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***Request for Proposal  
Inmate Telephone Service  
(RFP)***

***Pulaski County Detention Center***

***Release Date:***

***9/23/2014***

***Proposal Due Date:***

***11/17/2015***

***Refer ALL Inquiries to:***

Gayla Jones, Pulaski County Contract Monitor

***[GJones@pulaskicountyil.net](mailto:GJones@pulaskicountyil.net)***

Pulaski County Detention Center

20 Justice Dr, Ullin, IL 62992

618-845-3512 ext. 234

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# Cover Letter

November 17, 2014  
Pulaski County Detention Center  
Attention: Gayla Jones  
Pulaski County Contract Monitor  
20 Justice Drive  
Ullin, IL 62992

## **RE: RFP for Inmate Telephone Service**

Dear Ms. Jones,

Securus Technologies, Inc. is pleased to submit our proposal in response to Pulaski County's RFP for inmate telephone services (ITS). As the leading inmate phone provider in the corrections industry, we feel there is a great deal to gain from our continued mutual partnership and welcome the opportunity to serve you in this capacity. Let me assure you that the concerns expressed during your recent meeting with your new Account Manager, Susan Fritz, about our response time to your requests and communication issues are a thing of the past. Susan has managed the accounts of several neighboring correctional facilities near the Pulaski County Detention Center and we encourage you to contact the references listed in the RFP to personally verify her responsiveness and attentiveness to their needs over the many years that she and the rest of our Securus team have provided them with cutting-edge technology for inmate telephone service.

It has been a pleasure for Securus Technologies to serve you over the past 16 years and we would appreciate the opportunity to rebuild your trust to earn your complete satisfaction in continuing our partnership. I want to introduce you to your account team who will all strive to provide the Pulaski County Detention Center with excellent and timely customer service.

### **The Securus Pulaski County Account Team**

Susan Fritz – Lead Account Manager  
Kelly Elza – Account Relations Team Member  
Tura Hallblade – Regional Sales Vice President  
Craig Charboneau – Regional Field Service Manager  
John Glauer – Field Service Technician  
Jeremy Rohr – Regional Sales Support Specialist

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Each of the above team members will bring a personal commitment to provide Pulaski County with the highest level of service, support, and technology on the market today. This includes numerous patents (110 patents and over 40 patents pending) and advanced investigative tools with more being developed. We also bring a large array of revenue-generating applications and efficiency enhancements that will help your facility run as smoothly and safely as possible. With over 25 years of experience in providing inmate telephone service to over 2,600 facilities and over 1,000,000 inmates, we know the world you live in and the problems you face in the landscape of today's ever-changing corrections industry. We are here to assure you that we will stand by and support you as we journey into the future and will always keep your best interests in mind. We are working closely with nearly 80% of the other Illinois facilities to service their calling needs, and our customer satisfaction surveys have reflected this back in a very positive light over the years. As such, we present our proposal with the confidence that it will meet your needs and exceed your expectations.

Securus is presenting a comprehensive inmate telephone system solution that will provide Pulaski County with aggressive and transparent rates and commissions coupled with unmatched inmate management, administrative, and investigative capabilities. **We understand that you have requested low rates due to your large population of ICE inmates. We are confident that the rates provided will be beneficial to all interested parties.**

Securus' dedicated customer service department is available 24/7/365 to assist friends and family members in establishing and funding inmate accounts. We invite Pulaski County to continue to be a part of the vast majority of Illinois correctional facilities, including the Illinois Department of Corrections, which can share the same ITS system and associated data on inmates.

Securus has demonstrated in our proposal a dedicated commitment to provide the highest level of service and an integrated inmate telephone system that includes all the needs you have today and for tomorrow. These services include phone monitoring and recording as well as all the benefits of a state-of-the-art web/cloud-based system. Given the opportunity to continue to be your ITS vendor, we would further strive to implement new revenue streams, technologies and partner integrations to provide the very best revenue package for you today and long into the future. This proposal includes all equipment, consultation, database design, software development, integration, implementation, training, maintenance, and support at no cost to Pulaski County.

Securus is committed to being more than simply an inmate telephone provider. We are your technology partner and our goal is to make Pulaski County as efficient, productive, and as profitable of a facility as possible. We will accomplish this with our Secure Call Platform (SCP) and the partner integrations which are so critical to a well-run jail in today's world.

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Today, as a result of our unmatched industry experience, local presence, and extensive patent portfolio, we are ready to remain your total solutions partner, providing you with solutions that will help:

- **Increased Automation** via guaranteed integration capabilities
- **Local Support** – before, during, and after the seamless transition, including **local representatives and certified service technicians** to ensure constant system operation and support when needed in any situation.
- **System Scalability and Adaptability** to meet the County’s needs today and as your facilities grow due to ever-changing government policies.
- **Increased Safety and Staff Efficiency** through technology and automation.
- **Enhance Call Connections and Create New Revenue Streams**, such as debit time (commissary phone account funding) and the new Pay Now call connect program. This application allows previously unfunded calls to be connected with new and innovative funding options. All of these features will increase revenues to Pulaski County.
- Improve and open new doors to your **Investigative and Administrative Capabilities** through access to new technologies. (Threads, Investigator Pro, etc.), plus “anywhere” access and remote notification to help support investigative efforts.
- **Provide On-going Training** at no cost to ensure the County benefits from our **expanded investigative capabilities**.

Our customers’ needs guide our direction, and we will continue that path in our partnership with Pulaski County while providing more impactful support, service, training and capabilities than any other provider. We did not become the leading inmate communications provider in the industry by just developing technology. Rather, our success is based on a customer-oriented philosophy focusing on understanding our customers’ needs. We are devoted to developing working partnerships that exceed expectations and that will demonstrate our level of commitment to your facility.

Susan Fritz is the Major Account Manager responsible for Pulaski County’s solution presented in our response. She will be your contact to provide answers to any questions that the County may have. Ms. Fritz can be contacted at (217) 549-5304 or by email at [sfritz@securustech.net](mailto:sfritz@securustech.net).

Thank you for the opportunity to submit our proposal to you as your incumbent provider. We appreciate the long history we’ve shared and look forward to regaining your trust and developing a mutually beneficial partnership. We would like nothing more than to continue that partnership long into the future. As your continued choice, Securus will remain committed to providing Pulaski County with the most advanced

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inmate telecommunications system and an unmatched service commitment to the staff, detainees, and friends and family of Pulaski County.

Submission of this letter shall serve as representation that I am prepared to commit Securus Technologies, Inc. to meet the commitments contained in the proposal.

Sincerely,

Robert E. Pickens, President  
Securus Technologies, Inc.  
14651 N Dallas Parkway, Suite 600  
Dallas, Texas 75254  
972-277-0300  
bpickens@securustech.net

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# Executive Summary

Thank you for allowing Securus Technologies, Inc. to participate in this opportunity to provide an Inmate Telephone Service (ITS) to the Pulaski County Detention Center. We have reviewed your requirements and will demonstrate in our response that we will meet, exceed or provide a functional alternative of the Pulaski County's requirements. The Securus Calling Platform (SCP) System is a proven option and "best in class" in this industry.

