere with recording and is not detectable by either the caller or the recipient of the call.

**VISUAL CALL MONITORING**

Authorized personnel may watch the status of phones and calls-in-progress at the local workstation or a workstation at a remote central site. LazerPhone provides a visual display of all phone line activity in real time on the Call Monitoring screen.

Facility: 4870 - Central Detention Center **Disconnected**

Total Stations: 155 Connected Stations: 16 Idle Stations: 139

Details Cut Call Activate Station Print Listen Refresh

Name	Description	Group	Line Status	Current Distribution	Trunk Used	Current PIN
9093810030	Male I Tank #1	MALE 1	Validation was denied.	7022429935	000	0304301003
9093810020	Male C Tank #2	MALE 1	Call is connected	9096246311	009	0302343327
9093810039	Fem HLDG	ALWAYS ON	Call is connected	9097974555	043	
9093810048	Male H South #2	MALE 2	Call is connected	9096809331	011	0111300459
9093810068	Marshaling ISO	MALE 1	Call is connected	8188990253	002	0301300347
9093810113	Male E North Call #2	MALE 1	Call is connected	9093681767	009	0302300661
9093810115	Male E North Call #4	MALE 1	Call is connected	9093682809	008	0304301190
9093810145	Male F Tank #5	MALE 1	Call is connected	6269665287	014	0304301394
9093810135	Male ISO #2	MALE 2	Playing prompts	5629841902	002	0305300389
9093810108	Male E South #2	MALE 1	Playing prompts	8188982985	026	0304300608
9093810119	Male B South Call #3	MALE 1	Playing prompts	9094339967	006	0304300011
9093810085	Male Rec Yard 1 #1	ALWAYS ON	Calling destination	3078564592	037	0304300801
9093810063	Male R Tank #2	MALE 2	Getting PIN	4082485630		
9093810121	Male B South Call #5	MALE 1	Getting phone number			
9093810125	Male B North Call #4	MALE 1	Phone off hook			
9093810160	Male J Tank #6	MALE 2	Phone off hook			
9093810071	Male L North Call #4	MALE 2	Idle			
9093810001	Fem TOD - NO PIN	ALWAYS ON	Idle			
9093810002	Fem Dorm 2	FEMALE 1	Idle			
9093810063	Male H South Call #5	MALE 2	Idle			
9093810004	Fem West 1 #1	FEMALE 1	Idle			
9093810005	Fem West 1 #2	FEMALE 1	Idle			
9093810006	Fem East 1 #1	FEMALE 1	Idle			
9093810007	Fem East 1 #2	FEMALE 1	Idle			

### **AUDIO CALL MONITORING**

**A call-in-progress, visible on LazerPhone's Call Monitoring screen**, may be directed to the workstation speaker or particular telephone receiver by double-clicking the call entry to open a pop-up box and choosing the "Send call to computer speakers" option, or by entering a destination telephone number. If a telephone number is entered, when the destination phone rings, the called-party dials a numeric password to access the live conversation.

**A call-in-progress detected by the LazerPhone's Hot Number Alert system** is automatically directed to up to three pre-designated phone numbers (standard phone, cell phone, or pager). When an alerted official's telephone rings, he or she enters a password via the phone's keypad to access the live conversation. When the alert goes to a pager, the origination and destination numbers of the call are reported. When PINs are in use, the inmate's PIN number is also reported.

If the need arises, at the workstation or from a remote location, an authorized officer may instantly **disconnect** or **conference** into an inmate's call. If logged into the system, the officer chooses the Disconnect or Conference menu option on the Call Monitoring screen. From a remote location, the authorized official monitoring a live inmate conversation can disconnect the call using LazerPhone's KwickKILL code or break into the conversation to speak to both parties using LazerPhone's Conference Call code.

### **RECORDING**

LazerPhone's recording parameters are user-selectable. By default, all inmate calls are recorded and may be audibly monitored by authorized personnel, except those to approved legal counselors. At the system workstation, authorized personnel may turn off monitoring and recording for other calls by destination number, PIN, inmate phone, and groups of inmate phones.

**Recording Storage:** Recordings of inmate conversations will be retained on-line for a minimum of ninety (90) days. The system's **Record Lock** feature allows recordings of special interest to be retained beyond the agreed upon storage period (until the record is unlocked). The LazerPhone workstation is equipped with a Compact Disk Read/Write (CDRW) drive for backing up call records and/or recordings for off line storage. LazerPhone's easy backup routine allows up to 100 recordings to be selected at once for copy to a CD. Copying a selected set of recordings to a CD requires only 4 mouse clicks to accomplish.

**Replay From LazerPhone's Control Program:** At the system workstation (or when logged-in from an authorized computer at a remote location), the LazerPlayer opens automatically when the system user clicks the recording icon on the desired call record. Locating recordings of interest is easy. On the system's Call Search screen, the user simply identifies the desired call record or records by one or more of the standard search criteria (date or range of dates, time of day, inmate phone, inmate PIN, destination number, call type, etc.), then clicks the Search button. An icon in the "R" field of a call record indicates the presence of a recording. When LazerPhone's record filter "Calls with Recordings" is specified, only calls with attached recordings will be retrieved.

Call Search

Select Report Type: **Call Detail Report**

Facility: **Glen Dyer Facility-5602**

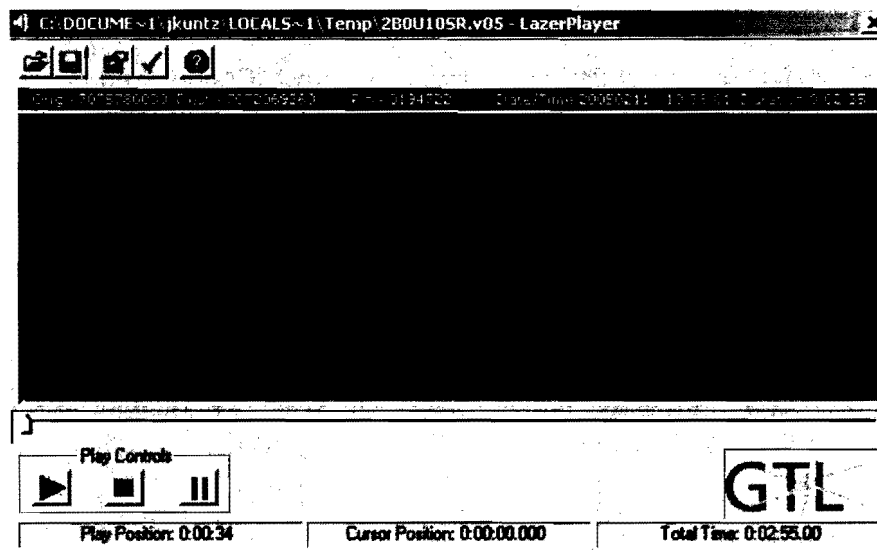
Sort By: **Start Date / Time** **Descending**

Copy File(s) Lock File(s)  
 Show Filters Search  
 Print

Total Count 8 - Currently Viewing 1 to 8

	Station	Location	Dest	PIN	Date/Time	Length	Cost	Start	End
1	5104460016	HI D POD PH-1	8508922279		6/10/2004 8:15:18 AM	18:57	\$4.04	DTMF Call Accepted	Station Hung Up
2	5104460016	HI D POD PH-1	8508922279		6/10/2004 8:15:18 AM	18:57	\$4.04	DTMF Call Accepted	Station Hung Up
3	5104460032	HA F POD PH-1	5103639105		6/10/2004 5:42:28 AM	00:00	\$0.00	Station Hungup during Prompts	Call not complete (no end code)
4	5104460065	HI E POD PH-1	5103571224		6/10/2004 1:04:38 AM	50:00	\$5.90	DTMF Call Accepted	Station Hung Up
5	5104460065	HI E POD PH-1	4155855546		6/10/2004 12:58:34 AM	04:42	\$3.20	DTMF Call Accepted	Station Hung Up
6	5104460065	HI E POD PH-1	4155855546		6/10/2004 12:54:46 AM	02:39	\$3.08	DTMF Call Accepted	Station Hung Up
7	5104460081	HA E POD PH-2	5105398531		6/10/2004 12:35:43 AM	01:32	\$3.02	DTMF Call Accepted	Station Hung Up
8	5104460029	HA E POD PH-1	5102688577		6/10/2004 12:35:16 AM	00:00	\$0.00	Station Hungup during Prompts	Call not complete (no end code)

The system's small LazerPlayer program, which is available both at the workstation and on CDs to which LazerPhone recordings have been copied, is used to play, stop, fast-forward, rewind, or pause a recorded conversation. A click on a call record's recording icon opens the LazerPlayer and begins the replay.



**Replay From a CD:** A recorded conversation may be backed up to a compact disk (CD) for archival purposes or to be played back elsewhere for evidence. The LazerPhone workstation is equipped with a CDRW drive for this purpose. LazerPhone's easy backup routine allows up to 100 call recordings to be selected at once for copy to a CD. Copying a selected set of recordings to a CD requires only 4 mouse clicks to accomplish.

A recording copied to a CD remains wrapped in an exclusive **security envelope** that protects the integrity of the recording and verifies the authenticity of its identifying information (phone

numbers involved, inmate's PIN, date, time, and duration). Any deliberate or accidental alteration to the recording disturbs the security envelope and is immediately detectable. Global Tel\*Link, the manufacturer of LazerPhone, will provide expert testimony, free of charge, to any jurisdiction on the authenticity of LazerPhone recordings.

When a recording is copied to a CD, the small LazerPlayer program is also copied. Accessing the CD on any relatively late model Windows-based computer (with Windows Me, Xp, NT 4.0 Service Pack 6a or higher, and a sound card) allows the recorded conversation to be played back using the associated LazerPlayer program.

**Replay From an Emailed File:** A LazerPhone recording file in its original format (with security envelope) and the system's small LazerPlayer program can be attached to an email message and sent to any relatively late model Windows-based computer (with Windows Me, Xp, NT 4.0 Service Pack 6a or higher, and a sound card) for replay.

A recorded conversation may also be saved to a WAV or MP3 file that can be copied to CDs or emailed and played back using Windows Media Player. This is especially useful for quick consultations between investigators. It is not recommended that WAV or MP3 versions of an inmate's conversion be submitted as actual evidence, since conversion to the publicly accessible WAV file format, strips the recording of its security envelope. Without the security envelope, a recording's authenticity cannot be positively verified.

**11.3.4.1. Capacity:** The monitoring device must accommodate the number of inmate lines in each institution with expansion capability.

**GTL Response:** GTL understands and complies. LazerPhone can accommodate the monitoring of all inmate lines and has virtually unlimited expansion capability.

**11.3.4.2. Visual Monitoring:** The inmate monitoring device will permit the attendant to visually determine the off-hook and on-hook status of each inmate telephone. The device must provide a display of the line being monitored.

**GTL Response:** GTL understands and complies. Authorized personnel may watch the status of phone lines and calls-in-progress at the local workstation or a workstation at a remote central site. LazerPhone provides a visual display of all phone line activity in real time on the Call Monitoring screen.

**Call Monitoring** Facility: 4820 Central Detention Center **Disconnect**

Total Stations: 155 Connected Stations: 16 Idle Stations: 139

Details | **Cut Call** | Activate Station | Print | Listen | Refresh

Name	Description	Group	Line Status	Current Destination	Trunk Used	Current PIN
9093810030	Male I Tank #1	MALE 1	Validation was denied.	7022429935	000	0304301003
9093810020	Male C Tank #2	MALE 1	Call is connected	9098246311	009	0302343327
9093810039	Fem HLDG	ALWAYS ON	Call is connected	9097974555	043	
9093810048	Male H South #2	MALE 2	Call is connected	9096809331	011	0111300459
9093810068	Marshelling ISO	MALE 1	Call is connected	8188990253	002	0301300347
9093810113	Male E North Cell #2	MALE 1	Call is connected	9093881767	009	0302300661
9093810115	Male E North Cell #4	MALE 1	Call is connected	9093882809	008	0304301190
9093810145	Male F Tank #5	MALE 1	Call is connected	6269665287	014	0304301394
9093810135	Male ISO #2	MALE 2	Playing prompts	5629841902	002	0305300389
9093810108	Male E South #2	MALE 1	Playing prompts	8188982985	026	0304300608
9093810119	Male B South Cell #3	MALE 1	Playing prompts	9094339967	006	0304300011
9093810085	Male Rec Yard 1 #1	ALWAYS ON	Calling destination	3078564592	037	0304300801
9093810063	Male R Tank #2	MALE 2	Getting PIN	4082485630		
9093810121	Male B South Cell #5	MALE 1	Getting phone number			
9093810125	Male B North Cell #4	MALE 1	Phone off hook			
9093810160	Male J Tank #6	MALE 2	Phone off hook			
9093810071	Male L North Cell #4	MALE 2	Idle			
9093810001	Fem TDD - NO PIN	ALWAYS ON	Idle			
9093810002	Fem Dorm 2	FEMALE 1	Idle			
9093810083	Male H South Cell #5	MALE 2	Idle			
9093810004	Fem West 1 #1	FEMALE 1	Idle			
9093810005	Fem West 1 #2	FEMALE 1	Idle			
9093810006	Fem East 1 #1	FEMALE 1	Idle			
9093810007	Fem East 1 #2	FEMALE 1	Idle			

**11.3.4.3. Audible Monitoring:** The inmate monitoring device will permit an attendant to manually select any associated inmate telephone. The device will permit the attendant to listen to any conversation in progress at a selected telephone over the monitoring device's handset and/or speaker for an unlimited duration.

**GTL Response:** GTL understands and complies. A call-in-progress, visible on LazerPhone's Call Monitoring screen, may be directed to the workstations speaker or particular telephone receiver by double-clicking the call entry to open a pop-up box and choosing the "Send call to computer speakers" option, or by entering a destination telephone number. If a telephone number is entered, when the destination phone rings, the called-party dials a numeric password to access the live conversation.

**11.3.4.4. Call Disconnect:** The inmate monitoring device will permit the attendant to disconnect any call in progress.

**GTL Response:** GTL understands and complies. If the need arises, at the workstation or from a remote location, an authorized officer may instantly **disconnect** or **conference** into an inmate's call. If logged into the system, the officer chooses the Disconnect or Conference menu option on the Call Monitoring screen. From a remote location, the authorized official monitoring a live inmate conversation can disconnect the call using LazerPhone's KwickILL code or break into the conversation to speak to both parties using LazerPhone's Conference Call code.

**11.3.4.5. Undetected Supervision:** The inmate monitoring device will allow the attendant access to the inmate call in progress without a change in the audible signal. The inmate and the called party will not be aware of when the attendant is present on the line.

**GTL Response:** GTL understands and complies. Because both visual and audio monitoring are seamlessly integrated into LazerPhone's real-time environment, monitoring does not interfere with recording and is not detectable by either the caller or the recipient of the call.

**11.3.4.6. Alarm:** The monitoring device must provide an indication on the console to signal loss of power to the control equipment. If loss of power occurs during the inmate's use of the telephone, all inmate telephones will automatically be rendered inoperable.

**GTL Response:** GTL understands and complies. In the event of a power failure at the correctional facility, uninterruptible power supply (UPS) units provide temporary power for the entire system. The standard UPS units included with LazerPhone are capable of providing power to the system for 15 minutes, which is usually enough time for a facility to switch to its emergency generator. Units of greater capacity are available if required.

In the absence of an emergency generator, upon expiration of the UPS, the system performs a safe shutdown to protect data and renders inmate telephones completely inoperable. Once power is restored the system will reboot without human intervention and resume normal operations.

