

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 Telephone & Monitoring System**

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

**SERVICE/PRODUCT DESCRIPTION:** GTL will provide the State of Connecticut Department of Correction a fully integrated Inmate Telephone, Recording & Monitoring System with all institutions networked to a central database.

**SERVICE LEVELS:** GTL does not offer SLAs for Inmate Phone 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 relating to billing questions or for problems relating to removing a phone number from an Inmate's Call List can be directed to (877) 371-1628

**SERVICE AVAILABILITY/LIMITATIONS:** The services associated with the GTL provided Inmate Telephone & Monitoring System are available to any Connecticut Department of Correction institution that has installed the GTL Inmate Telephone & Monitoring system.

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9Activity (Add, Delete, Change)	Date of Vendor Request	Date Approved By DOIT	Item	Item Code	Description of Service/Equipment	Unit			
Add	07/03/03	09/11/03	1		Collect Call Commission	ea			45%
Add	07/03/03	09/11/03	2		Local Collect Charge per Call	ea			\$2.00
					Local - Mileage Band and per Minute Rates:				
					<u>Day</u>	<u>Evening</u>	<u>Night</u>		
					<u>Mileage</u>	<u>1<sup>st</sup> Min.</u>	<u>Add'l Min.</u>	<u>1<sup>st</sup> Min.</u>	<u>Add'l Min.</u>
					N/A	\$0.00	\$0.00	\$0.00	\$0.00
Add	07/03/03	09/11/03	3		IntraLata Collect Charge per Call	ea			\$1.75
					IntraLata - Mileage Band and per Minute Rates:				
					<u>Day</u>	<u>Evening</u>	<u>Night</u>		
					<u>Mileage</u>	<u>1<sup>st</sup> Min.</u>	<u>Add'l Min.</u>	<u>1<sup>st</sup> Min.</u>	<u>Add'l Min.</u>
					1-10	\$0.1300	\$0.1300	\$0.1300	\$0.1300
					11-16	\$0.1500	\$0.1500	\$0.1500	\$0.1500
					17-22	\$0.1700	\$0.1700	\$0.1700	\$0.1700
					23-30	\$0.2100	\$0.2100	\$0.2100	\$0.2100
					31+	\$0.2400	\$0.2400	\$0.2400	\$0.2400
Add	07/03/03	09/11/03	4		InterLata/IntraState Collect Charge per call	ea			\$1.75
					InterLata/IntraState - Mileage Band and per Minute Rates:				
					<u>Day</u>	<u>Evening</u>	<u>Night</u>		
					<u>Mileage</u>	<u>1<sup>st</sup> Min.</u>	<u>Add'l Min.</u>	<u>1<sup>st</sup> Min.</u>	<u>Add'l Min.</u>
					1-10	\$0.1200	\$0.1200	\$0.0780	\$0.0420
					11-16	\$0.1400	\$0.1400	\$0.0910	\$0.0560
					17-22	\$0.1650	\$0.1650	\$0.1073	\$0.0660
					23-30	\$0.2000	\$0.2000	\$0.1300	\$0.0800
					31+	\$0.2300	\$0.2300	\$0.1495	\$0.0920
Add	07/03/03	09/11/03	5		InterState Collect Charge per Call	ea			\$3.95
					InterState - Mileage Band and per Minute Rates:				
					<u>Day</u>	<u>Evening</u>	<u>Night</u>		
					<u>Mileage</u>	<u>1<sup>st</sup> Min.</u>	<u>Add'l Min.</u>	<u>1<sup>st</sup> Min.</u>	<u>Add'l Min.</u>
					ALL	\$0.89	\$0.89	\$0.89	\$0.89
<b>NOTE:</b>	<b>Day: Monday – Friday 8 am to 4:59 pm</b>								
	<b>Evening: Monday –Sunday 5 pm to 10:59 pm</b>								
	<b>Night: Monday – Sunday 11 pm to 7:59 am</b>								