For more than 25 years, Securus Technologies, Inc. has been providing the highest quality, commission-driven inmate telephone system solutions to the entire nation. Today, 800+ Securus Associates serve more than 2,600 correctional facilities in the United States (almost 80% in Illinois) and Canada. Our corporate structure and processes are designed to serve government and law enforcement, and to recognize how we must operate in this unique industry. Our compliant response in this RFP provides all of the required capabilities and offers additional services to help support your goals.

## A Solution for Your Needs

The purpose of this summary is to provide you with an overview of our solutions to your needs. As the nation's leading ITS provider, we understand your needs and have developed platforms and processes that help you run an efficient operation, relieve the burden on your staff, and satisfy inmates, their friends and family members.

Furthermore, it is our number-one goal to bring you solutions that will better enhance your facility and staff operations. Your Illinois-based team is committed to understanding your needs and will work diligently to help you achieve your goals! We will strive to build our partnership with the following proposal that will demonstrate:

From a review of your RFP we've identified that you need:

- Best Overall Technology
- Operational and Investigative Needs
- An Experienced and Capable Provider
- Continued Reinvestment of Technology
- Best Overall Commission Package
- Timely Transition Plan

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## Securus: Your Best Overall Technical Solution for Both Today and the Future

Inmate phone and automation technologies are evolving at a breakneck speed. Because of our resources and scale, Securus can develop or partner in developing the very best technology solutions to meet the needs of any jail. The technology we've developed is so advanced even our competitors use it under our license agreements. Correctional facilities have come to rely on Securus' technology to not only provide inmates and their friends and family members vital telephone service, but to assist the law enforcement community in solving or preventing crimes.

Our service and maintenance program includes integrated remote programming, diagnostics, downloading, and troubleshooting capabilities. Complete maintenance, support, training, and repair of all inmate-telephone system software and equipment are provided to our customers at no cost

The Securus Call Platform (SCP) has more than 2,200 installations, which is by far the leading platform technology in the industry. Our lead in technology is demonstrated by our more than 110 current and over 60 pending patents. Our competitors are far behind us in this area and all of them combined have only 68 patents. SCP uses Web- and Cloud-based technologies to provide innovative ways for generating revenue, simplifying operations, and increasing investigative abilities.

### Highlights of the Securus Calling Platform include:

- **Information sharing** capabilities using SCP used by nearly **80%** of your Illinois law enforcement partners, as well as the **Illinois Department of Corrections (IDOC)** and your neighboring state DOCs of Missouri and Kentucky
- **Quarterly** system upgrades and enhancements for life of contract
- **E-Imports** - a secure, robust, and industry standard interface between an Inmate's Debit Phone Account and your Commissary provider, Stellar
- Comprehensive suite of inmate management, administrative, security and investigative applications
- Patented three-way detection
- Real-time remote call forwarding detection
- 550 other independent features
- Leading provider of voice biometrics
- Call monitoring, recording and analysis applications
- All SCP features will be **securely accessible** anywhere from any Web-enabled device including PC, laptop, tablet, or smart phone.



**Securus Technology Advantage**, we want to make Pulaski County a premier technology corrections facility in Illinois and we are willing to deploy our latest proven technologies. Pulaski County may pick and choose any or all of the items below to customize the very best technology suite of services that will optimize technology, automation, and investigative capabilities for the County. Please refer to Attachment A for a summary that highlights the available technologies.

➤ <i>Secure Instant Mail</i>	✓
➤ <i>*Secure Voicemail</i>	✓
➤ <i>*Threads – Investigative Data Mining Package</i>	✓
➤ <i>*Automated Information Services</i>	✓
➤ <i>*Location Based Services</i>	✓
➤ <i>*GEO Fencing</i>	✓
➤ <i>*Voice Biometrics</i>	✓
➤ <i>*S.T.O.P. Electronic Monitoring</i>	✓
➤ <i>Inmate Debit</i>	✓
➤ <i>*Archonix JMS and RMS</i>	✓
➤ <i>*Continuous Voice Verification</i>	✓
➤ <i>*Word Spotting</i>	✓
➤ <i>*PREA</i>	✓
➤ <i>*Video Visitation</i>	✓

\*A small per call surcharge or commission deduction may apply for this technology

### **Maximizing Opportunities, Operational and Investigative Needs**

Securus understands that every dollar is critical to Pulaski County, so Securus has provided an offer that provides you with the options you’re looking for with the technology you requested and is currently available to you. From a review of your proposal components, we have identified that you need:

- Maximized technology to improve productivity and increase services
- Investigative analytic technology to provide additional data gathering value to visitations
- A vendor that has successful experience and integration experience with your vendors in the commissary and jail management systems
- An experienced and capable provider that knows how to provide superior customer service without sacrificing technology and revenues
- A quality team to work with jail staff on training, how to effectively utilize the system, and work on any main initiatives to improve efficiency of operations through and with the video visitation system

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- An advanced system that provides reliability, functionality, ease of use, and total collaboration
  - In addition to offering all of the required system features, Securus has detailed additional capabilities which offer transcription, data analysis and cell phone location capabilities
  - Proven crime fighting tools to help your officers make the most of their time in protecting your County

### **Securus – The Best Experience, Qualifications Nationally and in Illinois**

All the capabilities and technologies in the industry means nothing without a strong support team, and Securus has been dedicated to a developing best-in-class support model. More importantly, we have assembled our very best team to support Pulaski County. Your Account Team will ensure that Pulaski County gains the full benefits of Securus resources including:

- Experienced Account Manager
- Local-based technicians
- Largest Field Services team in the country
- 24x7x365 Network Operations Center
- 24x7x365 Technical Support Center
- More than 100 Securus software developers who add on average more than 50 feature enhancements yearly through \$22 million investment

**Meet the Pulaski County Account Team** - Your lead Account Manager is Susan Fritz. With over 26 years of sales and management behind her, Susan brings expert experience, focus, and understanding of Illinois facilities. Susan is supported by her ART (Account Relations Team member), Kelly Elza. Kelly is the day-to-day contact and is Susan's backup when Susan is in the field. Kelly is primarily in the office and is a dedicated member of our team. Susan reports to the Regional Vice President of Sales, Tura Hallblade, who provides executive-level support for Pulaski County. Jeremy Rohr, as Regional Support Specialist, provides technical and service support as well as backup for Susan when required. Perhaps most importantly, Jon Glauer and Craig Charboneau bring over 25 years in the industry as our premier field service technicians. This unique Account Team approach has served our customers well and we are confident our new Account Team (please review team member's resumes in Attachment B will provide Pulaski County with unmatched service and support long into the future. On behalf of the entire Account Team listed above, it will be a pleasure to serve you now and into the future and we will appreciate the opportunity to develop a strong partnership with the Pulaski County Detention Center.

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**24x7x365 Network Operations Center and Technical Support Center** - You are open around the clock, and so are we. We can find and fix problems before you are aware of them, and we are here to help you with your questions and requirements whenever you need us.