**11.3.4.7. Speaker:** The console must have a hands-free speaker to allow the attendant to monitor a call. The audible transmission of the speaker must be of a quality to allow the attendant to clearly hear both calling and called party.

**GTL Response:** GTL understands and complies. The LazerPhone workstation computer includes a high quality, hands-free speaker by which authorized personnel can clearly hear both the inmate and the called party during conversation monitoring.

**11.3.4.8. Cabling:** The cable necessary to support this device must be provided by the vendor or if in place cabling is available and can be acquired or leased by the vendor from the incumbent service provider and meets the requirements of this system, it may be reused. This will be a site specific decision made by the Department of Corrections.

**GTL Response:** GTL understands and complies. GTL will provide all cabling necessary to support the operation of inmate phones and the LazerPhone inmate calling system.



**11.3.5. Inmate Telephone Recording Requirements:** The proposed system(s) will provide, as a minimum, the following:

**11.3.5.1. Recording of all voice channels**

**GTL Response:** GTL understands and complies. LazerPhone provides recording of all voice channels. By default, all inmate calls are recorded and may be audibly monitored by authorized personnel, except those to approved legal counselors. At the system workstation, authorized personnel may turn off monitoring and recording for other calls by destination number, PIN, inmate phone, and groups of inmate phones.

**11.3.5.2. The ability for the central monitoring attendant to record both sides of a conversation on any inmate telephone line.**

**GTL Response:** GTL understands and complies. LazerPhone allows monitoring of calls on any inmate telephone line from a centralized location and provides recording of both the inmate's and the called party's side of the conversation.

**11.3.5.3. Storage on a hard drive for up to 90 days**

**GTL Response:** GTL understands and complies. Recordings of inmate conversations will be retained on-line for a minimum of ninety (90) days. The system's **Record Lock** feature allows recordings of special interest to be retained beyond the agreed upon storage period (until the record is unlocked).

**11.3.5.4. Call Portability: The ability to burn or transfer a recorded conversation to a CD or other media.**

**GTL Response:** GTL understands and complies. The LazerPhone workstation is equipped with a Compact Disk Read/Write (CDRW) drive for backing up call records and/or recordings for off line storage. LazerPhone's easy backup routine allows up to 100 recordings to be selected at once for copy to a CD. Copying a selected set of recordings to a CD requires only 4 mouse clicks to accomplish.

**11.3.5.5. The transferred record must include the call record detail (time/date of call, PIN #, number called, duration of call, etc.)**

**GTL Response:** GTL understands and complies. When a recording is copied to a CD the transferred record includes the call's details (time/date, PIN, destination number, duration, etc.). The transferred recording remains wrapped in GTL's exclusive security envelope that protects the integrity of the recording and verifies the authenticity of its identifying detailed information. Any deliberate or accidental alteration to the recording would disturb the security envelope and be immediately detectable. GTL will provide expert testimony, free of charge, to any jurisdiction on the authenticity of LazerPhone's recordings.

- 11.3.5.6.** All records from every site must be available online so that system wide investigations may be performed from a central location.

**GTL Response:** GTL understands and complies. LazerPhone's call records are available online from a central location. LazerPhone provides access to all facilities from any computer with proper security access. GTL's unique frame relay network allows the LazerPhone systems at all Alabama DOC facilities to be networked together via a secure closed network.

Authorized remote access to LazerPhone records and controls, whether from DOC Headquarters or from a different DOC facility, is accomplished through a secure network that is installed, managed, monitored, and maintained by GTL. The DOC's LazerPhone Inmate Telephone System can permit authorized users at multiple locations to access the system's login screen of the LazerPhone Web Management System control program. Authorized users have access to inmate information such as calling activities, recorded conversations, allowed numbers, blocked numbers and comprehensive PIN information all based on the permissions granted by the system administrator(s). The system allows various DOC investigative and administrative staff the ability to share information about a case, an inmate or investigation through the use of the intergraded inmate notes feature of the LazerPhone Web Management System. This information is available online in real time to all with a need and the appropriate permission levels. Through this network, the authorized person at a remote location can perform any LazerPhone administrative or investigative functions permitted by the person's security clearance level, just as if he or she were sitting at the LazerPhone workstation at the facility.

- 11.3.5.7.** Search and Play: The system must allow administrators to search for calls completed and recorded during a specific time period, calls placed at a specific inmate telephone, calls placed to a specific destination number or calls made by phones assigned to a inmate or group.

**GTL Response:** GTL understands and complies. LazerPhone's Call Search screen allows administrators to search for calls by a variety of criteria, including calls during a specified time period, calls placed from a specific inmate phone or to a specific destination number, or all calls made by phones assigned to an inmate or group.

Call record filters can be applied individually or in combination. Standard filters include (but are not limited to):

- Calls by Origination number (inmate phone)
- Calls by Destination number
- Calls from a specified phone or group of phones
- Calls by Rate Type (Local, InterLata, etc.)
- Calls through a particular trunk line
- Calls with recorded conversations
- Calls with replayed recordings
- Calls with Notes
- Calls of a specified duration
- Calls by Inmate PIN (if applicable)
- Calls with specified words in call Notes

- Calls with a specified Start or End code
- Free calls
- Completed calls
- Incomplete calls
- Incomplete calls that validated
- Locked call records

The call search results in an on-screen call detail report, ready for printing. The report will display all calls that meet the specified criteria. Call detail reports include for each call record: Phone Station ID, Site ID, Destination Number, PIN, Date/Time, Length, Cost, Start Code and End Code, as well as a set of icon fields that provide the following information when an icon is present.

Icon	Indicates
R	A recorded conversation is attached
N	A user Note is attached
L	The record is Locked to keep its recording beyond normal storage period
P	The recording has been played back (Playback History)
C	Call record has been downloaded to CD (Call Download History)

For on-site auditing and revenue verification, call detail reports include a total cost and duration summary for all records in the report, as well as the duration (length) and cost of individual calls. Reports may be generated for any time period and may be sorted in ascending or descending order by any of the nine major column headings on the report.

The screenshot shows a web-based call search interface. At the top, there are controls for 'Select Report Type' (set to 'Call Detail Report'), 'Facility' (set to 'Glen Dyer Facility - 5602'), and 'Sort By' (set to 'Start Date / Time' and 'Descending'). There are buttons for 'Copy File(s)', 'Lock File(s)', 'Show Filters', 'Search', and 'Print'. Below these controls, it says 'Total Count 8 - Currently Viewing 1 to 8'. The main part of the screenshot is a table with the following columns: Station, Location, Dest, PIN, Date/Time, Length, Cost, Start, and End. The table contains 8 rows of call records.

	Station	Location	Dest	PIN	Date/Time	Length	Cost	Start	End
1	5104460016	H1 D POD PH-1	8509822279		6/10/2004 6:15:18 AM	18:57	\$4.04	DTMF Call Accepted	Station Hung Up
2	5104460016	H1 E POD PH-1	3817577143		6/10/2004 6:15:09 AM	18:40	\$4.55	DTMF Call Accepted	Station Hung Up
3	5104460032	H4 F POD PH-1	5103859105		6/10/2004 5:42:28 AM	00:00	\$0.00	Station Hangup during Prompts	Call not complete (no end code)
4	5104460065	H1 E POD PH-1	5103571224		6/10/2004 1:04:36 AM	50:00	\$5.90	DTMF Call Accepted	Station Hung Up
5	5104460065	H1 E POD PH-1	4155855546		6/10/2004 12:58:34 AM	04:42	\$3.20	DTMF Call Accepted	Station Hung Up
6	5104460065	H1 E POD PH-1	4155855546		6/10/2004 12:54:48 AM	02:39	\$3.08	DTMF Call Accepted	Station Hung Up
7	5104460081	H4 E POD PH-2	5105388531		6/10/2004 12:35:43 AM	01:32	\$3.02	DTMF Call Accepted	Station Hung Up
8	5104460029	H4 E POD PH-1	5102688577		6/10/2004 12:35:16 AM	00:00	\$0.00	Station Hangup during Prompts	Call not complete (no end code)

**11.3.6. Prevention of Three-way Calling:** Vendors must describe their ability to detect switch hook flashing and to prevent call forwarding and conferencing at the called party end. The STATE reserves the right to implement this feature at selected prison facilities as it deems necessary.

**GTL Response:** GTL understands and complies. LazerPhone is designed to detect and/or prevent:

**Hook-Switch Flashing:** LazerPhone's exclusive electronic circuit design eliminates fraud through secondary dial tone, chain dialing, hand-held DTMF dialers, hook/switch dialing and access to non-billable numbers (i.e., payphones). Immediately upon completion of one call (or a flash of the hook-switch), LazerPhone returns the inmate telephone to the equivalent of a primary dial tone, before another call can begin.

**Extra Digits Dialed:** LazerPhone is capable of detecting extra digits dialed during an inmate call. The system can be configured so that upon detection one of the following actions will be taken: call is terminated, a warning message is played, or both of these. If extra digits are dialed during a call attempt, the system highlights the call in **ORANGE** on LazerPhone's Call Search screen.

**Three-Way Calls:** Fraud attempts involving called party cooperation to attempt a three-way call is frequently detectable. Although there is no way to count or otherwise note three-way call attempts that go undetected in an actual inmate environment, audible detection and processing of three-way calls has proven to be 100% effective on a clean network connection in test environments. In a working prison environment, **100% of detected** three-way attempts are both prevented and reported by the proposed LazerPhone system.

With current telephony technology, however, there remain challenges to three-way call detection: (1) call waiting may mimic the sound of a three-way call; (2) call forwarding may not yield a detectable sound; and (3) noise or conversation on the line may mask sounds and signals normally present during a three-way call attempt. LazerPhone engineers continuously strive to meet these challenges in more and more effective ways. As fraud prevention strategies evolve and are incorporated into the LazerPhone system, new versions of the software will be automatically uploaded to the State's system.

Call ID	Facility	Call Type	Numbers	Date/Time	Duration	Cost	Status	Notes
15	9317290038	TCPF	8158882386 003377631357	9/24/2002 1:06:30 PM	00:00	\$0.00	Station Hangup during Outdial	Call not complete (no end code)
16	9317290034	TCPF	8154194852 001384702474	9/24/2002 1:06:24 PM	00:00	\$0.00	Station Hangup during Prompts	Call not complete (no end code)
17	433400081	BT1	433400081	9/24/2002 1:06:19 PM	00:00	\$0.00	DTMF Call Accepted	Click Detect
18	9017380169	WTSP2	9018874946 003481426971	9/24/2002 1:06:20 PM	00:00	\$0.00	No Answer	Call not complete (no end code)
19	9012530082	NCCS1	9013706245 002910845233	9/24/2002 1:06:20 PM	00:00	\$0.00	No Answer	Call not complete (no end code)
20	6153501032	MID1	7314219475 003461271405	9/24/2002 1:06:19 PM	00:00	\$0.00	Validation Denied	No Collect Calls
21	9316760003	SCCC	8158875730 002943302743	9/24/2002 1:06:19 PM	00:00	\$0.00	Validation Denied	Dollar Limit Violation
22	8918760012	SCCC	8918760012	9/24/2002 1:06:18 PM	29:43	\$5.85	DTMF Call Accepted	DTMF Detected
23	811700011142	TPW	811700011142	9/24/2002 1:06:17 PM	00:00	\$7.44	DTMF Call Accepted	Click Detect
24	9316760088	SCCC	8158519172 002930609171	9/24/2002 1:06:13 PM	00:00	\$0.00	Called Party Hung Up	Call not complete (no end code)
25	10210001	TPW	10210001	9/24/2002 1:06:11 PM	00:00	\$1.00	DTMF Call Accepted	Click Detect
26	6153501008	MID1	8152275394 003521686449	9/24/2002 1:06:10 PM	27:53	\$1.00	DTMF Call Accepted	Station Hung Up
27	9017380130	WTSP2	8656339208 002322413540	9/24/2002 1:06:04 PM	00:00	\$0.00	Station Hangup during Outdial	Call not complete (no end code)
28	6152510012	TPW	6158766062 002598985476	9/24/2002 1:06:04 PM	00:00	\$0.00	Validation Denied	No Collect Calls

LazerPhone displays 3-way call attempts in red. Calls with extra digits dialed, display orange.

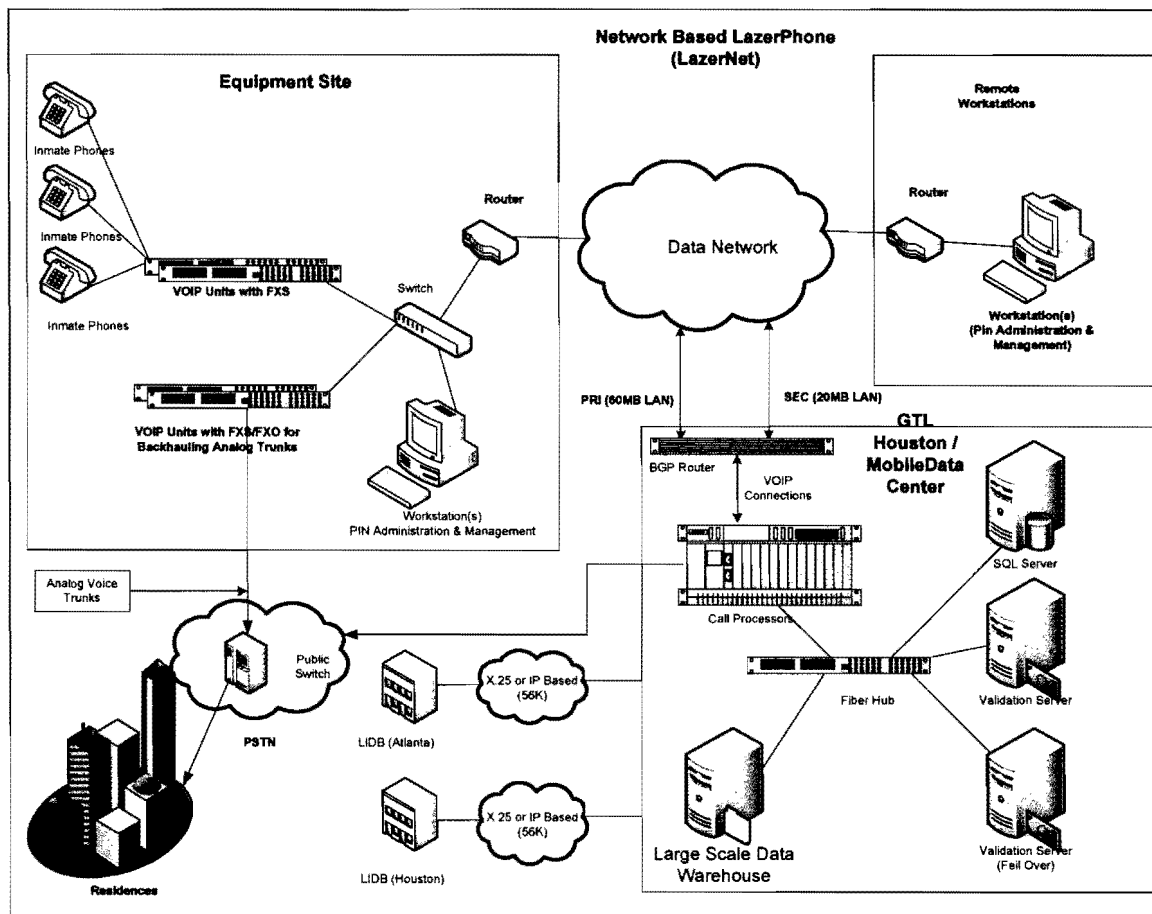
**Call Forwarding:** Fraud attempts involving a called party's cooperation by having the party's calls automatically forwarded to a remote number, is the greatest challenge. Although there is currently no reliable electronic method of detecting and stopping calls from being forwarded to another number, our Fraud Control Department monitors called numbers and we have successfully detected forwarded numbers and prevented these numbers from being called again by inmates. Our Fraud Team works hand in hand with our customers to monitor forwarded calls. As technology develops which accurately detects call forwarding, our Company will incorporate this technology into our software releases and the State will be furnished with this technology.

