

DOIT MASTER AGREEMENT NUMBER: **B-03-013GTL**

DOIT APPROVAL DATE: **9/24/2007**

VENDOR NAME: Global Tel*Link Corporation (GTL)

FEIN: 63-1071001

SERVICE/PRODUCT NAME: Inmate Monitoring & Recording System: AdvancePay

Global Tel*Link purchased MCI's portion of the Master Agreement for the Inmate Monitoring & Recording System effected July 18, 2007.

SERVICE/PRODUCT DESCRIPTION: The AdvancePay service will be available to called parties with telephone numbers on the approved call lists of Inmates incarcerated at the CT Department of Correction correctional facilities.

MCI and CT mutually agreed to the features and functions of the Pre-Paid Service program. These features and functions are outlined in a document entitled "Connecticut Department of Technology Pre-Paid Inmate Calling Service Requirements," dated and executed by MCI on April 23, 2004, and further clarified by MCI and DOIT in subsequent correspondence.

SERVICE LEVELS: GTL does not offer SLAs for AdvancePay service however the following repair statistics apply.

Priority 1 Outage: Clearance Goal 4 Hours – Locations with more than 50% of circuits out of service.

Priority 2 Outage: Clearance Goal 8 Hours – Locations with less than 5 circuits or less than 50% of circuits out of service.

Priority 3 Outage: Clearance Goal 24 Hours – Locations with single trouble issues.

Customer inquiries related to the AdvancePay program may call (877) 372-4330.

SERVICE AVAILABILITY/LIMITATIONS: The AdvancePay Service will be available to called parties with telephone numbers on the approved call lists of Inmates incarcerated at the CT Department of Correction correctional facilities.