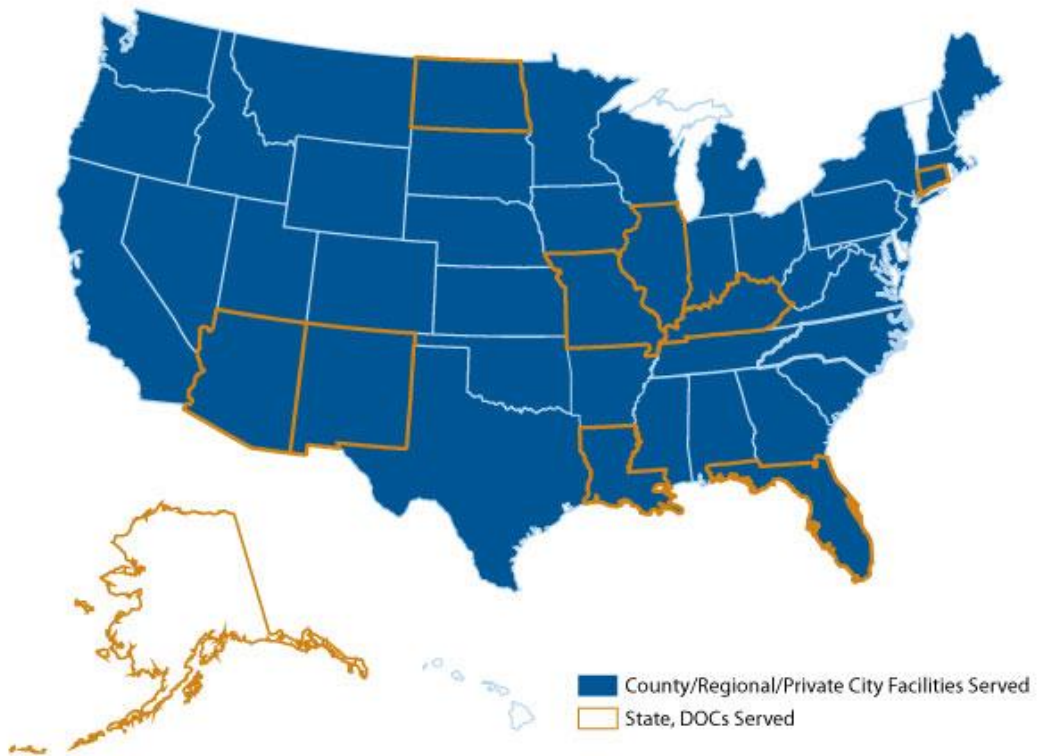
**Industry's largest U.S.-Based Customer Service Center** - Our financial package balances the revenue, safety, and technology needs of the County with the services and costs to the inmates and their friends and family constituents. Our investment in a \$2 million Dallas-based customer service center staffed with over 150+ dedicated Securus employees committed to providing the best in class service to your facility as well as the friends and family of inmates.

**Industry's leading Billing Services** - Our Securus' focus is on serving Pulaski's facility and customers - the incarcerated and their friends and family members - so your officers can focus on more important tasks. Securus Correctional Billing Services (SCBS) serves as our U.S.-based, bilingual and 24/7 single-point-of-contact for product and service inquiries. Through SCBS and our Website, friends and family members can easily open and fund accounts. SCBS enables your staff to focus on their core inmate management duties while offering more ways to increase revenues and support your community.

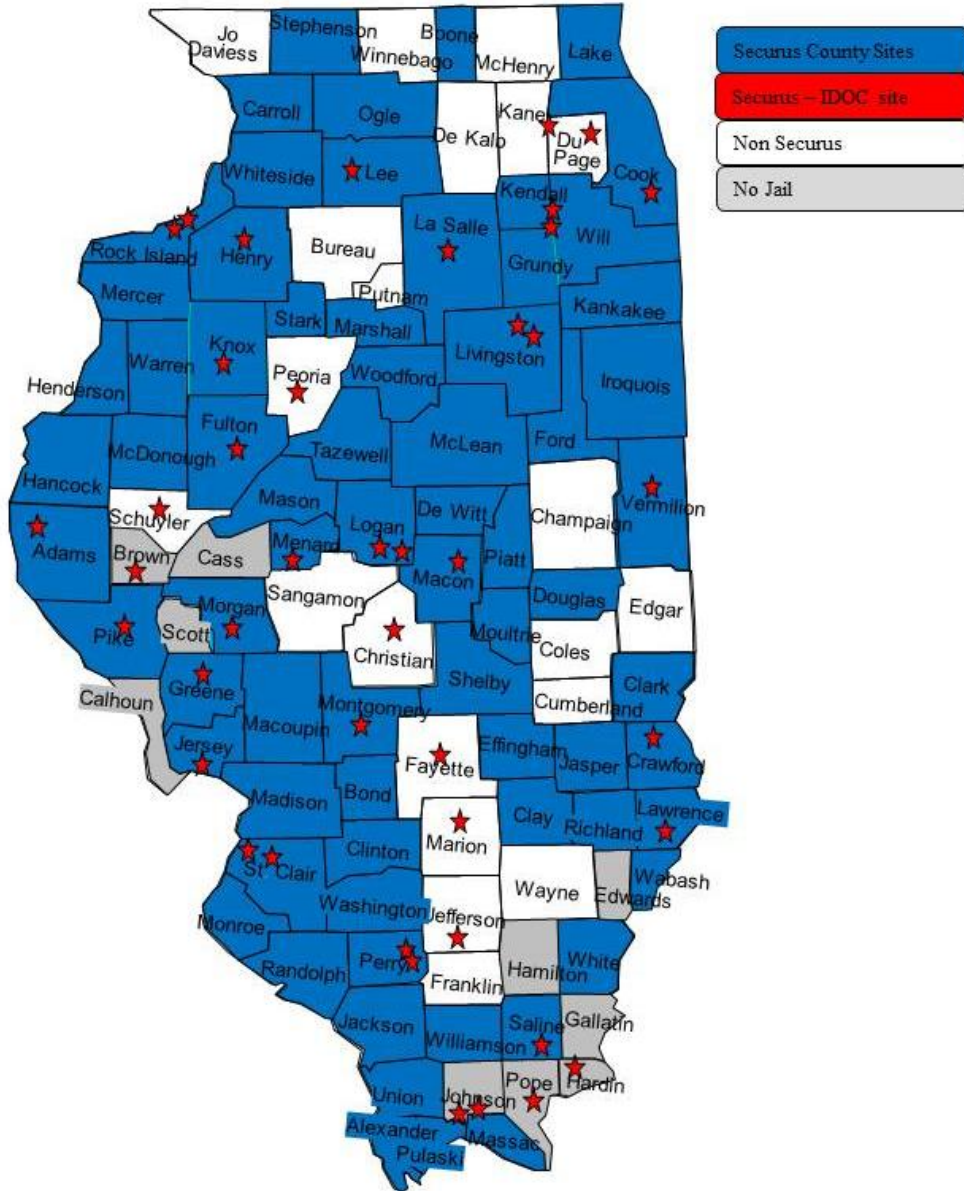
**Experience** -Serving approximately 2,600 correctional facilities and over 1,000,000 inmates (including 76 counties in Illinois) as well as the Illinois Department of Corrections, makes Securus the largest independent provider of inmate telecommunications services to correctional facilities in the United States and Canada. By developing and owning more than 110 technology patents along with approximately 61 more pending, Securus is without a doubt the leading technology innovator in our industry. We strive to offer more investigative and administrative efficiencies than anyone else, and have been providing inmate telephone system services for more than 25 years. Virtually every large inmate telecom provider in our industry relies on Securus for technology development and uses our patented technologies under our license agreements. Correctional facilities have come to rely on the technology Securus develops to not only provide inmates and friends and family members vital telephone service, but to assist the law enforcement community in solving and preventing crimes.