While some inmate telephone providers may claim that they can accurately detect and prevent remote call forwarding through SS7 technology, we have discovered that this method of detection does not identify a remotely forwarded call. SS7 will accurately detect call progression up until the point that the call is routed to the local switch. Once the switch has identified the local telephone number to send this call to, SS7 can no longer detect the call progression. The signal that indicates that the local number has call forwarding on the phone occurs after the call has been routed to the local phone number. Thus, in order for SS7 detection to work, this technology would have to be on the residential local telephone number and that is simply not the case.

**11.3.7. Centralized Database:** The proposed inmate telephone system must, at a minimum, provide the following features:

**GTL Response:** GTL understands and complies. GTL's LazerPhone Inmate Telephone System provides advanced centralized processing and databases, requires minimal on-site equipment, and takes advantage of the most technologically advanced features available to the telecommunications service industry. Our centralized platform, with full redundancy at two physically separate locations, provides greater security for your inmate call records and recordings, eliminates the most common problems associated with on-site equipment failure, and effectively puts GTL's highly trained service personnel continuously "in the room" with your calling platform and call data.

For multiple-facility agencies, GTL's centralized platform allows all sites to be networked, providing centralized recording of voice and CDR records. Each site has a WAN connection to the data network. All inmate conversations are routed to the GTL central data center for recording.



The GTL centralized Data Center keeps all CDR records and performs validation of calls. A bank of central processors located in the GTL Data Center is responsible for managing call flow from start to end of call. Voice recordings are housed and maintained at the central Data Center

in a multi-terabyte large scale data warehouse. Network management of all elements in the network is performed at the GTL Data Center.

The GTL Central Data Center has redundant broadband connections into the data network from multiple Internet service providers (ISP)s. Multiple front-end routers are configured for fail-over switching in the event of a router or network outage. In the event of an ISP network failure or router failure, the traffic will automatically rout to a second ISP.

### **GTL Data Center Security**

- Perimeter gated fence with guarded fence access.
- Level 4 hurricane rated building
- Electronic employee-pass access to data center
- Electronic employee-pass controlled access to computer rooms
- 24/7 video monitoring and recording of data center computer rooms
- FM 200 Fire system
- Dual grid AC power to data center
- Diesel powered backup generators at data center
- UPS protection of all servers in data center

### **LazerPhone On-Site Equipment**

- 19 Inch Rack to house solid state equipment
- 1 U Digital Station Channel Bank per 24 stations
- 1 U Digital Trunk Channel Bank per 24 stations
- 1U Switch/Router for Wide Area network termination
- UPS (size dependant on number of stations)
- Workstation and Monitor for management console
- Inmate Telephones
- TDD units (if applicable)

At no cost to the State of Alabama, GTL provides all equipment, hardware and software, installation, maintenance, training, and services necessary for the operation of our proposed LazerPhone Inmate Telephone System. LazerPhone meets FCC an all other applicable regulations.

**11.3.7.1. Cabling:** The cable necessary to support this device must be provided by the vendor or if in place cabling is available and can be acquired or leased by the vendor from the incumbent service provider and meets the requirements of this system, it may be reused. This will be a site specific decision made by the Department of Corrections.

**GTL Response:** GTL understands, agrees, and complies. GTL will abide with the Department of Corrections' decisions regarding existing cabling. At no cost to the STATE, GTL provides all cabling, equipment, hardware and software, installation, maintenance, training, and services necessary for the operation of our proposed LazerPhone Inmate Telephone System. LazerPhone meets FCC an all other applicable regulations.

- 11.3.7.2.** An inmate specific list of telephone numbers which the inmate is permitted to call, also known as a PAN. An unlocking feature, which permits STATE authorities at a particular institution to allow inmates access to restricted collect only service, must be provided.

**GTL Response:** GTL understands and complies. A LazerPhone Call Allow List (PAN), that will restrict calls to a limited list of approved numbers, can be assigned to each inmate. Call Allow lists, which work in conjunction with inmate PINs, can be setup at the system workstation or LazerPhone can be instructed to automatically generate a Call Allow list for each inmate.

**Manual Setup of Call Allow Lists:** At the LazerPhone system workstation, an authorized person can manually create or modify a Call Allow List for a selected inmate. After logging into the system, the authorized system user clicks the Accounts button to access a list of inmate PIN Accounts and does the following:

1. Click the inmate PIN of interest to open the inmate's Detailed Account Information sheet.
2. Click the Manage Call List button on the sheet to open the Call List.
3. Type in the telephone numbers the inmate is allowed to call.
4. Close the Call List.
5. On the Detailed Account Information sheet click Call Allow to activate the list.

The new list will be immediately recognized by the system, so from that point forward the inmate's calls will be limited to the numbers on the Call Allow list.

**Automatic Generation of Call Allow Lists:** To save administrative time, LazerPhone's innovative **Self-Learning** feature can be activated to automatically generate a Call Allow list for each inmate PIN, comprised of the first few destination numbers where the inmate's calls are accepted. The facility decides how many telephone numbers LazerPhone may add to an inmate's automatically generated list and authorized personnel may view or modify Call Allow lists at the LazerPhone workstation.

**Call Allow List Unlocking:** LazerPhone's flexible call control functionality allows STATE authorities to selectively turn-off (unlock) an inmate's Call Allow list, which permits the inmate to make collect calls restricted only by facility wide and any other personal call restrictions that are assigned.

- 11.3.7.3.** A required inmate authorization code, also known as a PIN, unique to each inmate to be associated with each called telephone number list.

**GTL Response:** GTL understands and complies. LazerPhone's integrated PIN system is used to control, monitor, and report telephone usage by individual inmates.

**Control:** Custom calling restrictions may be added to any inmate's LazerPhone PIN account. An inmate's PIN account helps govern his/her calling privileges, which may be restricted by a Call Allow list (personal allowed numbers), a custom Block List (personal disallowed numbers), and/or a Call Schedule (times of day, week, etc. that calls can be placed).



**Monitor:** LazerPhone PINs allow facility personnel to be aware, at any given moment, of exactly which inmates are on the phones, which phone an individual is using and the destination number of the call. The visual monitoring of calls-in-progress, via LazerPhone's real-time Call Monitoring screen, can alert correctional officers when an inmate under investigation is placing a call that may need to be audibly tapped.

**Report:** Call Activity reports can be printed from the LazerPhone workstation for a particular PIN, a group of PINs, or all PINs.

**Debit Accounts for Prepaid Calls:** When PINs are operative, the facility may elect to allow inmate the use of LazerPhone's Debit system for prepaid calls.

#### Personal Identification Numbers (PINs)

A LazerPhone Personal Identification Number (PIN), which can be 4 to 15 digits long, may be the inmate's social security number, a booking or other number issued by the correctional facility, or a number that is automatically generated by the LazerPhone system.

For added security or cross-referencing purposes, LazerPhone provides a **split-PIN** option whereby an inmate's (PIN) has two parts. For example, an inmate's PIN might be his or her booking number, followed by another personal identifier code. The second portion of the PIN can be a four or five digit number that is personally chosen by the inmate during PIN Auto Enrollment, assigned by the facility, or automatically generated by the system.

#### Pin Account Setup

Activating LazerPhone's PIN system is optional and free of any cost to the State. The use of PINs does not impact the State's revenue from the LazerPhone system in anyway.

A PIN account may be setup by a correctional officer at the system workstation or through a simple **Auto-Enrollment** procedure performed by the inmate, usually at the time of booking. Likewise, a Call Allow list (limited list of approved numbers) for each PIN can be set up at the workstation or LazerPhone can **auto-generate a Call Allow list** for each inmate, comprised of the first few destination numbers where the inmate's calls are accepted. The facility decides how many telephone numbers LazerPhone may add to an inmate's automatically generated list and authorized personnel may view or modify Call Allow lists at the LazerPhone workstation.

#### Example Inmate PIN Auto-Enrollment Procedure

After receiving a PIN and brief instructions from a correctional officer the inmate picks up the handset of a designated phone and follows the instructions of an automated operator.

1. The automated operator instructs the inmate to choose the preferred language.
2. The automated operator instructs the inmate to enter his/her PIN on the telephone's keypad.
3. For verification, the automated operator instructs the inmate to re-enter his/her PIN on the telephone's keypad.
4. The automated operator informs the inmate that he/she has completed auto enrollment and may now use the telephones in the facility.

#### Example Inmate PIN Call Procedure

1. The inmate picks up the handset and at the prompting of an automated operator, designates with a key-press the preferred language (English, Spanish, etc.).
2. Following the automated operator's instruction, the inmate dials the desired area code and destination number.

*If the number is disallowed at the facility level, the inmate is informed that the number is not permitted and the call is terminated. If the number is allowed, the call proceeds.*

3. Following the automated operator's instruction, the inmate designates with a key-press whether the call is to be collect, person-to-person, or prepaid.

4. Following the automated operator's instruction, the inmate enters his/her PIN on the keypad.

*The system checks global blocked lists and the inmate's PIN account to verify that the destination number is allowed and to retrieve the inmate's prerecorded name from the PIN file.*

*If this is the individual's first call using a PIN, the automated operator says, "At the tone, clearly state your name." By default, the inmate has a two (2) second window in which to state his/her name. The time window is programmable for longer or shorter periods. The recorded name is stored in the inmate's PIN file.*

#### Prevention of Duplicate PINs

Before saving information for the creation of a new PIN file, LazerPhone checks its PIN database and verifies that a duplicate PIN does not exist. If a duplicate is found, the system generates a message that says the PIN that has been entered is invalid and requests that a different PIN be entered.

PIN numbers can be manually typed-in or automatically generated by the system during the creation of a new PIN account at the workstation. An inmate performing the PIN Auto Enrollment procedure enters a State-issued, or State-approved PIN on the keypad of a booking area phone. In all cases, LazerPhone verifies the uniqueness of the PIN before the new PIN file is created.

#### ***Advantages of LazerPhone's PIN System***

Inmate Auto-Enrollment into the PIN system and the auto-generation of Inmate Call Allow lists, decrease the amount of time normally required to administer an inmate PIN system. Although optional, the use of LazerPhone's PIN system allows the system's powerful call control options to be applied on an inmate-by-inmate basis, and the positive identification of inmates making calls provides invaluable information to correctional administrators and investigators.

**Set Call Duration by PIN:** Unique call duration may be assigned to individual inmates. This duration can be programmed from one (1) minute to two hundred fifty-five (255) minutes in one (1) minute increments. In addition, a warning prompt or tone will notify the inmate that the call duration is approaching the preset time limit.

**Set Call Velocity by PIN:** An inmate can be restricted to the number of calls he/she can make during a specified time period. This time period can be set for hours, days, weeks, etc.

**Set Hot Number By PIN:** Facility personnel can enter **HOT NUMBERS** via the on-site

workstation. Should an inmate attempt to dial one of these numbers, the LazerPhone Management Control Center computer will dial up to three destination numbers (telephones or pagers as programmed per the facility administrator's requirements) and report the number the call is being made from, the number being dialed, and the inmate making the attempt (by his or her PIN number). LazerPhone will make three attempts to complete these calls.

**Obtain Management Reports by PIN:** When PINs are in use, the system administrator can create reports including inmate PINs. The inmate PIN number can become a parameter by which calls are sorted or by which reports are printed.

**Set Phone Usage Times by PIN:** Each PIN can be programmed to include specific phone usage times. An individual inmate may be restricted to specific time of day calling, specific day of week calling, or specific holiday calling.

**Set Programmable Free Calls By PIN:** Specific telephone numbers may be flagged as "free calls" when dialed by an individual inmate PIN. However, free calls can have a negative effect on gross revenue generated by the system. When an inmate is assigned a PIN (either automatically by the LazerPhone system or by manual entry) the PIN is immediately activated and the inmate can begin placing calls using his or her PIN. The LazerPhone system operates in real time and thus, there will be no delay or lag time between PIN assignment and use.

**Suspend Calling Privileges by PIN:** An inmate's PIN can be turned off (deactivated or suspended), disallowing all calling by that inmate, without affecting any other inmate's ability to place calls. This is accomplished by clicking the Deactivated or Suspended radio-buttons on the inmate's Detailed Account Information file. A deactivated PIN will remain so until an authorized person at the workstation manually reactivates the account. A suspended PIN will automatically reactivate after a specified date.

**Limit Calls to An Approved List of Numbers:** A LazerPhone Call Allow List, that will restrict calls to a limited list of approved numbers, can be assigned to each inmate PIN. Call Allow lists can be setup at the system workstation or, to save administrative time, LazerPhone can be instructed to automatically generate a Call Allow list for each inmate, based on the first few numbers where the inmate's calls is accepted. The facility decides how many telephone numbers LazerPhone may add to an inmate's automatically generated list and authorized personnel may view or modify Call Allow lists at the LazerPhone workstation.

**Restrict Calling to Specified Inmate Phones:** An inmate's PIN can be configured to allow calling only from a specified phone or group of phones.

- 11.3.7.4.** A user friendly, Windows-based, method to update and otherwise change the called number lists and authorization codes and other database information.

**GTL Response:** GTL understands and complies. The system's workstation interface is an easy-to-use Web-based Window's program. LazerPhone's controlling interface program has been carefully designed with correctional facility staff in mind. Users, most of whom are already familiar with Web-based Windows programs, find that LazerPhone's intuitively named menu options, image-bearing buttons, clearly labeled check boxes, and on-line Help for step-by-step procedures, make learning and using system features extremely easy.

Equally important, LazerPhone can fully manage system security with only a **single log-in** by the user. Some systems require a user, who must perform different types of functions, to log-in multiple times, once for each different function that needs to be performed. LazerPhone's multi-level User Security Profile System is far more efficient. The Security Profile record for each user, associated with a single password, specifies which LazerPhone functions will be accessible by that individual. This allows multiple correctional personnel to access only those functions corresponding to their security levels and allows any one person to access ALL functions for which he or she is authorized to access. GTL's security system design also allows multiple LazerPhone windows to be opened at once for easy reference and coordination of multiple tasks.

**11.3.7.5.** A system which prevents calls to numbers other than those on the permitted list and which requires the input of the inmate authorization code.

**GTL Response:** GTL understands and complies. LazerPhone's Call Allow List functionality is PIN-based. A unique list of allowed numbers can be assigned to each authorization code (inmate PIN). When the Call Allow List (associated with an inmate's PIN) is active, the inmate can only call the numbers on his/her approved list. All other numbers are blocked.

LazerPhone's flexible call control functionality allows STATE authorities to selectively turn-off (unlock) an inmate's Call Allow list, which permits the inmate to make collect calls restricted only by facility wide and any other personal call restrictions that are assigned.

LazerPhone allows an unlimited quantity of individual numbers to be blocked on-site, in real time, at the system workstation. Numbers may be blocked facility-wide, by inmate telephone (or all phones in a housing unit), or by individual inmate PINs (personal identification numbers). Each inmate call is checked through LazerPhone's validation system. If the dialed number has been blocked, the inmate is informed, "You may not dial this number," and the call is terminated.

Custom calling restrictions may be added to any inmate's LazerPhone PIN account. An inmate's PIN account helps govern his/her calling privileges, which may be restricted by a Call Allow list (personal allowed numbers), a custom Block List (personal disallowed numbers), and/or a Call Schedule (times of day, week, etc. that calls can be placed).