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**Securus' national presence is reflected in the following map.**



## Our Strong Presence in Illinois



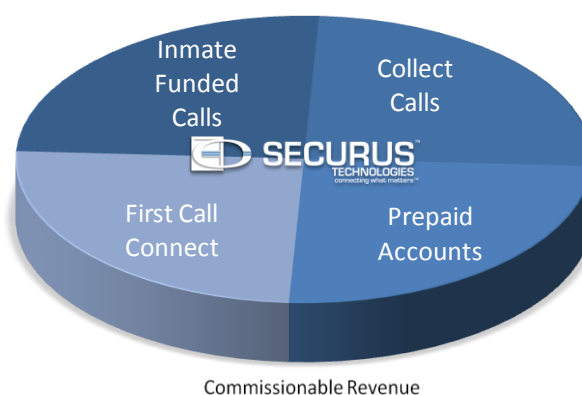
**Serving almost 80% of IL Counties**

## Continued Re-Investment in Communication Technologies

We continue to re-invest in our people, platforms, and products and have committed over \$22 million in incremental spending over the last year to further our industry-leading capabilities. No competitor can match our level of re-investment or our patented inmate communication technologies. We are committed to continue to lead our industry.

## Best Overall Commission Package - Revenues that Go Beyond Percentage

During these difficult economic times Securus understands that every dollar of revenue is critical to our County partners. While many vendors are content with throwing out a commission rate, Securus has focused our total solution to optimize commissions across each and every calling opportunity. It is also critical to understand that no commission is made until a call is completed, so Pulaski County will benefit from the vendor that provides the greatest number of call completions across each call category—*Securus is that vendor.*



**Traditional Collect Calls** – Our industry was founded on the collect call. As the largest provider of County inmate phone systems we have more collect billing arrangements than any other provider. More billing arrangements equates to more opportunities to connect those ongoing calls.

**Prepaid Accounts** – As more and more people have moved to non-traditional phone providers and cell phone services, the need for prepaid accounts has grown dramatically. Securus has kept up with that demand with myriad prepaid funding options, including our approximately 150+ person customer service center in the Dallas, Texas, metropolitan area. Additionally, we provide funding through our Web site, the U.S. Postal Service, 46,000 Western Unions, 37,000 MoneyGram locations, as well as lobby kiosks. We even provide proactive marketing programs to ensure caring friends and family members can always take a call from those incarcerated. Once again, no vendor can match Securus when it comes to establishing and maintaining prepaid accounts.

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**Connecting That Difficult First Call and Calls to Cell Phones** – In today’s era of cell phones and non-traditional providers, connecting that first call to a phone number that can’t receive a collect or prepaid call has proven difficult for most providers. Securus has developed multiple industry first solutions that optimizes the routing of all calls from your facility and provides the called party with promotional messaging and multiple options. For cell phones, we can provide the called party with an option to accept a promotional connection on their wireless phone and be billed by their wireless carrier. Additionally, we can provide the called party with a 20-second promotional call every 15 to 30 days at no charge, then offers the option to be transferred to our Customer Service center to Open an AdvanceConnect™ account or simply pay for the call right there via credit card. No vendor can come close to matching our ability to connect calls.

**Inmate-Funded Calling Options** - Enabling inmates to use their own funds to make their own calls has proven to be a high-growth opportunity. Once again Securus provides multiple solutions. Prepaid cards and prepaid card kiosks are one solution. Securus provides these options but again goes above and beyond. Inmate Debit allows inmate calling to be accessed through their trust or commissary account. Securus uses a team of integration specialists to build custom solutions to enable debit calling and will work closely to customize an inmate debit program for Pulaski County. Unlike competitors who will force a “one size fits all” solution, we provide multiple inmate debit options depending upon integration requirements. That flexibility ensures that if an inmate wants to make a call, that call can be completed.

Securus understands the fiscal and operational needs of the Pulaski County Detention Center and the expectations of its constituents, the Courts, inmates and the Friends & Family community. Securus bundles all of these desperate inputs into the phrase: **connecting what matters**. Securus solutions are designed to address these revenue and service opportunities in an efficient manner while allowing jail personnel to stay focused on their primary inmate management and safety duties.

- Compensation to Pulaski County that matters
- Friends & Family products and customer service that matters
- Attorney and courthouse products that matters
- 24/7 technical and customer support that matters
- Crime detection and prevention applications that matter
- Supplier experience that matters

- 
- Evaluating commission encompassing the following:
    - Understanding of Pulaski County Detention Center’s fiscal priorities
    - Account funding mechanisms
    - Ability to initiate and complete commission eligible calls
    - Commission administration & commission integrity - We are the only inmate telecom service provider that is Sarbanes-Oxley Section 404 compliant, and we are the only provider to have completed an American Institute of Certified Public Accountants Statement on Auditing Standards SOC-1 certification, formerly known as SAS 70 certification.

**Rates: Affordable to Your Constituents** – We understand the importance of keeping rates reasonable and affordable for the inmate and Friends & Family community. Our proposed rates are clear and fair, and more importantly, our billing terms are catered to the Friends & Family demographics.

**Commission paid to Pulaski County on Gross Revenue** - Securus pays Pulaski County on collect/prepaid/debit calls we bill excluding interstate calls, fees, taxes, and surcharges. With Gross Revenue, Securus even pays commissions for billed calls that are not remitted for payment by Friends and Families. Securus is responsible for bad debt.

### **Implementation: A Work Plan and Timeline Pulaski County Can Count on**

Securus is the only vendor who can guarantee a no-cost, no-disruption transition. While the inconveniences associated with changing providers should not be the sole reason to stay with a current vendor, the practical realities of switching vendors are significant. Changing vendors is disruptive to staff and inmates, diminishing productivity and creating significant frustration. Staff will have to set aside urgent obligations to learn a new system, reducing productivity in an environment where Counties must do more with less. And with a new system, familiar features may be difficult to locate or nonexistent, creating further challenges. Inmates will go through the same learning curve, creating frustration and potentially dangerous situations. Friends and family members also will have to shut down their current accounts and activate new accounts. For example, other vendors do not offer features such as Securus’ “Pay Now.” Constituents expecting to use this feature will be frustrated when calls can’t be completed – frustration that could complicate County operations. Adapting to changes of this magnitude also will negatively impact Pulaski County’s revenue, since the learning and integration phases will decrease usage.



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## Securus Correctional Officer Memorial Fund



We are proud to be the first vendor in our industry to launch our own program to assist correctional officer's families in a time of need. We launched the **Securus Correctional Officer Memorial Fund** in 2013 to provide financial assistance to the families of those officers who lost their lives in the line of duty. This is just another way that we truly **partner** with our customers. This fund provides financial assistance to grieving families of non – administrative, correctional officers who have fallen while

on duty at any of our customer facilities.

Securus will provide financial support to the families of fallen officers by paying one years' salary for the sacrifice they made protecting us and our communities. In no way can this assistance ever replace the loved ones lost, rather the desire is to offer a token of gratitude, honoring the sacrifice made and lessen the financial burden placed upon the families.

### Summary

We want to continue to be your chosen partner and have put forth an offer that provides Pulaski County with the best technology, the best financials, AND the best support. More importantly, we believe it is our obligation to deliver our services with quality and integrity. We have included our Integrity Pledge, which follows, to demonstrate our commitment to Pulaski County that not only will we deliver the very best service and support but we will do so with the highest level of ethical standards.

We appreciate the long history we've shared as your ITS provider, and would like nothing more than to develop a mutually beneficial partnership that lasts long into the future. As your continued choice, Securus would remain committed to providing Pulaski County with the most advanced inmate telecommunications system, a state of the art video visitation platform, and an unmatched service commitment to the staff, detainees, and friends and family of Pulaski County.

We sincerely thank you for this opportunity and look forward to growing a long-term, mutually-beneficial partnership with Pulaski County and your community.

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## Securus Integrity Pledge

Our Pledge to Our Customers — Inmates, Friends, Family, and the Corrections Community:

1. We will be open and honest in our dealings;
2. We will provide the best level of customer service possible with a domestic call center located in Dallas - with Associates that we hire and train;
3. The Field Technicians that visit your facilities are Securus Associates, hired by us/trained by us where contracts allow – in almost all cases, we use Securus Associates for this important work;
4. We will always be truthful in what we can do and what we can't do in responses to your questions and requests;
5. We will be responsive to your needs;
6. We will provide the most technologically advanced audio and video communications platform to allow calls with a high level of security;
7. We will only charge cost based rates and will run Securus in an efficient way in order to provide the lowest cost structure in the industry;
8. We will not pay or offer to pay unauthorized or illegal payments in order to win your business;
9. We understand that confidentiality of calls is critical, and we will follow all Federal, State, and Local laws in the conduct of our business;
10. We will provide and invest in security features that will make all parties and the public safe while maintaining the critical family connection to inmates;
11. We will show you respect, dignity, and integrity in all of our dealings.

Richard A. Smith  
Chief Executive Officer  
Securus Technologies, Inc.  
and all of our Associates

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# 1. INTRODUCTION

## **1.1. Request for Proposal**

1.1.1. PULASKI COUNTY (“COUNTY”) invites responses to this Request for Proposal (“RFP”) from qualified, experienced Proposers who can provide reliable, cost effective inmate telephone service which meets the requirements described in this RFP at the following Facility(s):

**Pulaski County Detention Center  
20 Justice Dr.  
Ullin, IL 62992**

✔ **Read, agree and will comply.**

1.1.2. Details about each Facility(s) can be found in **Appendix A – Facility Specifications**. PULASKI COUNTY is seeking an experienced Proposer to provide, install and maintain a turn-key inmate telephone system including the provisions for visitation telephone recording and monitoring at the Facility(s). Proposer shall provide telephone services to the inmates utilizing an inmate telephone system (“TTS”) in accordance with the requirements and provisions set forth in this RFP.

✔ **Read, agree and will comply.**

1.1.3. PULASKI COUNTY is seeking providers with a track record of offering low rates and fees to both the inmates and their families. All respondents will be requested to fully outline their rates (local, intrastate, interstate and international), as well as all account funding, management and billing fees.

✔ **Read, agree and will comply.**

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## 2. PROPOSAL INSTRUCTIONS, FORMAT, CONTENT AND SUBMISSION

### 2.1 Schedule of Events

2.1.1 The following is PULASKI COUNTIES best estimate of the schedule of events (“Schedule of Events”) Pulaski County reserves the right to revise the Schedule of events. Unless otherwise specified, the times provided are Central Standard Time (CST)

✓ **Read, agree and will comply.**

2.1.2 Proposals must be received no later than 5:00 p.m. Central standard Time (CST) on 11/17/2014 (“Proposal Due Date”)

RELEASE OF THE RFP	9/23/14
DEADLINE FOR SITE EVALUATION REGISTRATION FORM	10/15/14
MANDATORY SITE EVALUATION	10/31/14
DEADLINE FOR WRITTEN QUESTIONS FOR PROPOSERS	11/7/14
DISSEMINATION OF ANSWERS TO WRITTEN QUESTIONS	11/12/14
PROPOSAL DUE DATE	11/17/14

✓ **Read, agree and will comply.**

### 2.2. General Format

2.2.1. Proposer must completely respond to all requests for information and forms contained in this RFP to be considered for award. Brochures and advertisements will be considered an incomplete reply to requests for information. Proposer is solely responsible for the accuracy and completeness of its proposal. Proposals considered incomplete by PULASKI COUNTY may be rejected without notification.

✓ **Read, agree and will comply.**

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2.2.2. Elaborate or lengthy proposals are discouraged. Emphasis should be on completeness and clarity of content. Proposals should provide a straightforward, concise description of Proposer's ability to satisfy the requirements of this RFP.

✔ **Read, agree and will comply.**

### **2.3. Submission of Proposal**

2.3.1. Deliver 3 paper copies and an email version of the proposal on or before the Proposal Due Date. Proposals must be directed to the RFP contact specified in **Section 2.5 – Questions or Comments**.

✔ **Read, agree and will comply.**

2.3.2. The outside of the proposal must be labeled **INMATE TELEPHONE PROPOSAL**, and include the RFP number. Proposer is responsible for late deliveries or mail delays. Postmarking by the Proposal Due Date shall No substitute for the actual proposal receipt. Additional time to respond may not be granted to any individual Proposer.

✔ **Read, agree and will comply.**

2.3.3. Proposals shall include the original RFP language and shall be prepared on standard 8 1/2" x 11" paper with a 12 point font with each page numbered.

✔ **Read, agree and will comply.**

2.3.4. The proposal must follow the format of this RFP. A complete response to each section and numbered item must be provided. If Proposer is in full compliance with the section or numbered item, Proposer's response shall be, "Read, agree and will comply." Otherwise, Proposer's response shall be, "Read and do not comply" and considered an exception ("Exception"). Exceptions to any section or numbered item must be addressed and listed in an Exceptions addendum to Proposer's proposal.

✔ **Read, agree and will comply.**

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2.3.5. The original RFP text, as well as any appendices, amendments, addenda or other correspondence related to this RFP may not be manually, electronically or otherwise altered by Proposer. Any Proposers' proposal containing altered, deleted or additional non-original RFP text may be disqualified.

✔ **Read, agree and will comply.**

2.3.6. Several sections and numbered items require additional explanation. Provide exhibits and/or visual aids which clearly reference the specific section and numbered item.

✔ **Read, agree and will comply.**

2.3.7. All information contained in Proposer's proposal must be relevant to a section or numbered item of this RFP. Any information which does not meet this criterion shall be deemed extraneous and shall not be evaluated.

✔ **Read, agree and will comply.**

2.3.8. Failure to follow the instructions in this RFP may, at PULASKI COUNTY's sole discretion, result in the rejection of Proposer's proposal.

✔ **Read, agree and will comply.**

2.3.9. All costs and expenses relating to the preparation and submission of Proposer's proposal shall be the responsibility of Proposer.

✔ **Read, agree and will comply.**

2.3.10. Proposer may modify its submitted proposal by providing a written and signed request to the RFP contact specifying the modification(s), prior to the Proposal Due Date. PULASKI COUNTY will not accept any modifications to Proposer's proposal after the Proposal Due Date.

✔ **Read, agree and will comply.**

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2.3.11. Proposer may withdraw its submitted proposal by providing a written and signed request to the RFP contact at any time prior to the Proposal Due Date.