**11.3.7.6.** A toll-free communications line/link to each institution.

**GTL Response:** GTL understands and complies. GTL provides a toll-free communications link to each institution. GTL's unique frame relay network allows the LazerPhone systems at all STATE facilities to be networked together via a secure closed network. Authorized remote access to LazerPhone records and controls, whether from STATE DOC Headquarters or from a different facility, is accomplished through a secure network that is installed, managed, monitored, and maintained by GTL. The STATE's LazerPhone Inmate Telephone System can permit authorized users at multiple locations to access the system's login screen of the LazerPhone Web Management System control program. Authorized users have access to inmate information such as calling activities, recorded conversations, allowed numbers, blocked numbers and comprehensive PIN information all based on the permissions granted by the system administrator(s). The system allows various STATE investigative and administrative staff the ability to share information about a case, an inmate or investigation through the use of the intergraded inmate notes feature of the LazerPhone Web Management System. This

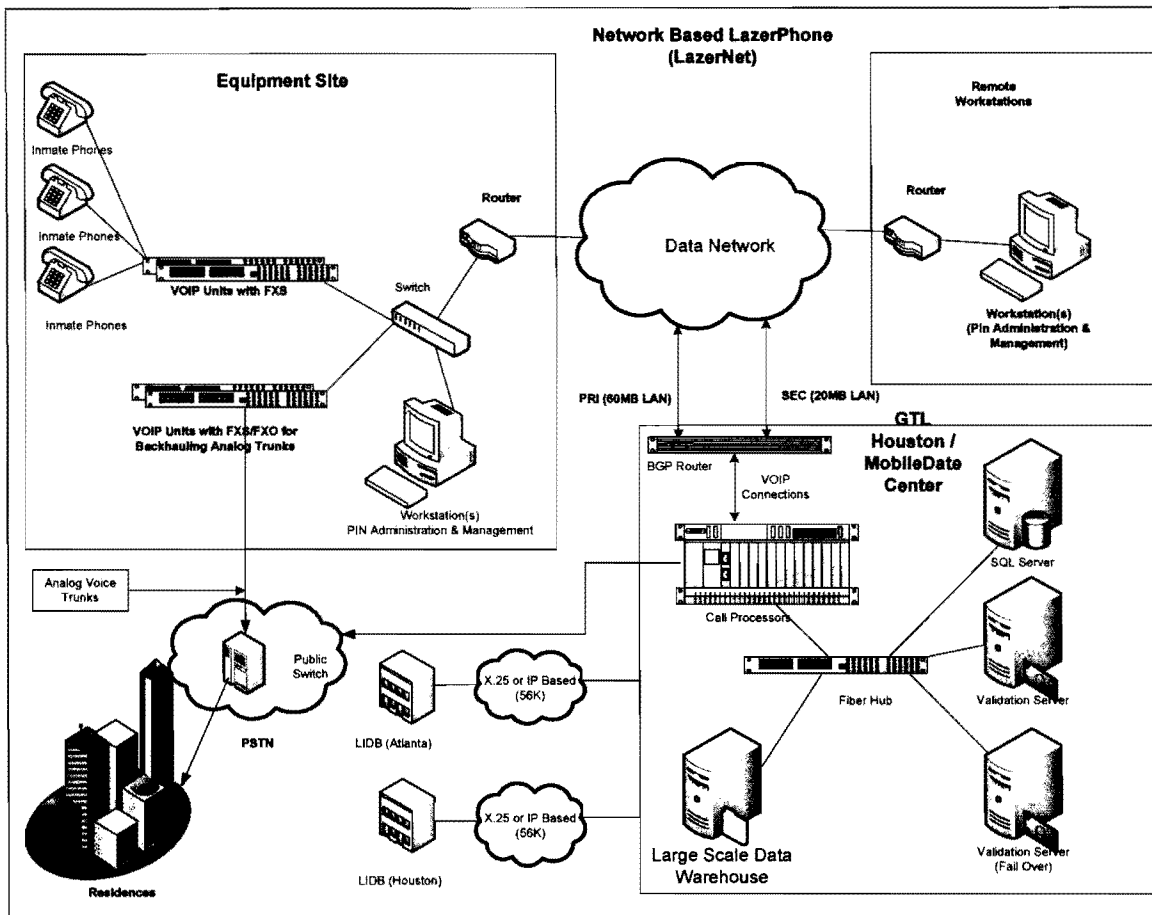
information is available online in real time to all with a need and the appropriate permission levels. Through this network, the authorized person at a remote location can perform any LazerPhone administrative or investigative functions permitted by the person's security clearance level, just as if he or she were sitting at the LazerPhone workstation at the facility.

- 11.3.7.7.** Each bid for inmate service must include documentation of the vendor's plan to build, update and access the centralized database. To facilitate the process, each institution will appoint a "facility manager" to work with the winning vendor and to provide the required inmate information for the vendor to load into the database. The vendor will be responsible for loading all information into the centralized database and for insuring that no loss of information occurs during cutover.

**GTL Response:** GTL understands and complies. GTL will work with the STATE's appointed "facility manager" and will load all available inmate information into the LazerPhone Inmate Telephone System database prior to system cut-over. At the time of installation GTL configures the system with facility-wide settings and call restrictions dictated by the STATE or facility manager.

After cut-over, our centralized platform, with full redundancy at two physically separate locations, provides greater security for your system configuration database as well as inmate call records and recordings. The centralized LazerPhone platform eliminates the most common problems associated with on-site equipment failure, and **effectively puts GTL's highly trained service personnel continuously "in the room" with your calling platform and call data.**

GTL's centralized platform allows all STATE correctional sites to be networked, providing centralized recording of voice and CDR records. Each site has a WAN connection to the data network. All inmate conversations are routed to the GTL central data center for recording.



The GTL Data Center keeps all CDR records and performs validation of calls. A bank of central processors located in the GTL Data Center is responsible for managing call flow from start to end of call. Voice recordings are housed and maintained at the Data Center in a multi-terabyte large scale data warehouse. Network management of all elements in the network is performed at the GTL Central Data Center.

The GTL Central Data Center has redundant broadband connections into the data network from multiple Internet service providers (ISP)s. Multiple front-end routers are configured for fail-over switching in the event of a router or network outage. In the event of an ISP network failure or router failure, the traffic will automatically route to a second ISP.

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- Level 4 hurricane rated building
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UPS protection of all servers in data center

**LazerPhone On-Site Equipment**

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- 1 U Digital Station Channel Bank per 24 stations
- 1 U Digital Trunk Channel Bank per 24 stations
- 1U Switch/Router for Wide Area network termination
- UPS (size dependant on number of stations)
- Workstation and Monitor for management console
- Inmate Telephones
- TDD units (if applicable)

**Continuous System Watch**

At installation, the LazerPhone system at each site is put on-line with the GTL's LazerPhone Support Center and remains so, twenty-four hours a day, three hundred sixty-five days a year, throughout the life of the contract. Technicians in the Service Center, as well as the system's continuous self-diagnostic routines keep a vigilant watch to ensure that problems are detected and addressed immediately. Global Tel\*Link's core value of **RESPONSIVENESS** includes knowing about problems before you do.

**Continuous On-Line Diagnostics**

LazerPhone performs continuous on-line self-diagnostics. Every LazerPhone system in the Country is continuously on-line with Global Tel\*Link's Technical Support Center. Should a system component fail the self-diagnostic tests that run every two minutes, LazerPhone automatically generates a visual alarm on the Technical Support Center's Site Monitors. In most cases, problems are diagnosed and resolved before facility personnel are aware that a problem existed.

Changes in call traffic, that might indicate more subtle problems, are identified through **daily performance level reports**. These reports measure items such as number of completed calls, number of call attempts, daily revenue and number of validation attempts. Historical data gathered from GTL's extensive installed customer base has allowed us to build a sophisticated measurement model. This model is used to compare actual data from anticipated data. Thresholds that are exceeded or fall short of expectations are reported daily to our Customer Service department. Global Tel\*Link is capable of adjusting the measurement model on an installation-by-installation basis to ensure accurate problem reporting.

- 11.3.7.8.** Each "facility manager" will work as a part of the STATE's implementation team during the installation and acceptance phases of the project.

**GTL Response:** GTL understands and agrees.

- 11.3.7.9.** The vendor must provide a system administration and management plan. The plan must include the post-cutover administration and management process. If the vendor is proposing that the STATE manage this post-cutover function, then a description of the hardware,

software and system complexity must also be provided. This description must include as a minimum:

**GTL Response:** GTL understands and complies. GTL has designed LazerPhone for easy administration and management from a centralized location and/or at the computer workstation installed at each facility. Our post-cutover plan follows:

### **System Administration and Management Plan**

GTL proposes to provide one (1) full time System Administrator and two (2) additional dedicated technicians for on-site maintenance and support of LazerPhone systems across the State. The System Administrator will be at a central location to assist with the administration and management of LazerPhone Inmate Telephone Systems at all Department of Corrections facilities and to fully train, as needed, facility personnel at each site to perform both administrative and investigative functions. Our training plan for STATE staff is included at **EXHIBIT G. Training Plan.**

LazerPhone's workstation interface is an easy-to-use Web-based Window's program. Most users find that LazerPhone's intuitively named menu options, image-bearing buttons, clearly labeled check boxes, and on-line Help for step-by-step procedures, make learning and using system features extremely easy.

LazerPhone's highly efficient interface allows LazerPhone to fully manage system security with only a single log-in by the user. Some systems require a user, who must perform different types of functions, to log-in multiple times, once for each different function that needs to be performed. LazerPhone's multi-level User Security Profile System is far more efficient. The Security Profile record for each user, associated with a single password, specifies which LazerPhone functions will be accessible by that individual. This allows multiple correctional personnel to access only those functions corresponding to their security levels and allows any one person to access ALL functions for which he or she is authorized to access. GTL's security system design also allows multiple LazerPhone windows to be opened at once for easy reference and coordination of multiple tasks.

#### **11.3.7.9.1. Assigning personal authorization codes to each inmate.** Corrections will supply these numbers

**GTL Response:** GTL understands and complies. A LazerPhone Personal Identification Number (PIN), which can be 4 to 15 digits long, may be the inmate's social security number, a booking or other number issued by the correctional facility, or a number that is automatically generated by the LazerPhone system.

For added security or cross-referencing purposes, LazerPhone provides a **split-PIN** option whereby an inmate's (PIN) has two parts. For example, an inmate's PIN might be his or her booking number, followed by another personal identifier code. The second portion of the PIN can be a four or five digit number that is personally chosen by the inmate during PIN Auto Enrollment, assigned by the facility, or automatically generated by the system.

#### **Pin Account Setup**

A PIN account may be manually setup by a System Administrator at a central location or by a correctional officer at the facility workstation, or PIN accounts can be set up through a simple **Auto-Enrollment** procedure performed by the inmate, usually at the time of booking.



**Manual PIN Setup Procedure**

The System Administrator or other authorized person accesses LazerPhone's PIN Account Management screen and clicks the *Add New Account* button. A new Detailed Account Information page opens. The number provided by the Department of Corrections or the new inmate, as well as other inmate identifying information is entered into the fields of this computer form.

**PIN Account Management Screen**

**Account Management**

Facility: **Alameda Main Jail** Print

Filter Accounts by: PIN  Search

Show: All PIN Types # of Accounts: Screen 25 Quick Entry Add New Account

---

Previous Next

Status	Facility	PIN	ID	Name	Location	Call List	Create Date	Mod Date
AMJ	AMJ	0107177151		SPENCER, MICHAEL	CO	Allow List	9/17/2002 11:51:00 AM	12/4/2002 10:22:50 AM
AMJ	AMJ	011307909		STAFFORD, OLEN	CO	Allow List	3/22/2002 10:53:00 AM	12/4/2002 10:22:50 AM
AMJ	AMJ	012118178		STANLEY, SONYA	CO	Allow List	8/27/2002 8:48:00 AM	12/4/2002 10:22:48 AM
AMJ	AMJ	011611233		Stanley, Alcorn	CO	Allow List	2/4/2002 9:24:00 AM	12/4/2002 10:22:48 AM
AMJ	AMJ	012015886		STEVENS, DAVID	CO	Allow List	9/17/2002 11:51:00 AM	12/4/2002 10:22:50 AM
AMJ	AMJ	020308484		STEVENS, LAMAR	CO	Allow List	10/18/2002 12:01:00 PM	1/2/2003 11:12:32 AM
AMJ	AMJ	011207515		STEVENS, DOUGLAS	CO	Allow List	10/24/2002 8:45:00 AM	12/4/2002 10:22:52 AM
AMJ	AMJ	011013363		STEVENS, JOHN	CO	Allow List	3/22/2002 10:53:00 AM	12/4/2002 10:22:49 AM
AMJ	AMJ	010205283		STONE, KAY	SRJ	Allow List	5/18/2001 2:05:00 PM	12/4/2002 10:22:48 AM
AMJ	AMJ	020213924		STRONG, GAYLORD	CO	Allow List	2/4/2002 9:24:00 AM	12/4/2002 10:22:48 AM
AMJ	AMJ	000000000		SUCHMAN, ED	CO	Allow List	4/22/2002 9:20:00 AM	12/4/2002 10:22:50 AM
AMJ	AMJ	020303333		SUN, RATHA	CO	Allow List	9/17/2002 11:51:00 AM	12/4/2002 10:22:51 AM
AMJ	AMJ	011422162		TAKAETALI, MAKA	CO	Allow List	11/8/2002 9:55:00 AM	1/2/2003 11:14:52 AM
AMJ	AMJ	011624832		TAPLIN, MARCUS		Allow List	9/17/2002 11:50:00 AM	12/4/2002 10:22:51 AM
AMJ	AMJ	020318804		TAYAG, EDWARD	CO	Allow List	3/22/2002 10:53:00 AM	12/4/2002 10:22:48 AM

Detailed Account Information Screen (follows)

**Detailed Account Information**

Notes Access Restricted

Created 3/22/2002 10:53:00 AM Central Time by Unknown  
 Last Modified 4/21/2003 10:21:53 AM Central Time by Trainer01

Welcome  
 Logout  
 Reports  
 Monitoring  
 Accounts  
 Users  
 Phone List  
 Keywords  
 Manual  
 Comments

Facility: Alameda Main Jail

PN: 011307909 Generate

ID: [ ]

First Name: GLEN  
 Last Name: STAFFORD  
 Alias: [ ]  
 Location: CO

Schedule Name: --none-- Edit  
 Alert Group: --none-- Edit  
 Available Funds: 0 dollars  
 Time Limit: 10 minutes

List Type:
  Allow List  
 Block List  
 Call Anyone

Recording / Monitoring:
  Record Calls  
 Monitor status of calls

Uses Self Learning PIN  
 Self Learning Start Date: 03/22/2002  
 End Date: 03/22/2002  
 Number of Days: 0  
 Use Velocity?  
 Velocity Start Date: 03/22/2002  
 Number of calls: 1  
 Reset period (Hours): 999

Add New Notes Here

**Inmate PIN Auto-Enrollment Procedure**

After receiving a PIN and brief instructions from a correctional officer the inmate picks up the handset of a designated phone and follows the instructions of an automated operator.

1. The automated operator instructs the inmate to choose the preferred language.
2. The automated operator instructs the inmate to enter his/her PIN on the telephone's keypad.
3. For verification, the automated operator instructs the inmate to re-enter his/her PIN on the telephone's keypad.
4. The automated operator informs the inmate that he/she has completed auto enrollment and may now use the telephones in the facility.