✔ **Read, agree and will comply.**

3.12. Proposer is responsible for all errors or omissions contained in its proposal.

✔ **Read, agree and will comply.**

#### **2.4. Mandatory Site Evaluation**

2.4.1. PULASKI COUNTY requires Proposer to attend the site evaluation on the date and time specified in the Schedule of Events. It is mandatory for Proposer to attend the site evaluation to submit a proposal.

✔ **Read, agree and will comply.**

2.4.2. To attend the site evaluation, Proposer must complete and email **Appendix C - Site Evaluation Registration Form** to the RFP contact specified in **Section 2.5 – Questions or Comments** on or before the date specified by the Schedule of Events. Each Proposer will be limited to 2 representatives at the site evaluation. Via an email to the RFP contact, and upon receipt of PULASKI COUNTY's confirmation, Proposer must confirm attendance with the RFP contact at least 2 days prior to the site evaluation.

✔ **Read, agree and will comply.**

2.4.3. Oral responses to questions during the site evaluation shall be considered nonbinding to PULASKI COUNTY. Proposer's questions regarding the site evaluation and/or this RFP must be submitted by Proposer in writing as specified in **Section 2.5 – Questions or Comments** on or before the date specified in the Schedule of Events.

✔ **Read, agree and will comply.**

#### **2.5. Questions or Comments**

2.5.1. Proposer must direct all questions and/or comments to the RFP contact listed below. All questions must be submitted via email.

✔ **Read, agree and will comply.**

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2.5.2. PULASKI COUNTY shall deliver the answers to the questions and/or comments received on or before the date specified in the Schedule of Events. Any questions and/or comments submitted by the Proposers after the due date will not be answered by PULASKI COUNTY.

✔ **Read, agree and will comply.**

2.5.3. Only written communication executed by PULASKI COUNTY in the form of an amendment or addendum shall be considered binding.

✔ **Read, agree and will comply.**

2.5.4. Proposer shall not contact any of PULASKI COUNTY's employees or any employee at the Facility(s) regarding this RFP during the RFP process. Inappropriate contact by Proposer may result in PULASKI COUNTY's rejection of Proposer's proposal.

✔ **Read, agree and will comply.**

2.5.5. RFP contact information:

**PULASKI COUNTY DETENTION CENTER**  
**ATT: Gayla Jones, Pulaski County Contract Monitor**  
**20 Justice Dr.**  
**Ullin, IL 62992**  
**618-845-3512 ext. 234**  
**Gjones@pulaskicountyil.net**

✔ **Read, agree and will comply.**

## **2.6. RFP Specification Changes**

2.6.1. PULASKI COUNTY reserves the right, at any time, to amend any portion of this RFP in the form of an addendum or amendment.

✔ **Read, agree and will comply.**



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2.6.2. PULASKI COUNTY reserves the right to withdraw and/or reissue the RFP in whole or in part at any time during the RFP process. PULASKI COUNTY reserves the right to not award an agreement pursuant to this RFP (“Agreement”).

✔ **Read, agree and will comply.**

2.6.3. Proposer’s submission of a proposal shall not bestow any rights upon Proposer nor obligate PULASKI COUNTY in any manner.

✔ **Read, agree and will comply.**

## **2.7. Discrepancy between Proposal and Agreement**

2.7.1. Discrepancies among the following documents shall be resolved in the following order, with the higher ranking documents taking precedence over the lower. (Shown higher to lower.)

- Installation Requirements
- Transition
- ITS and User Application Specifications
- Personal Identification Number Application
- Monitoring and Recording Requirements
- Pre-Paid/Debit Application
- Additional Technology
- Calling Rates and Commissions

✔ **Read, agree and will comply.**

2.7.1.1. Negotiated Agreement and any amendments or addenda;

✔ **Read, agree and will comply.**

2.7.1.2. RFP and any amendments or addenda;

✔ **Read, agree and will comply.**

2.7.1.3. Proposer’s final proposal.

✔ **Read, agree and will comply.**

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## **2.8. Confidentiality**

2.8.1. Proposer proprietary and/or confidential information must be clearly marked and identified as such. If such proprietary and/or confidential information is a trade secret(s), such trade secret(s) will be subject to disclosure as is required by applicable state public disclosure and open records laws. Proposer shall not intentionally mark any portion of its proposal as “proprietary” or “confidential” that it does not have a good faith belief to be proprietary or confidential or in any other way to attempt to prohibit compliance with public record disclosure requirements. Should Proposer’s information, which is marked as proprietary or confidential, be requested as part of a public information act request, PULASKI COUNTY may notify Proposer in writing before such information is released as required by the applicable act or law. Proposer agrees, at its expense, to defend and hold harmless PULASKI COUNTY from claims involving infringement of any intellectual property.

✔ **Read, agree and will comply.**

## **2.9. Acceptance Period**

2.9.1. Proposer’s submission of a proposal indicates Proposer agrees the proposal will remain valid for a minimum of 120 days from the Proposal Due Date (“Acceptance Period”). A proposal requesting less than 120 days may be rejected. Proposer may specify a longer Acceptance Period.

✔ **Read, agree and will comply.**

2.9.2. If Proposer’s Proposal is accepted within the Acceptance Period, Proposer agrees to furnish any or all items or services as negotiated, and under the terms and conditions specified in this RFP, its amendments(s) and/or addenda and Agreement. PULASKI COUNTY shall create an Agreement for execution by PULASKI COUNTY and the awarded Proposer, which shall contain the terms and conditions in this RFP, its amendments and/or addenda, and as negotiated by PULASKI COUNTY and awarded Proposer.

✔ **Read, agree and will comply.**

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## 3. NEGOTIATION OF PROPOSAL

3.3.1. The Proposer with the highest perceived commission offer is not guaranteed award of an Agreement.

✔ **Read, agree and will comply.**

3.3.2. PULASKI COUNTY reserves the right to adopt or use for its benefit, any concept, plan, or idea contained in Proposer's proposal.

✔ **Read, agree and will comply except as otherwise protected by patent, trade secret and other intellectual property laws.**

3.3.3. PULASKI COUNTY reserves the right to review Proposer's Agreements with its sub-contractors to ascertain whether Proposer has the necessary operational systems in place to fulfill the requirements of this RFP.

✔ **Read, agree and will comply.**

3.3.4. PULASKI COUNTY reserves the right to request clarification from Proposers during the evaluation of proposals. Such clarification is intended to assist PULASKI COUNTY in awarding an Agreement that is most advantageous to PULASKI COUNTY.

✔ **Read, agree and will comply.**

3.3.5. PULASKI COUNTY reserves the right, in its sole judgment, to accept the proposal which is determined by PULASKI COUNTY to be the best proposal resulting from this RFP, with or without negotiation,

✔ **Read, agree and will comply.**

3.3.5.1. The awarded Proposer shall not unduly delay negotiations or execution of an Agreement. Proposer is expected to respond promptly to PULASKI COUNTY's requests.

✔ **Read, agree and will comply.**

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3.3.6. PULASKI COUNTY expressly reserves the right to accept or reject any or all proposals, modifications, or alterations or waive any technicalities or provisions, with or without cause.

✔ **Read, agree and will comply.**

3.3.7. PULASKI COUNTY reserves the right to award an Agreement to the next highest scored Proposer if the awarded Proposer does not furnish all items and services required in this RFP, its amendment(s) and/or addenda and negotiated Agreement.

✔ **Read, agree and will comply.**

3.3.8. Proposals that do not meet the requirements set forth in this RFP, its amendment(s) and/or addenda, may be considered non-compliant and may be disqualified. PULASKI COUNTY may reject Proposer's proposal for any of, but not be limited to, the following:

✔ **Read, agree and will comply.**

3.3.8.1. Evidence of collusion with or among other Proposers submitting a proposal;

✔ **Read, agree and will comply.**

3.3.8.2. Inappropriate contact or discussions as outlined in **Section 2.5 - Questions or Comments**; or,

✔ **Read, agree and will comply.**

3.3.8.3. Incorrect or contradictory information and/or false statements included in Proposer's proposal or other materials submitted in its response to this RFP or made during any oral presentations or negotiations.

✔ **Read, agree and will comply.**

### **3.4. Final Decision**

3.4.1 Each Proposer, by submitting a proposal, agrees that if PULASKI COUNTY accepts its proposal, such Proposer will furnish all items and services upon the terms and conditions in this RFP and Agreement.

✔ **Read, agree and will comply.**

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3.4.2. PULASKI COUNTY expressly reserves the right to accept or reject any or all proposals. PULASKI COUNTY, with cause, may modify, alter, waive any technicalities or provisions, or to accept the proposal which, in its sole judgment, is determined to be the best evaluated offer resulting from negotiation, taking into consideration the relative importance of commission offered and other evaluation factors set forth in this RFP, or to award an Agreement to the next most qualified Proposer if the successful Proposer does not execute an Agreement within 30 days after the award of the Agreement.

✔ **Read, agree and will comply.**

3.4.3. PULASKI COUNTY shall make the final selection of the awarded Proposer. Each Proposer that submitted a proposal will receive written notification of PULASKI COUNTY's final decision.

✔ **Read, agree and will comply.**

### **3.5. Protest of Award**

3.5.1. The PULASKI COUNTY strongly suggests not protesting the award. Any objection to PULASKI COUNTY's final decision will be handled according to applicable state and local procurement laws.

✔ **Read, agree and will comply.**

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# 4. PROPOSER INFORMATION AND REFERENCES

## 4.1. Proposer Information

4.1.1. Proposer shall supply the following in its proposal:

✔ **Read, agree and will comply.**

4.1.1.1. Documentation that Proposer is registered to do business in the State of Illinois for at least one (1) year prior to responding to bid.

✔ **Read, agree and will comply.**

Securus is registered to do business in the State of Illinois and a copy of the Amended Certificate of Authority is provided as Attachment C.

4.1.1.2. Documentation that all necessary requirements of the Public Service Commission and the Federal Communications Commission (“FCC”) are met.

✔ **Read, agree and will comply.**

Illinois Commerce Commission (“ICC”)

Securus meets all the necessary requirements of the Illinois Commerce Commission (“ICC”) and holds a Certificate of Service Authority to provide customer-owned pay telephone service, including inmate telecommunication s services, with the State of Illinois. A copy of the documentation is provided as Attachment D.

Federal Communications Commission (“FCC”)

Securus meets all the necessary requirements of the Federal Communications Commission (“FCC”), assigned Federal Registration Number (“FRN”) 0019009349.

4.1.1.3. A copy of its telecommunications service tariff for the State of Illinois

✔ **Read, agree and will comply.**

Securus does make its rate schedules and terms of service publicly available on its website at [www.securustech.net](http://www.securustech.net) and a copy is provided as Attachment E. Securus is not

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required to maintain or file tariffs or rate schedules with the Illinois Commerce Commission.

4.1.1.4. Proposer's current annual report and its most recent Dun and Bradstreet reports.

✔ **Read, agree and will comply.**

To demonstrate our financial stability, Securus' audited 2012 and 2013 financial statements and our recent Moody's report have been enclosed in Attachment F.

4.1.1.5. If Proposer has operated under a different name, or affiliate, in the past 3 years, provide names, dates, addresses and state where incorporated.

✔ **Read, agree and will comply.**

Securus Technologies, Inc. has not operated under a different name, or affiliate, in the past three years. Securus was formally known as Evercom Systems, Inc. and the name change only (not part of a merger or transfer of assets) occurred in 2010 and became effective in Illinois on November 2, 2010. A copy of the Illinois Commerce Commission certificate is provided in Attachment D; and the IL ICC Certificate of Authority in Attachment C.

4.1.1.6. If Proposer is for sale or is considering an acquisition or merger in the next 6 months, provide information about the acquiring company or the company to be acquired and information regarding the stage of negotiations.

✔ **Read, agree and will comply.**

Securus does not currently have any pending acquisitions, mergers, or sales, and agrees to provide the requested documentation above if any such transaction should occur.

4.1.1.7. A synopsis of any litigation(s) within the last 5 years where Proposer or Proposer's ITS is a party. Include venue, style of case and status of litigation.

✔ **Read, agree and will comply.**

A synopsis of any litigation(s) within the last five (5) years is enclosed in a sealed envelope marked "**Proprietary and Confidential Material.**" This envelope is located in the front sleeve of the proposal binder. As we are a privately held corporation, Securus considers these documents highly confidential and proprietary. This information has been submitted for Pulaski County's review and Securus respectfully requests that it be removed from our proposal prior to public display of proposals after opening.

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4.1.1.7.1. The names of Proposer's employees, consultants, and subcontractors which will be involved in providing the requirements in this RFP and the Agreement.

✓ **Read, agree and will comply.**

Securus will use its own employees for this project and do not plan on requiring any consultants or subcontractors as we are the current ITS provider and already have our equipment installed at the Pulaski County Detention Center. We have provided the names and qualifications of our Pulaski County Account Team in Attachment B.

In addition to our designated Pulaski County team, Securus has its own in-sourced 150+ seat customer service center in Dallas, TX. This state-of-the-art center provides 24/7/365 service in English, Spanish and other languages to clients, as well as friends and family of inmates around the nation.

4.1.1.7.1.1. Proposer expressly understands and agrees that it assumes and is solely responsible for all legal and financial responsibilities related to the execution of a subcontract. Proposer agrees that Utilization of a subcontractor to provide any of the products/services in this RFP and the Agreement shall in no way relieve Proposer of the responsibility for providing the Products/services as described and set forth herein.

✓ **Read, agree and will comply.**

Securus does not anticipate the need for any subcontractors and will use its own employees for this project. If it is determined at a later date that a subcontractor is required for a task at Pulaski County Detention Center, then Securus understands that we will assume the sole responsibility for all legal and financial aspects related to the execution of a subcontract.

4.1.1.7.1.2. Proposer shall disclose, with percentages clearly shown, what work for the Facility(s) will be subcontracted and what work will be performed by Proposer employees.

✓ **Read, agree and will comply.**

In this bid opportunity, Securus will perform 100 percent of the work using only Securus employees, not subcontractors. With our unique role as an equipment designer, call center operator, and billing support/service center, Securus is uniquely positioned to manage all aspects of the RFP without subcontractors. This enables Securus to ensure that you receive all new product and feature releases as they become generally available, keeping you current with technological trends and providing the best service in the industry.



4.1.1.8. The name, years of service, qualifications, addresses and telephone number(s) for the Proposer’s main point(s) of contact for the Facility(s).