**11.3.7.9.2. Creating the permissible call list for each inmate.**

**GTL Response:** GTL understands and complies. A LazerPhone Call Allow List, that will restrict calls to a limited list of approved numbers, can be assigned to each inmate. Call Allow lists, which work in conjunction with inmate PINs, can be setup at the system workstation or LazerPhone can be instructed to automatically generate a Call Allow list for each inmate.

**Manual Setup of Call Allow Lists:** At the LazerPhone system workstation, an authorized person can manually create or modify a Call Allow List for a selected inmate. After logging into the system, the authorized system user clicks the Accounts button to access a list of inmate PIN Accounts and does the following:

1. Click the inmate PIN of interest to open the inmate's Detailed Account Information sheet.
2. Click the Manage Call List button on the sheet to open the Call List.
3. Type in the telephone numbers the inmate is allowed to call.
4. Close the Call List.
5. On the Detailed Account Information sheet click Call Allow to activate the list.

The new list will be immediately recognized by the system, so from that point forward the inmate's calls will be limited to the numbers on the Call Allow list.

**Automatic Generation of Call Allow Lists:** To save administrative time, LazerPhone's innovative **Self-Learning** feature can be activated to automatically generate a Call Allow list for each inmate PIN, comprised of the first few destination numbers where the inmate's calls are accepted. The facility decides how many telephone numbers LazerPhone may add to an inmate's automatically generated list and authorized personnel may view or modify Call Allow lists at the LazerPhone workstation.

#### **11.3.7.9.3. Changing entries in the inmate calling database.**

**GTL Response:** GTL understands and complies. Entries in the inmate calling database are easily changed at LazerPhone system workstations. All changes to the database are immediately effective in LazerPhone's real-time environment.

#### **11.3.7.9.4. Blocking calls to a specific telephone number on all telephones even though it is permitted on inmate calling lists.**

**GTL Response:** GTL understands and complies. A number added to the facility-wide block list cannot be called by any inmate, even if that number is included on an inmate's personal Call Allow list. A new block can be in place in a matter of seconds. An authorized correctional officer opens the Manage Facility Phone List screen at a LazerPhone workstation, clicks the Add New button to open the Destination Phone Number Details screen, types in the number, and checks Blocked. The newly added number is immediately recognized and blocked by the system.

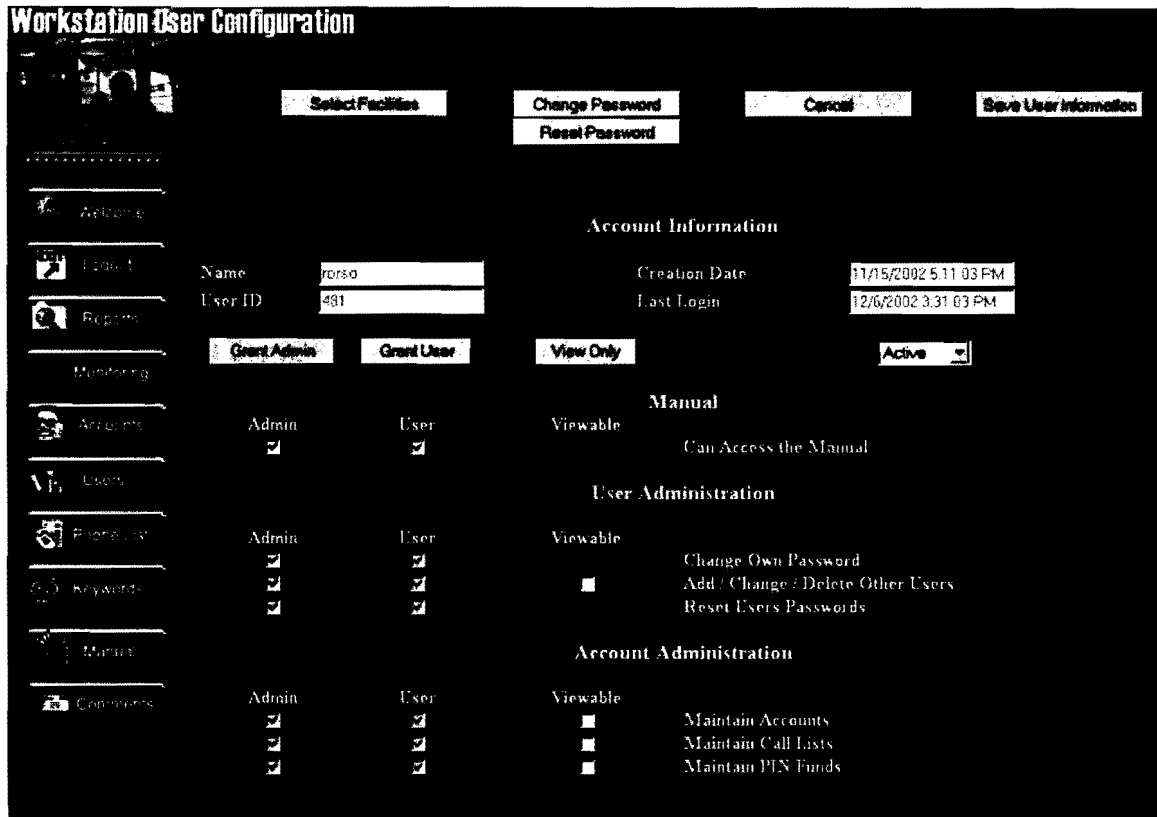
**11.3.7.9.5. Changing passwords and other security features.**

**GTL Response:** GTL understands and complies. Only a system administrator or other person with full security clearance may access LazerPhone's User Management screen, from which other User Security Profiles may be created or modified.

Administrators have access to all system features and functions. The following functions, individually or in combination, can be assigned to Users:

**LazerPhone User Permission Assignment List**

PIN Account Administration	Maintain Accounts (all functions) Maintain Call Lists Maintain PIN Funds Maintain PIN Notes Maintain PIN Velocity Counters
Facility Administration	Maintain Facility Phone List Maintain Phone List Notes Maintain Schedules Maintain Alerts Call Search
System Administration	Monitor Status of Lines and Trunks Restricted Monitoring Disconnect Calls in Progress Send Monitor Calls Anywhere Shut Down Stations from Monitoring Screen View Statistics Configure Stations/Trunks/Controller Settings Maintain Fingerprint Files
Prepaid System Management	Access Prepaid System Management
Station Access Rights	Registration Account to Name Verification Check IN Temporary Channel Deactivation Channel Activation Permanent Channel Deactivation Live Monitoring Listen to Open Microphone
Call Search	Play back recorded calls Lock Files Create/Edit Notes Print Reports View Call Cost Play back tip line recordings (if recorded) Generate IVR Reports Generate Inmate Transfer Reports Generate Custom Reports Export results to text file Exceed maximum call search record limit Search by rate type View Playback log



Screen 1: The system administrator uses a scroll bar to view and assign additional functions.

**11.3.7.9.6. Providing routine, recurring reports on inmate calling including frequency, data time, duration and number**

**GTL Response:** GTL understands and complies. Predefined report queries selected from drop-down menus on LazerPhone's Call Search screen, make report generation simple. Easy, point and click Record Filters can be selected to refine the search for calls that meet specified criteria.

**LazerPhone Reports Include (but are not limited to):**

- ◆ CALL DETAIL REPORT
- ◆ FREQUENCY REPORT (BY ORIGATION NUMBER)
- ◆ FREQUENCY REPORT (BY DESTINATION NUMBER)
- ◆ FREQUENCY REPORT (BY TRUNK ID)
- ◆ FREQUENCY REPORT (BY PIN, IF APPLICABLE)
- ◆ SHARED DESTINATION NUMBER REPORT
- ◆ PIN ACCOUNT CREATION REPORT
- ◆ HOT PIN ACCOUNT REPORT
- ◆ HOT DESTINATION NUMBER REPORT
- ◆ RECORDING PLAYBACK HISTORY REPORT
- ◆ CALL DOWNLOAD HISTORY REPORT

- ◆ CUSTOM CALL REPORTS
- ◆ DEBIT MODE RECONCILIATION REPORT
- ◆ INMATE TRANSFER REPORT
- ◆ AUDIT LOG REPORT
- ◆ OFFICER CHECK-IN REPORT (IF APPLICABLE)
- ◆ TRUNK ACTIVITY REPORT
- ◆ CALL TRAFFIC ANALYSIS REPORT
- ◆ CALL RATE TYPE ANALYSIS REPORT

Once the desired type of report is selected and any special search parameters defined, a click of the **Search** button produces the report on the screen. A click of the **Print** button, prints the report from the workstation printer. Up to the minute reports can be generated at any time and for any time period.

The screenshot shows the LazerPhone interface with the following search filters and controls:

- Select Report Type:** Call Detail Report
- Facility:** Glen Dyer Facility - 5602
- Sort By:** Start Date / Time, Descending
- Buttons:** Copy File(s), Lock File(s), Show Filters, Search, Print
- Status:** Total Count 8, Currently Viewing 1 to 8

#	R	N	I	P	C	Station	Location	Dest	PIN	Date/Time	Length	Cost	Start	End
1	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	5104460016	H1 D POD PH-1	6509922279		6/10/2004 6:15:18 AM	18:57	\$4.04	DTMF Call Accepted	Station Hung Up
2	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	5104460076	H1 B POD PH-1	6317577743		6/10/2004 6:15:05 AM	18:48	\$19.55	DTMF Call Accepted	Station Hung Up
3	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	5104460032	H4 F POD PH-1	5103839105		6/10/2004 5:42:26 AM	00:00	\$0.00	Station Hangup during Prompts	Call not complete (no end code)
4	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	5104460065	H1 E POD PH-1	5103571224		6/10/2004 1:04:38 AM	50:00	\$5.90	DTMF Call Accepted	Station Hung Up
5	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	5104460065	H1 E POD PH-1	4155855546		6/10/2004 12:58:34 AM	04:42	\$3.20	DTMF Call Accepted	Station Hung Up
6	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	5104460065	H1 E POD PH-1	4155855546		6/10/2004 12:54:46 AM	02:39	\$3.08	DTMF Call Accepted	Station Hung Up
7	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	5104460081	H4 E POD PH-2	5105388531		6/10/2004 12:35:43 AM	01:32	\$3.02	DTMF Call Accepted	Station Hung Up
8	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	5104460028	H4 E POD PH-1	5102688577		6/10/2004 12:35:16 AM	00:00	\$0.00	Station Hangup during Prompts	Call not complete (no end code)

LazerPhone's Call Search Screen

**Standard Record Filters Include (but are not limited to):**

- Calls by Origination number (inmate phone)
- Calls by Destination number
- Calls from a specified phone or group of phones
- Calls by Rate Type (Local, InterLata, etc.)
- Calls through a particular trunk line
- Calls with recorded conversations
- Calls with replayed recordings
- Calls with Notes

Calls of a specified duration  
Calls by Inmate PIN (if applicable)  
Calls with specified words in call Notes  
Calls with a specified Start or End code  
Free calls  
Completed calls  
Incomplete calls  
Incomplete calls that validated  
Locked call records

**11.3.7.9.7.** The Department of Corrections prefers to manage all of the functions listed above via the centralized inmate database.

**GTL Response:** GTL understands and complies. All of the above functions and more can be managed via LazerPhone's centralized database.

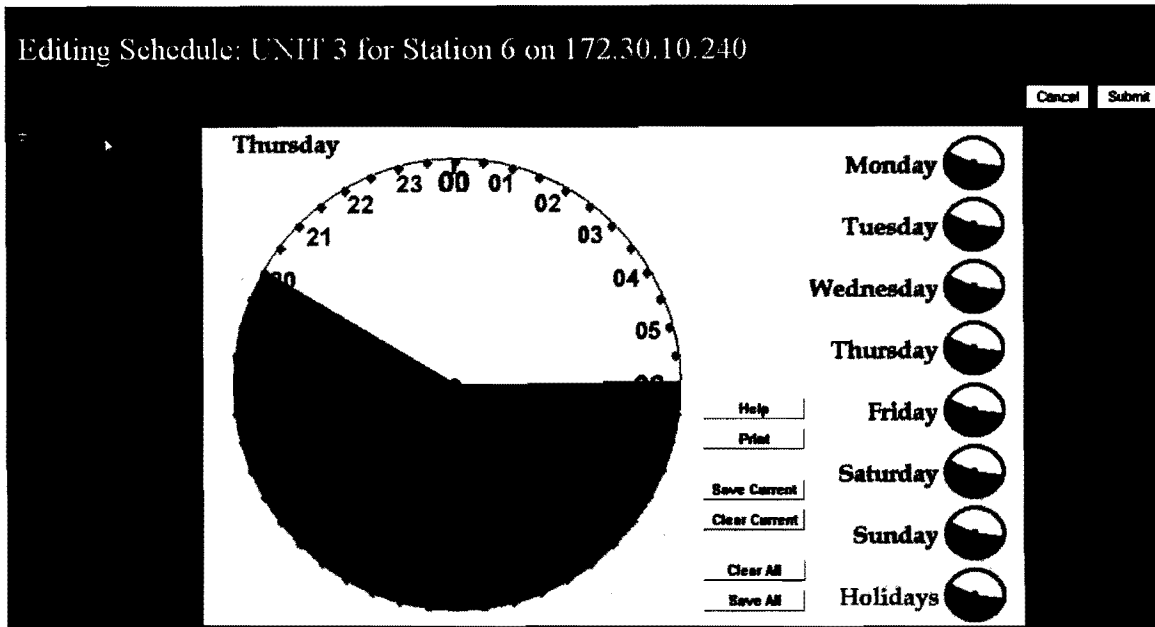
**11.3.7.9.8.** Timing Restrictions must be programmable for a particular inmate by associating the restriction with that inmate's authorization number in the database.

**GTL Response:** GTL understands and complies. LazerPhone can limit the duration of inmate calls from one (1) to two hundred fifty-five (255) minutes, in one-minute intervals. A call duration limit may be applied globally to all system telephones and selectively applied to logical groups of phones (cell block, building, etc.), individual telephones, individual inmate PINs, and to individual destination numbers. Call durations are set and changed entirely at the STATE's discretion and are adjustable at the system workstation at each location or from a centralized location.

**11.3.7.9.9.** It is mandatory that each institution have the ability to determine the period of the day during which inmate calling will be allowed, and to enable the inmate telephone service only during those hours. This ability is also required for specific areas within an institution.

**GTL Response:** GTL Understands and complies. The LazerPhone system at each facility includes a Call Scheduler that can restrict inmate telephone usage to particular hours of the day and/or to particular days of the week. Phone ON/OFF times may be scheduled for an entire facility, a housing unit, individual inmate telephones, individual destination numbers, or assigned to individual inmate PINs.

Telephone usage time for each day of the week is setup using a twenty-four hour clock. A separate schedule may be set up for each day and/or for holidays.



LazerPhone's Scheduler

**11.3.7.9.10.** Inmate telephone systems must be able to block telephone numbers from being called within 24 hours of notice.

**GTL Response:** GTL Understands and complies. GTL's LazerPhone system provides comprehensive call blocking:

**Real Time Call Blocking:** LazerPhone allows an unlimited quantity of individual numbers to be blocked on-site, in real time, at the system workstation. Each inmate call is checked through LazerPhone's validation system. If the dialed number has been blocked, the inmate is informed, "You may not dial this number," and the call is terminated. Numbers may be blocked facility-wide, by inmate telephone (or all phones in a housing unit), or by individual inmate PINs (personal identification numbers).

**Emergency Blocks:** In an emergency, a new block can be in place in a matter of seconds. An authorized correctional officer opens the Manage Facility Phone List screen at a LazerPhone workstation, clicks the Add New button to open the Destination Phone Number Details screen, types in the number, and checks Blocked. The newly added number is immediately recognized and blocked by the system.

**Pre-Block of Disallowed Numbers:** LazerPhone's computerized call control system is pre-programmed to block known disallowed numbers. Prefixes such as 900, 950, 800, 976, 411, and 911 are automatically blocked and require no action by facility personnel. Additionally, calls to the operator through 0, 00, 10xxx, 950xxx, etc. are disallowed without requiring action by facility personnel. At the State's request, the system can be configured to allow or disallow international calls. All incoming calls are blocked. Inmate telephones are automatically blocked



from other inmate phones within the same facility or within other facilities with LazerPhone systems.

Global Tel\*Link's call processing and blocking systems are external to the telephone units and can be operated either remotely from Global Tel\*Link's Management Control Center or directly from the facility's on-site workstation.

**Auto Block on Repeated Denials:** The LazerPhone validation system is pre-programmed to block a destination number after five (5) denied attempts or five (5) not-accepted attempts (where the called party hangs up without pressing a key).

**Called Party Option to Block:** All called parties are given an opportunity to request that future calls from the inmate or facility be blocked. During a call attempt, the automated operator informs the called party at a touch tone phone: "If you wish to block any future calls of this nature, press '7' to receive further information," or at a rotary dialed phone, "If you wish to block any future calls of this nature, clearly say the word 'block' to receive further information."

In almost all cases a customer request to block (or to remove a block) is implemented immediately, while the customer is still on the line. However, to allow for any unusual circumstances, the customer is assured the block will be implemented (or removed) within 24 hours.

**11.3.8. Report / Information Requirements:** Vendor's inmate calling system must permit the following reporting at a minimum:

**11.3.8.1.1.** Provision of reports on paper, CD and online

**GTL Response:** GTL Understands and complies. LazerPhone's Call Search screen at the on-site workstation offers a wide variety of call record and administrative reports based on inmate call records and the system's activity log. Reports can be viewed on-line, printed and copied to CD.

**11.3.8.1.2.** Online call detail info and reports to include: Date and time of call origination; date and time of call termination; number dialed, stations number of originating call; duration of call in minutes and seconds; method of call termination, cost of call,.

**GTL Response:** GTL Understands and complies. Call detail reports include for each call record: Phone Station ID, Site ID, Destination Number, PIN, Date/Time, Length, Cost, Start Code and End Code, as well as a set of icon fields that provide the following information when an icon is present.

ICON	INDICATES
R	A recorded conversation is attached
N	A user Note is attached
L	The record is Locked to keep its recording beyond normal storage period
P	The recording has been played back (Playback History)
C	Call record has been downloaded to CD (Call Download History)

For on-site auditing and revenue verification, call detail reports include a total cost and duration summary for all records in the report, as well as the duration (length) and cost of individual calls. Reports may be generated for any time period and may be sorted in ascending or descending order by any of the nine major column headings on the report.

Select Report Type: **Call Detail Report**  
 Facility: **Glen Dyer Facility - 5602**  
 Sort By: **Start Date / Time** Descending

Copy File(s) Lock File(s)  
 Show Filters Search  
 Print

Total Count 8 Currently Viewing 1 to 8

#	R	N	I	P	C	Station	Location	Dest	PIN	Date/Time	Length	Cost	Start	End
1	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	5104460016	H1 D POD PH-1	6509922278		6/10/2004 6:15:18 AM	18:57	\$4.04	DTMF Call Accepted	Station Hung Up
2	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	5104460078	H1 B POD PH-1	6317577343		6/10/2004 6:15:06 AM	19:48	\$19.55	DTMF Call Accepted	Station Hung Up
3	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	5104460032	H4 F POD PH-1	5103838105		6/10/2004 5:42:28 AM	00:00	\$0.00	Station Hangup during Prompts	Call not complete (no end code)
4	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	5104460065	H1 E POD PH-1	5103571224		6/10/2004 1:04:38 AM	50:00	\$5.90	DTMF Call Accepted	Station Hung Up
5	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	5104460065	H1 E POD PH-1	4155855546		6/10/2004 12:58:34 AM	04:42	\$3.20	DTMF Call Accepted	Station Hung Up
6	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	5104460065	H1 E POD PH-1	4155855548		6/10/2004 12:54:48 AM	02:39	\$3.08	DTMF Call Accepted	Station Hung Up
7	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	5104460081	H4 E POD PH-2	5105388531		6/10/2004 12:35:43 AM	01:32	\$3.02	DTMF Call Accepted	Station Hung Up
8	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	5104460029	H4 E POD PH-1	5102688577		6/10/2004 12:35:16 AM	00:00	\$0.00	Station Hangup during Prompts	Call not complete (no end code)

**11.3.8.1.3. Ability to search for calls (real time and historically) using the following criteria:**

11.3.8.1.3.1. Calls from a specified inmate phone

**GTL Response:** GTL Understands and complies. LazerPhone provides the ability to search for calls from a specified inmate phone.

11.3.8.1.3.2. Calls to a specified destination number

**GTL Response:** GTL Understands and complies. LazerPhone provides the ability to search for calls to a specified destination number.

11.3.8.1.3.3. Calls from a group of inmate phones

**GTL Response:** GTL Understands and complies. LazerPhone provides the ability to search for calls from a group of inmate phones.

11.3.8.1.3.4. Calls of a certain type

**GTL Response:** GTL Understands and complies. LazerPhone provides the ability to search for calls by a specified call type.

11.3.8.1.3.5. Calls with recorded conversations

**GTL Response:** GTL Understands and complies. LazerPhone provides the ability to search for calls that have recorded conversations.

11.3.8.1.3.6. Calls with keywords found in recorded conversations

**GTL Response:** GTL can provide the keyword search feature/option. Being a leader in technology, Global Tel\*Link (GTL) was the first inmate phone company to offer keyword search in call recordings. Since its introduction, Global Tel\*Link has explored and tested various keyword search technologies that attempt to recognize random words within a verbal (recorded) conversation that match specified written words in a keyword list, with disappointing results. For this reason, at this time, our most advanced LazerPhone platform does utilize keyword search. Should the State desire this feature, it could be provided at a reduced commission rate to be negotiated between GTL and the State.

11.3.8.1.3.7. Calls of a specified duration

**GTL Response:** GTL Understands and complies. LazerPhone provides the ability to search for calls by specified duration.

11.3.8.1.3.8. Calls for a specified inmate PIN

**GTL Response:** GTL Understands and complies. LazerPhone provides the ability to search for calls by specified PIN.

11.3.8.1.3.9. Completed calls

**GTL Response:** GTL Understands and complies. LazerPhone provides the ability to search for calls that were completed.

11.3.8.1.3.10. Incomplete calls

**GTL Response:** GTL Understands and complies. LazerPhone provides the ability to search for calls that failed to complete.

11.3.8.1.3.11. Locked calls

**GTL Response:** GTL Understands and complies. LazerPhone provides the ability to search for calls that have been locked.

11.3.8.1.4. Ability to create a monthly report of calls by inmate.

**GTL Response:** GTL Understands and complies. LazerPhone provides the ability to create monthly reports by inmate.

**11.3.8.1.5.** Ability to create a report of calls on a routine monthly basis. This report must identify the inmate code placing said calls.

**GTL Response:** GTL Understands and complies. LazerPhone provides the ability to create a report of calls on a routine monthly basis. The monthly call detail report will include for each call record the PIN (inmate code) of the inmate who placed the call.

**11.3.9. Environmental/System Requirements:** The proposed inmate telephone system must provide the following system, security and environmental features and supporting documentation:

**11.3.9.1.** Vendors must provide a detailed statement of space required for the system and must state any environmental requirements for the space, e.g., temperature or humidity:

**GTL Response:** GTL understands and complies. The centralized LazerPhone platform proposed for the Department of Correction's correctional sites requires minimal on-site equipment. A small cabinet (approximately 21 by 25 inches floor space) holds a "solid state" pass-through unit that feeds data to the centralized platform. A distribution frame (2.5 by 3 feet) is wall mounted close to the LazerPhone cabinet and UPS units are floor mounted next to the cabinet. The amount of cabling required is determined during the site survey that follows contract award.

The system's PC workstation is setup in a designated office or other room convenient for facility personnel.

#### **LAZERPHONE ADMINISTRATION CONSOLE**

Dell Optiplex Computer with:  
Windows XP Professional Operating System  
512 MB RAM  
40 GB (or larger) Hard Drive  
CDRW Drive  
17" Flat Screen LCD Monitor  
Microphone and Speaker

Plus: HP Desktop Printer & UPS Unit



#### **Centralized LazerPhone On-Site Equipment Details**

19 Inch Rack to house solid state equipment  
1 U Digital Station Channel Bank per 24 stations  
1 U Digital Trunk Channel Bank per 24 stations  
1U Switch/Router for Wide Area network termination

UPS (size dependant on number of stations)  
Workstation and Monitor for management console  
Inmate Telephones  
TDD units (if applicable)

At no cost to the City, GTL provides all equipment, hardware and software, installation, maintenance, training, and services necessary for the operation of our proposed LazerPhone Inmate Telephone System. LazerPhone meets FCC an all other applicable regulations.

Factors that determine a suitable environment for the LazerPhone system equipment are temperature, humidity, cleanliness, and security.

Temperature:

The optimum environment for the LazerPhone equipment is a well-ventilated room maintained at a constant 68 degrees Fahrenheit. However, an acceptable range of temperature is between 66 and 74 degrees Fahrenheit. Temperatures in excess of 76 degrees can sometimes prove damaging to LazerPhone components and may impact the facility's ability to record.

Humidity:

The LazerPhone system is a solid state, computer based system. Acceptable humidity levels within the equipment room should be maintained between 20 and 80 percent, non-condensing (meaning no severe and rapid changes in temperature that produce condensation). A facility's normal cooling and heating systems usually maintain humidity at acceptable levels.

Cleanliness:

Equipment rooms should be clean and free from dust. Excess dust will cause heat problems if allowed to accumulate. After the installation process, all scrap / excess cable and wiring is to be removed from the premise by the technicians responsible for the installation. This includes all packing materials and boxes that result from shipping of the system.

Security:

The LazerPhone system should be housed in a secure location within the facility. Inmates should not have access to the room that houses the LazerPhone processing and recording equipment. The optimum location is frequently the facility's administration building.

- 11.3.9.2.** One Telecommunications Device for the Deaf (TDD), at a minimum, will be required at each correctional institution, as well at each correctional facility such as work releases, community work centers, pre-releases and the Cattle Ranch. The number of TDDs provided will conform to the requirements of the Americans with Disabilities Act (ADA) Guidelines for Buildings and Facilities but will never amount to less than 1 TDD per institution. There will be designated locations in each institution, but that location will vary from institution to institution. The STATE prefers the plug-in type TDD. The devices in the institutions must be able to be recorded and monitored.

**GTL Response:** GTL understands and complies. GTL will provide the required number of TDD devices at locations specified by the STATE. For calls through a TDD/TTY device, the inmate

will use a toll-free speed-dial code that GTL has preprogrammed to reach the locally available Deaf Relay Service. Out-going calls using TDD/TYY devices will be fully controlled through the LazerPhone system when the telephone number for the available Deaf Relay Service is a geographic area code + 7-digits. When this is the case, all of LazerPhone's pre-set calling restrictions apply.

If the available Deaf Relay Service can only be reached via an 800 number (or similar toll free number), LazerPhone is forced to relinquish control of the call when the inmate speed-dials to the service. When this is the case, GTL provides appropriate branding and instructional messages intended for the called-party to the Deaf Relay Center. As required by industry standards, access to most toll free services is restricted. GTL's speed dial bypass dials directly to a deaf relay service or other toll free numbers as requested by the STATE. These calls are not screened through our validation processes which would normally block such calls and therefore are not subject to call restrictions. Speed dial codes can be configured by specific stations and therefore monitored by facility staff to ensure the validity of those calls.

For LazerPhone-controlled TDD/TTY calls (Text Calls), "Text Telephone" appears as a language choice: 1=English, 2=Spanish, 3=Text Telephone. After "Text Telephone" is chosen, all of LazerPhone's automated prompts, branding, warning messages, etc. are delivered to the inmate and called party in text format on the display screen of the TDD/TTY units being used.

By default, an inmate's LazerPhone-controlled Text Call is recorded. A call-in-progress (visible on LazerPhone's Call Monitoring screen) can be live-monitored by directing it to a telephone equipped with a secondary TDD/TTY device. Likewise, a recorded text-conversation (visible on LazerPhone's Call Search screen) can be replayed by directing it to the secondary TDD/TTY device.

During live-monitoring or replay, the typed messages between the inmate and the called party are displayed on the screen of the secondary TDD/TTY device, and may be printed to provide a hard copy record.

**11.3.9.3.** Inmate telephone systems must be properly protected from power surges and fluctuations in electrical voltage and current. The STATE will bear no responsibility for damage to a vendor's equipment from power surges and fluctuations.

**GTL Response:** GTL understands and complies. LazerPhone's on-site equipment is protected from power surges and fluctuations by uninterrupted power supply units.

**11.3.9.4.** A P.01 grade of service is required for inmate service and all of its components.

**GTL Response:** GTL understands and complies. GTL's centralized LazerPhone platform will meet or exceed a P.01 grade of service to STATE facilities. From the site perspective, each inmate instrument will be assigned a channel within the LazerPhone Platform. For call initiation these channels will access a hunt group of trunks. Since this hunt group will be utilized by all facilities, it will be sized to accommodate the peak-anticipated traffic. Like the call initiation hunt group, the LazerPhone Platform will utilize an outbound hunt group for call delivery, which is also sized to accommodate peak-anticipated traffic. With its modular composition, additional trunks can be added to the platform with relative ease. From its Network Management Center,

GTL will constantly monitor the performance of the platform and will ensure call blocking due to unavailable trunks does not prevent call delivery from any STATE correctional facility.

- 11.3.9.5.** Vendor must provide each facility with a "kill" switch which renders all telephones inoperable immediately after activating the switch. Facility manager will dictate placement of this switch.

**GTL Response:** GTL understands and complies. GTL provides several different methods to shutdown individual telephones, a group of phones, or the total inmate telephone system. Each method is described below.

#### **Manual Cut Off Switches**

Global Tel\*Link installs manual cut off switches for each of the facility's logical groups of phones. Manual switches are placed at locations specified by facility administrators allowing correctional officers or authorized administrative staff the ability to selectively disable a single phone, bank of phones or all phones within the institution.

#### **Workstation Menu Options**

Single phones, groups of phones, or all inmate telephones can be turned off using menu options at the system workstation.

#### **Telephone Keypad Code**

In emergency situations, the entire inmate telephone system can be deactivated/activated by an authorized person entering special codes on the keypad of any inmate telephone.

- 11.3.9.6.** Vendors must agree to abide by the security requirements of the State of Alabama, Department of Corrections. These requirements include but are not limited to the need to arrange security clearances for vendor's personnel, prohibitions on materials that may be carried in or out of correctional facilities, certification of vendor's employees and such other security measures as may be deemed appropriate by the Department of Corrections.

**GTL Response:** GTL understands, agrees, and will comply.

**11.3.10. Investigative Tools:**

The vendor should describe any investigative tools, such as word search, that are included in the system.

**GTL Response:** GTL understands and complies.

**LAZERPHONE INVESTIGATIVE TOOLS**

◆ **CALL MONITORING**

LazerPhone provides both visual line monitoring and audio monitoring of live conversations. Authorized system users are able listen in real time to selected inmate telephone conversations. Live monitoring does not interrupt the recording process and is not detectable by either the inmate or the called party. LazerPhone automatically turns off the monitoring option during calls to approved legal counselors. Authorized personnel may selectively turn off monitoring for other calls, by inmate PIN and by destination number, to ensure privacy when it is deemed appropriate. Additional monitoring features are **Conference Calling** and **KwikKill**, described in the Call Control section below.

LazerPhone's Call Monitoring screen displays the current status of every inmate telephone line. An officer at the workstation can watch the entry in a phone's Status field change. Status entries include: idle, phone off hook, prompts being played, calling destination, and so on. A call entry on this screen identifies the phone from which the call is being made, the trunk line used, the destination number, and inmate PIN (if applicable).

◆ **CALL RECORDING**

All inmate calls are recorded by LazerPhone, except those to legal counsel or for which monitoring and recording have been selectively turned off.

◆ **CALL LOCKING**

LazerPhone allows system users to lock individual call recordings that are of on-going interest. Call locking prevents a recording from being purged from the system when a recording's normal storage period has expired.

◆ **REPORTS**

Investigators and facility administrators can use LazerPhone's Call Search screen at the workstation to generate routine or special reports of inmate telephone usage. Call details include inmate phone location and number, destination number, date and time of call, cost of the call, inmate PIN (if applicable), and the call's Start and End codes. Call records of special interest can be reported by specifying particular search criteria, for example, all calls for a particular PIN or destination number. Call records can even be searched by specified words or phrases located in investigative notes attached to call records. Call frequency reports are also available by origination number, destination number, PIN, or Trunk ID.

◆ **NOTES AND NOTE SEARCH**

The Notes feature allows the system user to attach note documents to call records. A Note might contain a case number, an investigative project name, or other pertinent information. LazerPhone's Note Search can immediately retrieve all call records with Notes that contain a



specified number, word, or phrase. Notes can be saved to disk with formatting (underline, bold, font colors, etc) or as plain text, to be used later in a word processing program like Microsoft Word.

◆ **HOT NUMBER ALERTS**

LazerPhone permits facility personnel to designate Hot Numbers, which may be specific destination numbers or inmate PINs. Should a call be initiated: to a hot number or by an inmate with a hot PIN, LazerPhone automatically dials up to three pre-programmed destination numbers – telephones or pagers of facility personnel. If a telephone is called, the system prompts for a secure pass code before connecting the call and allowing the alerted official to hear the inmate's conversation. If a pager is called, the system reports the phone number from which the call is being made, the number being dialed, and, if PINs are in use, identifies the inmate making the call.

◆ **SECURITY ENVELOPE AND EXPERT WITNESS**

LazerPhone wraps recorded conversations in a security envelope that remains intact when the recording is transferred to a compact disk (CD) and played back for evidence. Global Tel\*Link understands how important recordings may become to cases under investigation and has developed a foolproof method of securing your evidence from challenge. The security envelope ensures the authenticity of date, time, and telephone numbers involved. Any alteration to a call record or its encrypted information would be immediately detectable. The integrity of the security envelope is checked each time before a call can be played back. Global Tel\*Link will provide expert testimony, free of charge, to any jurisdiction on the authenticity of LazerPhone recordings.

**GTL**  
EXCLUSIVE

◆ **WAV AND MP3 FILE CONVERSION**

LazerPhone allows inmate call recordings to be saved to the popular WAV and MP# file formats that are easily shared between consulting investigators.



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## **BILLING PROCEDURES**

**11.3.11. Billing Procedures:** The vendor must describe billing procedures, including rates, fees and charges to the called parties. All fees charged from inmate and non-inmate phones must be identified. The vendor must also describe the procedure, and timing, of the commission reimbursements to the STATE.

**GTL Response:** GTL understands and complies. GTL's ability to accurately report the State's commission from both inmate and public calls is greatly enhanced by automated process that occur in real time.

**Public Phone Billing Process:** As public calls are made and completed, call details are recorded in the telephone's internal database. Records for non-coin calls are immediately transmitted in real time to the call database of GTL's 0+ carrier for processing and billing.

For auditing purposes, each public telephone is polled nightly and all records (for both coin and non-coin calls) are downloaded to GTL's **Public Administration Decision Database** (PADD), which is GTL's system for reporting revenue and usage of public phones.

**Inmate Phone Billing Process:** In our LazerPhone Inmate Telephone System's dynamic, real-time environment, as soon as a called party actively indicates acceptance of an inmate's call, LazerPhone begins the billing process by recording the cost of the call, based on the agreed upon rates for the call type, in the call detail record.

As inmate calls are placed and completed, call records are created and downloaded to Global Tel\*Link's central processing center in real time. Each incoming call record is electronically evaluated, rated, and formatted immediately for billing (not batched for later processing), then re-checked for format accuracy and transmitted via electronic media to the appropriate LEC or billing agent. This completely automated process eliminates the possibility of human error. Human eyes at Global Tel\*Link watch for electronic errors. Our MIS department frequently places "test calls" and tracks the resulting call records through the entire automated process to insure they are properly routed, rated, formatted, processed, and billed.

Billing statements for calls are issued monthly. The State's commission percentage is in no way impacted if a phone bill proves un-collectable. All billed calls within a billing period, contribute to the totals reported on the State's monthly commission and call summary sheets.

GTL has a billing arrangement with BellSouth, the major local exchange carrier in Alabama, and it is anticipated that the majority of calls will be billed through this carrier. For those customers who do not subscribe to services through the dominant LEC, we offer customers several options, including being billed through a billing clearing house and our automated AdvancePay system that allows called parties to establish a prepaid account using a VISA or Mastercard. Telephone bills are issued on a monthly basis.

**RATES, FEES, AND CHARGES**

**Global Tel\*Link Corporation  
 Inmate Calling Rates  
 Alabama Department of Corrections**

**Local:** \$2.85 Flat

**IntraLata:** \$2.25 surcharge plus the below listed per minute rates

Miles:	DAY		EVENING		NIGHT/WEEKEND	
	Int'l Min.	Add'l Min.	Int'l Min.	Add'l Min.	Int'l Min.	Add'l Min.
0-12	\$0.1100	\$0.0900	\$0.0825	\$0.0675	\$0.0550	\$0.0450
11-16	\$0.1700	\$0.1500	\$0.1275	\$0.1125	\$0.0850	\$0.0750
17-22	\$0.1700	\$0.1700	\$0.1275	\$0.1275	\$0.0850	\$0.0850
23-30	\$0.1700	\$0.1700	\$0.1275	\$0.1275	\$0.0850	\$0.0850
31-40	\$0.1700	\$0.1700	\$0.1275	\$0.1275	\$0.0850	\$0.0850
41-55	\$0.1700	\$0.1700	\$0.1275	\$0.1275	\$0.0850	\$0.0850
56-70	\$0.1760	\$0.1760	\$0.1320	\$0.1320	\$0.0880	\$0.0880
71-85	\$0.1800	\$0.1800	\$0.1350	\$0.1350	\$0.0900	\$0.0900
86+	\$0.1800	\$0.1800	\$0.1350	\$0.1350	\$0.0900	\$0.0900

**Interlata:** \$2.25 surcharge plus \$0.30 per minute

**Interstate:** \$4.99 surcharge plus \$0.89 per minute

(Public Payphone Calling Rates follow.)

**Global Tel\*Link Corporation  
 Public Payphone Calling Rates  
 State of Alabama**

**Cash Calls**

Local Cash Call	\$0.50 for an unlimited call	1+ call
IntraLATA Cash Call	\$1.00 first 4 min, \$0.25 ea add min	1+ Long Distance
InterLATA Cash Call	\$1.00 first 4 min, \$0.25 ea add min	1+ Long Distance
Interstate Cash Call	\$1.00 first 4 min, \$0.25 ea add min	1+ Long Distance

**Operator Assisted**

**Calls**

Interstate Interlata	AUTO_OP_3RD	6.99	0+
Interstate Interlata	AUTO_OP_3RD_ZM	6.99	
Interstate Interlata	AUTO_OP_BANK	5.99	
Interstate Interlata	AUTO_OP_BANK_ZM	5.99	
Interstate Interlata	AUTO_OP_BOC	5.99	
Interstate Interlata	AUTO_OP_BOC_ZM	5.99	
Interstate Interlata	AUTO_OP_COLLECT	5.99	
Interstate Interlata	AUTO_OP_COLLECT_ZM	7.50	
Interstate Interlata	BONG_BANK	5.99	Credit Card
Interstate Interlata	BONG_BOC	5.99	Credit Card
Interstate Interlata	LIVE_OP_3RD_PARTY	6.99	0+
Interstate Interlata	LIVE_OP_3RD_ZM	9.99	0+
Interstate Interlata	LIVE_OP_BANK	7.50	
Interstate Interlata	LIVE_OP_BANK_ZM	7.50	
Interstate Interlata	LIVE_OP_BOC	7.50	
Interstate Interlata	LIVE_OP_BOC_ZM	7.50	
Interstate Interlata	LIVE_OP_COLLECT	7.50	
Interstate Interlata	LIVE_OP_COLLECT_ZM	7.50	
Interstate Interlata	P2P_3RD_PARTY	12.50	
Interstate Interlata	P2P_BANK	12.50	
Interstate Interlata	P2P_BOC	12.50	
Interstate Interlata	P2P_COLLECT	12.50	
Interstate Interlata	P2P_LIVE_OP_3RD_ZM	12.50	
Interstate Interlata	P2P_LIVE_OP_BANK_ZM	12.50	
Interstate Interlata	P2P_LIVE_OP_BOC_ZM	12.50	
Interstate Interlata	P2P_LIVE_OP_COLLECT_ZM	12.50	

Interstate Intralata	AUTO_OP_3RD	6.99
Interstate Intralata	AUTO_OP_3RD_ZM	6.99
Interstate Intralata	AUTO_OP_BANK	5.99
Interstate Intralata	AUTO_OP_BANK_ZM	5.99
Interstate Intralata	AUTO_OP_BOC	5.99
Interstate Intralata	AUTO_OP_BOC_ZM	5.99
Interstate Intralata	AUTO_OP_COLLECT	5.99
Interstate Intralata	AUTO_OP_COLLECT_ZM	7.50
Interstate Intralata	BONG_BANK	5.99
Interstate Intralata	BONG_BOC	5.99
Interstate Intralata	LIVE_OP_3RD_PARTY	6.99
Interstate Intralata	LIVE_OP_3RD_ZM	9.99
Interstate Intralata	LIVE_OP_BANK	7.50
Interstate Intralata	LIVE_OP_BANK_ZM	7.50
Interstate Intralata	LIVE_OP_BOC	7.50
Interstate Intralata	LIVE_OP_BOC_ZM	7.50
Interstate Intralata	LIVE_OP_COLLECT	7.50
Interstate Intralata	LIVE_OP_COLLECT_ZM	7.50
Interstate Intralata	P2P_3RD_PARTY	12.50
Interstate Intralata	P2P_BANK	12.50
Interstate Intralata	P2P_BOC	12.50
Interstate Intralata	P2P_COLLECT	12.50
Interstate Intralata	P2P_LIVE_OP_3RD_ZM	12.50
Interstate Intralata	P2P_LIVE_OP_BANK_ZM	12.50
Interstate Intralata	P2P_LIVE_OP_BOC_ZM	12.50
Interstate Intralata	P2P_LIVE_OP_COLLECT_ZM	12.50
Intrastate Interlata	AUTO_OP_3RD	2.35
Intrastate Interlata	AUTO_OP_3RD_ZM	3.15
Intrastate Interlata	AUTO_OP_BANK	2.25
Intrastate Interlata	AUTO_OP_BANK_ZM	3.05
Intrastate Interlata	AUTO_OP_BOC	0.80
Intrastate Interlata	AUTO_OP_BOC_ZM	3.05
Intrastate Interlata	AUTO_OP_COLLECT	2.25
Intrastate Interlata	AUTO_OP_COLLECT_ZM	3.05
Intrastate Interlata	BONG_BANK	0.80
Intrastate Interlata	BONG_BOC	0.80
Intrastate Interlata	LIVE_OP_3RD_PARTY	2.35
Intrastate Interlata	LIVE_OP_3RD_ZM	3.15
Intrastate Interlata	LIVE_OP_BANK	2.25

Intrastate Interlata	LIVE_OP_BANK_ZM	3.05
Intrastate Interlata	LIVE_OP_BOC	2.25
Intrastate Interlata	LIVE_OP_BOC_ZM	3.05
Intrastate Interlata	LIVE_OP_COLLECT	2.25
Intrastate Interlata	LIVE_OP_COLLECT_ZM	3.05
Intrastate Interlata	P2P_3RD_PARTY	4.90
Intrastate Interlata	P2P_BANK	4.90
Intrastate Interlata	P2P_BOC	4.90
Intrastate Interlata	P2P_COLLECT	4.90
Intrastate Interlata	P2P_LIVE_OP_3RD_ZM	5.70
Intrastate Interlata	P2P_LIVE_OP_BANK_ZM	5.70
Intrastate Interlata	P2P_LIVE_OP_BOC_ZM	5.70
Intrastate Interlata	P2P_LIVE_OP_COLLECT_ZM	5.70
Intrastate Intralata	AUTO_OP_3RD	2.35
Intrastate Intralata	AUTO_OP_3RD_ZM	2.35
Intrastate Intralata	AUTO_OP_BANK	2.25
Intrastate Intralata	AUTO_OP_BANK_ZM	2.25
Intrastate Intralata	AUTO_OP_BOC	0.80
Intrastate Intralata	AUTO_OP_BOC_ZM	2.25
Intrastate Intralata	AUTO_OP_COLLECT	2.25
Intrastate Intralata	AUTO_OP_COLLECT_ZM	2.25
Intrastate Intralata	BONG_BANK	0.80
Intrastate Intralata	BONG_BOC	0.80
Intrastate Intralata	LIVE_OP_3RD_PARTY	2.35
Intrastate Intralata	LIVE_OP_3RD_ZM	2.35
Intrastate Intralata	LIVE_OP_BANK	2.25
Intrastate Intralata	LIVE_OP_BANK_ZM	2.25
Intrastate Intralata	LIVE_OP_BOC	2.25
Intrastate Intralata	LIVE_OP_BOC_ZM	2.25
Intrastate Intralata	LIVE_OP_COLLECT	2.25
Intrastate Intralata	LIVE_OP_COLLECT_ZM	2.25
Intrastate Intralata	P2P_3RD_PARTY	4.90
Intrastate Intralata	P2P_BANK	4.90
Intrastate Intralata	P2P_BOC	4.90
Intrastate Intralata	P2P_COLLECT	4.90
Intrastate Intralata	P2P_LIVE_OP_3RD_ZM	4.90
Intrastate Intralata	P2P_LIVE_OP_BANK_ZM	4.90
Intrastate Intralata	P2P_LIVE_OP_BOC_ZM	4.90
Intrastate Intralata	P2P_LIVE_OP_COLLECT_ZM	4.90

Local	AUTO_OP_3RD	2.35
Local	AUTO_OP_3RD_ZM	2.35
Local	AUTO_OP_BANK	2.25
Local	AUTO_OP_BANK_ZM	2.25
Local	AUTO_OP_BOC	0.80
Local	AUTO_OP_BOC_ZM	2.25
Local	AUTO_OP_COLLECT	2.25
Local	AUTO_OP_COLLECT_ZM	2.25
Local	BONG_BANK	0.80
Local	BONG_BOC	0.80
Local	LIVE_OP_3RD_PARTY	2.35
Local	LIVE_OP_3RD_ZM	2.35
Local	LIVE_OP_BANK	2.25
Local	LIVE_OP_BANK_ZM	2.25
Local	LIVE_OP_BOC	2.25
Local	LIVE_OP_BOC_ZM	2.25
Local	LIVE_OP_COLLECT	2.25
Local	LIVE_OP_COLLECT_ZM	2.25
Local	P2P_3RD_PARTY	4.90
Local	P2P_BANK	4.90
Local	P2P_BOC	4.90
Local	P2P_COLLECT	4.90
Local	P2P_LIVE_OP_3RD_ZM	4.90
Local	P2P_LIVE_OP_BANK_ZM	4.90
Local	P2P_LIVE_OP_BOC_ZM	4.90
Local	P2P_LIVE_OP_COLLECT_ZM	4.90

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**MTS Rates**

	Miles	Miles			1st min Day	Add Min	1st min Eve	Add Eve	1st Min N/Wknd	Add N/W
Interstate Interlata	0	9999	60 second timing	60	1.15	1.15	1.15	1.15	1.15	1.15
Interstate Intralata	0	9999	60	60	1.15	1.15	1.15	1.15	1.15	1.15
Intrastate Interlata	0	10	60	60	0.16	0.16	0.12	0.12	0.09	0.09
Intrastate Interlata	11	16	60	60	0.18	0.18	0.14	0.14	0.12	0.12
Intrastate Interlata	17	22	60	60	0.19	0.19	0.14	0.14	0.13	0.13
Intrastate Interlata	23	30	60	60	0.20	0.20	0.15	0.15	0.13	0.13
Intrastate Interlata	31	40	60	60	0.21	0.21	0.16	0.16	0.13	0.13
Intrastate Interlata	41	55	60	60	0.22	0.22	0.16	0.16	0.13	0.13
Intrastate Interlata	56	124	60	60	0.24	0.24	0.16	0.16	0.13	0.13



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Intrastate Interlata	125	9999	60	60	0.25	0.25	0.16	0.16	0.14	0.14
Intrastate Intralata	0	10	60	60	0.14	0.14	0.11	0.11	0.09	0.09
Intrastate Intralata	11	16	60	60	0.16	0.16	0.13	0.13	0.11	0.11
Intrastate Intralata	17	40	60	60	0.19	0.19	0.13	0.13	0.11	0.11
Intrastate Intralata	41	55	60	60	0.24	0.24	0.16	0.16	0.13	0.13
Intrastate Intralata	56	9999	60	60	0.25	0.25	0.16	0.16	0.13	0.13
Local	0	10	60	60	0.14	0.14	0.11	0.11	0.09	0.09
Local	11	16	60	60	0.16	0.16	0.13	0.13	0.11	0.11
Local	17	40	60	60	0.19	0.19	0.13	0.13	0.11	0.11
Local	41	55	60	60	0.24	0.24	0.16	0.16	0.13	0.13
Local	56	9999	60	60	0.25	0.25	0.16	0.16	0.13	0.13



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**BILLED-PARTY TOTAL CHARGES AND FEES**

Called/billed parties will be charged the approved per minute rate and applicable surcharge for each completed call. No other per-call charges are applied. Regulated fees, taxes, and tax-related surcharges will be added to the party's monthly bill. For AdvancePay customers, GTL passes through applicable credit card transaction fees when consumers elect to setup their accounts using a credit card. Please note that GTL does not charge consumers any account set up or maintenance fees.

**COMMISSION REIMBURSEMENT  
TO THE STATE OF ALABAMA**

Commission payments will be remitted so as to be received by the STATE within sixty (60) calendar days of the close of each period for which commissions are being paid. Monthly commission checks will be made payable to **State of Alabama Telephone Revolving Fund** and will be forwarded to:

Ms. Priscilla Coker  
Department of Finance  
Information Services Division  
Customer Service/Service Delivery  
64 North Union Street, Suite 250  
Montgomery, AL 36130

**COMMISSION BASIS**

Global Tel\*Link (GTL) pays commissions based on the gross revenue generated by calls from all phones covered by the Agreement. Gross Revenue means all revenue generated for every completed call that is accepted by a consumer, and excludes all taxes, Federal, State, County or local telecommunications fees that may additionally apply to a consumer's monthly telephone bill. (See *Billed-Party Total Charges and Fees* above.)

**COMMISSION CALCULATION**

The STATE's commission amount is calculated by multiplying the agreed upon commission percentage for inmate and public calls, times the total gross amount charged at the agreed upon rates for all completed calls during the billing period.

Inmate Commission Percentage X Total Gross Inmate Phone Revenue = Commission Amount

Public Commission Percentage X Total Gross Public Phone Revenue = Commission Amount

There are no deductions of any kind taken from the gross revenue from inmate or public calls prior to the calculation of the STATE's commission amount.

**COMMISSION VERIFICATION**

Monthly commission and detailed revenue reports for both inmate and public calls will be provided in hard copy and made available on-line to authorized STATE personnel.

In addition to monthly reports provided by GTL, the STATE will be able to verify inmate call traffic, call revenue, and commission accuracy by accessing each facility's original call data on-

line via LazerPhone's password protected Internet connection at system workstations. LazerPhone generates reports detailing total gross revenue for the specified billing period by such criteria as: inmate telephone, call type, inmate PIN, destination number, or virtually any combination of criteria that the STATE desires to use to audit detail or summary information contained in monthly commission reports.

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## PRICING

### 12. Pricing:

#### 12.1. Commission Percentage Guaranteed:

This section is designed for the financial evaluation of bids based on the commission percentages offered, once a vendor has met all technical and general requirements of this ITB.

Vendors must complete the "Vendors Commission Percentage Guarantee" form.

**GTL Response:** GTL understands and complies. Please see GTL's "Commission Percentage Guarantee" form at TAB: TERMS AND PRICE.

The STATE will use the highest total estimated inmate commission (Line 1 commission rate percentage multiplied by Line 1 revenue) **PLUS** the highest estimated public payphone commission (Line 2 commission rate multiplied by Line 2 revenue) to determine which vendor is offering the highest commission to the STATE.

**GTL Response:** GTL understands and agrees. Please see GTL's "Commission Percentage Guarantee" form at TAB: TERMS AND PRICE.

After the successful vendor has been awarded the contract, the STATE will expect the vendor to pay the percentage offered on Line 1 for all categories (Local, IntraLATA, and InterLATA) for inmate revenues and Line 2 for all categories for public revenues. Percentages will be applied to the vendor's gross revenue to determine the commissions owed to the STATE. Percentages are fixed for the life of the contract (cannot decrease, but an increase may be negotiated for renewal years) ; commissions cannot be altered due to any fees or taxes mandated by federal, state, or local government.

**GTL Response:** GTL understands, agrees, and will comply. Please see GTL's "Commission Percentage Guarantee" form at TAB: TERMS AND PRICE.

Gross revenue is defined as all revenue, whether controlled by the vendor or not, generated by the telephone via customer origination. Examples of originated revenues are: coin, 0+, 0-, 01+, 011+, 00-, 10xxx, 950-10xx, 1-800-xxx-xxxx, bank card, travel and entertainment card revenue and not merely commissions paid to a vendor by a subcontractor, e.g. Operator Services Provider (OPS), or interexchange carrier. Other examples of revenue are inmate debit cards and pre-paid accounts.

**GTL Response:** GTL understands, agrees, and complies. Global Tel\*Link (GTL) pays commissions based on the gross revenue originally generated at the time of the call, by each inmate or non-inmate call from each and every telephone covered by the Agreement, regardless of the payment method used.

**12.2 VENDORS COMMISSION PERCENTAGE GUARANTEE**

This form must be completed by the vendor, or the bid will be rejected. **NO WARRANTY, EXPRESSED OR IMPLIED**, is made by the STATE that any contract resulting from this ITB will include an equal or greater number of pay telephones, revenue, or minutes of usage, as identified in ATTACHMENT C, ATTACHMENT E or elsewhere in this ITB.

The vendor is to enter on **Line 1**, Column A, the percentage factor they will guarantee to pay for all **inmate** revenues. The percentage factor will be entered with three decimal places. For example, if the guaranteed percentage amount is 50%, 50.000 would be entered on Line 1, Column A. The vendor is to then multiply the (STATE) estimated inmate revenue (Line 1, Column B) by the percentage (Line 1, Column A) and enter the total in Line 1, Column C.

The vendor is to enter on **Line 2**, Column A, the percentage factor they will guarantee to pay for all **public (non-inmate)** revenues. The percentage factor will be entered with three decimal places. For example, if the guaranteed percentage amount is 50%, 50.000 would be entered on Line 2, Column A. The vendor is to then multiply the (STATE) estimated public revenue (Line 2, Column B) by the percentage (Line 2, Column A) and enter the total in Line 2, Column C.

These two percentage factors will be applied to the vendor's gross inmate and public revenues to determine the commissions owed to the STATE each month.

The total of Line 1, Column C and Line 2, Column C will be the basis for award, assuming all technical specifications have been met.

	Column A Percentage Guarantee		Column B Estimated Revenue	= \$	Column C Total \$\$
LINE 1	<u>61.500%</u>	x	\$10,500,000	= \$	<u>6,457,500</u>
LINE 2	<u>61.500%</u>	x	\$120,000	= \$	<u>73,800</u>

The Line 1 commission percentage factor (**Column A**) entered above must be transferred to the price sheet (~~Page 7~~ Page 6) and **entered under unit price for Line 1.**

The Line 1 total dollar amount (**Column C**) entered above must be transferred to the price sheet (~~Page 7~~ Page 6) and entered **under extended amount for Line 1.**

The Line 2 commission percentage factor (**Column A**) entered above must be transferred to the price sheet (~~Page 7~~ Page 6) and **entered under unit price for Line 2.**

The Line 2 total dollar amount (**Column C**) entered above must be transferred to the price sheet (~~Page 7~~ Page 6) and entered **under extended amount for Line 2.**

**Extended amount for lines 1 and 2 on page 7 page 6 must then be totaled and the total amount entered at the right hand bottom of the page.**

(Page number changed per Addendum 1: Inmate/Payphone ITB Specification Modification.)

**GTL Response:** The above entries from Columns A and C have been transferred to the Price Sheet at **Tab: Terms and Price.**

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## EVALUATION

### 13. Evaluation

#### 13.1. Compliance

The STATE will review each bid in detail to determine its compliance with all ITB requirements. If a bid fails to meet an ITB requirement, the STATE will reject that bid in its entirety.

**GTL Response:** GTL understands, agrees, and will comply.

#### 13.2. Administrative and Technical Requirements

Bids must satisfy all mandatory administrative and technical requirements as specified in this ITB.

**GTL Response:** Global Tel Link (GTL) is pleased to submit a proposal that meets all mandatory administrative and technical requirements specified in the State of Alabama's Invitation to Bid.

#### 13.3. Reference List Evaluation

All customers on the required customer reference list may be contacted at the STATE's discretion. The customers contacted must respond that the service provided by the vendor was considered to be satisfactory in order for the vendor to be successful in this part of the bid. A response that the vendor's service has been unsatisfactory, even from one customer, may be cause for rejection of the bid depending upon the significance of unsatisfactory item and dependent on the STATE's analysis of the validity of the unsatisfactory response.

**GTL Response:** GTL understands, agrees, and complies. Please see *GTL Attachment 1. References.*

#### 13.4. Commissions

The vendor whose bid has met all mandatory administrative and technical requirements and has offered the highest estimated commission (calculated by multiplying the vendor's commission percentages by estimated revenues for inmate and public pay phones) to the STATE will be awarded the contract.

**GTL Response:** GTL has read, understands, and agrees. Please see GTL's commission offer at Tab: *Terms and Price.*

#### 13.5. Demonstration

Bids will be rank ordered from highest to lowest based on the estimated commission. Demonstration, if required by the STATE, will be requested from the vendor submitting the bid with the highest estimated commission and that meets the requirements of this ITB. If the bid is

deemed non-responsive after demonstration, the vendor with the next highest estimated commission will be requested to demonstrate that its system meets all ITB requirements. The STATE will continue to request demonstrations from vendors until a responsive bid is determined at an acceptable commission rate to the STATE.

**GTL Response:** GTL has read, understands, and agrees. GTL will be pleased to demonstrate our LazerPhone Inmate Telephone System to the STATE.

#### **14. Demonstration**

##### **14.1. General**

The demonstration is intended to afford the STATE the opportunity, if necessary, to verify the claims made by the vendor in response to ITB Section 11, Technical and Functional Requirements. The demonstration is also intended to allow the STATE the ability to corroborate the evaluation of the bid and to confirm that the telecommunications hardware, related software and any services which are proposed as a result of this ITB are actually in operation. The STATE reserves the right to determine whether or not a demonstration of any or all proposed systems is required. The vendor who offers the STATE the highest estimated commission and meets all the specifications of this ITB may be notified to perform the demonstration.

**GTL Response:** GTL has read, understands, and agrees.

##### **14.2. Preparation**

The vendor must prepare and include in the bid (or present to the STATE prior to the STATE's arrival at the demonstration location) a complete plan for the performance of all applicable segments of the demonstration. The plan must include the following:

Discussion of performance records regarding telephone equipment, including its internal and external software;

Presentation of presently used management records and reports;

Actual hardware, software, line access method and type of feature group used for the demonstration configuration; and

Explanation if any segment of the demonstration differs from that proposed.



The vendor must provide or make all necessary arrangements for the demonstration facilities at no cost to the STATE. The location of the demonstration will be determined by the vendor; however, demonstration within Alabama is preferred.

The vendor will be notified no later than ten (10) working days before the date for Demonstration of Requirements.

The demonstration must be performed in substantial accordance with the requirements specified below in 14.3. Failure of the vendor to demonstrate that the claims made by the bid, in response to the ITB requirements, are in fact true, may be sufficient to cause the bid to be deemed non-responsive. The STATE reserves the right to determine whether or not the demonstration has been successfully passed.

**GTL Response:** GTL has read, understands, and will comply with the above stated demonstration requirements.

### **14.3. Requirements**

#### **14.3.1. Materials**

The vendor will supply all proposed hardware, software, and documentation needed for the functional demonstration.

**GTL Response:** GTL has read, understands, and will comply with the above stated demonstration requirement.

#### **14.3.2. Agenda**

The agenda will allow no more than one (1) full day for the demonstration. However, if the State determines that additional presentations/demonstrations are necessary, the time may be extended.

At the STATE's option, an additional time may be scheduled if the STATE finds it necessary to rerun the demonstration (in whole or in part) due to any malfunction encountered during the initial demonstration period.

The STATE team will arrive at the vendor's demonstration site with the following expected agenda:

**GTL Response:** GTL has read, understands, and will comply with the above stated demonstration requirements.

**14.3.2.1.** Short briefing by the vendor to provide an overview of the demonstration and an overview of the hardware and software of the proposed system(s).

**GTL Response:** GTL has read, understands, and will comply with the above stated demonstration requirement.

**14.3.2.2.** Working demonstration: Demonstration of all proposed systems, services, and equipment as required by this ITB will be furnished. The demonstration will include the following

**GTL Response:** GTL has read, understands, and will comply with the above stated demonstration requirements.

**14.3.3. Schedule and Time**

The time of the demonstration will be established by mutual agreement between the vendor and the STATE no later than ten (10) working days prior to the demonstration.

**GTL Response:** GTL has read, understands, and will comply with the above stated demonstration requirements.

**14.3.4. Scope of the Demonstration**

The STATE reserves the right to test any and every function of the proposed system(s). If required, and failure to function as required occurs at an agency location, the STATE may terminate the contract.

**GTL Response:** GTL has read, understands, and agrees.