**✓ Read, agree and will comply.**

Securus’ main points of contact are our Pulaski County Account Team who is all accessible to Pulaski County’s personnel. Your primary point of contact is your Account Manager, Susan Fritz (Rantoul, IL – 217-549-5304), and Kelly Elza (Dallas Service Center – 972-277-0590), your Account Relations Team Member. The names, years of service, and qualifications for the Pulaski County Account Team are provided in Attachment B.

4.1.1.9. The names, addresses, telephone numbers and distance from Facility(s) for the technicians who will be maintaining, servicing and performing work under the Agreement.

**✓ Read, agree and will comply.**

**Proprietary and Confidential**

Jon Glauer is the dedicated field service technician for Pulaski County. He lives in nearby in Dresden, TN. The following table identifies the field service technicians’ contact information.

Name	Address	Telephone	Distance from Facility
Jon Glauer, Field Service Technician	1856 Jewell Store Rd., Dresden, TN	731-514-2228	77 miles
Greg Volk Field Service Technician	1309 W. Mack Ave., Olney, Illinois	214-254-7570	162 miles
Rodney Broaddus, Field Service Technician	401 East Hickory, Thayer, IL	217-556-8837	225 miles

4.1.1.9.1. The number of technicians directly employed by Proposer as well as those which will be subcontracted for service at the Facility(s).

**✓ Read, agree and will comply.**

Securus directly employs approximately 150 field-service team members, nationwide. Securus will continue our weekly preventive maintenance visits to the Pulaski County facilities. No subcontractor personnel will be used to service the facilities.

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4.1.1.9.2. Indicate the manufacturer which will provide the spare equipment and replacement parts for the proposed ITS and its components.

✔ **Read, agree and will comply.**

Securus will provide the spare equipment and replacement parts for the proposed SCP ITS and its components.

Jon Glauer will provide the spare equipment and replacement parts. Securus' field service technicians will maintain a working level of spare parts, consisting of telephone sets, handsets, dials, and replacement circuit boards, on-site for minor repairs. If a technician does not have the spare part in his/her truck, or at the site, Securus will drop-ship the item to the site; if it is a critical down situation, Securus can ship counter-to-counter on the same day. These technicians also have immediate access to engineering resources, should there be a need.

4.2. Additional Requirements and Specifications

✔ **Read, agree and will comply.**

4.2.1. Proposer shall comply with all applicable laws, rules, regulations, and orders of any authorized agency, commission, unit of the federal government, and state, county, or municipal government.

✔ **Read, agree and will comply.**

4.2.2. Proposer shall detail its Disaster Recovery Plan (“DRP”) and provide its processes, policies and procedures relating to the preparation for recovery of the requirements in this RFP preceding and/or following a natural or human-induced disaster.

✔ **Read, agree and will comply.**

If a disaster causes a loss of service to the Inmate Telephone System (ITS), in order to provide consistent and high quality service to customers, Securus is prepared to carry out emergency response and recovery operations.

Securus' SCP provides facilities with one of the most advanced systems in the industry and is built to meet any facility's disaster recovery needs. The SCP offers:

- Scalability to meet/exceed contractually required storage demands
- Resistance to local disasters
- Reduced downtimes with maximum availability

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Securus has a field support department with approximately 150 field service associates supported by a centralized field dispatch team in support of our national customer base. The Field Service Technicians (FST) are strategically positioned to support ongoing maintenance as well as any disaster recovery situations that our customers may encounter. The FSTs are trained and provided with disaster recovery processes, plans and checklists. The FSTs are supported by senior technical support resources and engineering in order to expedite repairs and minimize customer downtime.

Below is additional detail regarding processes that are in place to ensure effective responses for emergency and recovery operations. In addition, we are also including information on our preventative and security processes.

### **Securus System Control & Service Center**

In order to provide protections that effectively lower the risk of loss of data, all data is stored in a centralized database and backed up offsite. Our web-based system allows authorized users to access the data from any location with an Internet connection. Securus maintains the system at the highest level of operability.

Securus' SCP provides a unique set of features that use advanced technology to store offender call recordings. Traditional premises-based calling platforms use local hard drives that may fail and are susceptible to local disasters, such as floods, tornadoes, hurricanes, and fires. The SCP uses 'SAN' (Storage Area Network) storage. SAN is a high-speed sub-network of shared storage devices. SANs architecture avails all storage devices to all servers on LANs (Local Area Networks) or WANs (Wide Area Networks). Data on the SAN is stored in RAID (Redundant Arrays of Independent Disk) formats, spreading the data across multiple drives and providing additional protection. Data is no longer susceptible to loss due to an individual drive failure. Accordingly, SANs provide facilities with the ultimate protection against single drive or server failures, as well as increased security for each call recording.

The SCP is co-located in a Telx or AT&T Disaster Resistant Carrier Class Data Center that is managed under the direct supervision and immediate hands-on maintenance of data center personnel.

The call detail and call recordings are initially stored for on-line retrieval on multiple RAIDs in two separate SANs. The system writes all recordings to each SAN, promoting disaster recovery in case of single disk or entire RAID failure.

Archiving to off-line is automated and managed by robotic tape drives. The facility does not have to intervene or archive tape libraries. This automation removes the risk of human error.

### **Facility Emergency Response Checklists**

Securus has developed procedures (checklists) to protect equipment and personnel in the event of an emergency situation. Securus will combine efforts between

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headquarters and field staff to expedite recovery wherever possible. Securus will carefully coordinate each checklist with appropriate facility guidelines.

### **Spare Parts and Inventory Requirements**

Securus maintains an inventory of spare parts at our headquarters in Dallas, Texas, and has distribution agreements with multiple vendors to provide expedited national delivery service. The corporate headquarters in Dallas, Texas, maintains a standardized emergency recovery package of frequently used spare parts and equipment that will be available for shipment to support failure backup efforts at our customer sites. Similar field spare parts kits are maintained by each of our technical field representatives located throughout the country.

### **Response**

Response operations will not begin until personnel safety can be assured. Emergency recovery operations are prioritized by critical facilities and equipment locations. The first priority is to recover maximum-security institutions and institutions with high inmate phone usage.

The preference of the customer is considered at all times. Field and headquarters management will ensure that responders are using all appropriate checklists and that the preparation for recovery operations is initiated within appropriate response guidelines.

### **Emergency Condition Declaration**

Securus classifies disasters on a 1-3 level. Level 3 represents a moderate impact disaster and affects a small localized area. Level 2 represents a disaster that is high-impact and affects a more wide-spread area, which may include multiple facilities. A Level 1 disaster represents catastrophic events that are extremely wide-spread or affect a specific region with many facilities and customers.

The regional field manager or his/her representative, or someone from the customer site, will contact the Securus headquarters to request a formal declaration of an emergency condition. Headquarters operations management will establish a conference bridge with the appropriate participants as soon as possible. If the information gathered from the call substantiates an emergency status, the emergency response level is determined. The following table defines the emergency condition levels:

Table: Emergency Response Condition Levels	
Condition Level	Response
Level 1	Full headquarters response and possible deployment of a Headquarters Response Team to the region to coordinate and assist local recovery efforts.
Level 2	Headquarters support will provide assistance to the local Recovery Team as required to obtain internal Pulaski County support as necessary.
Level 3	The local Recovery Team will coordinate all recovery operations. Headquarters assistance beyond normal technical assistance should not be required.

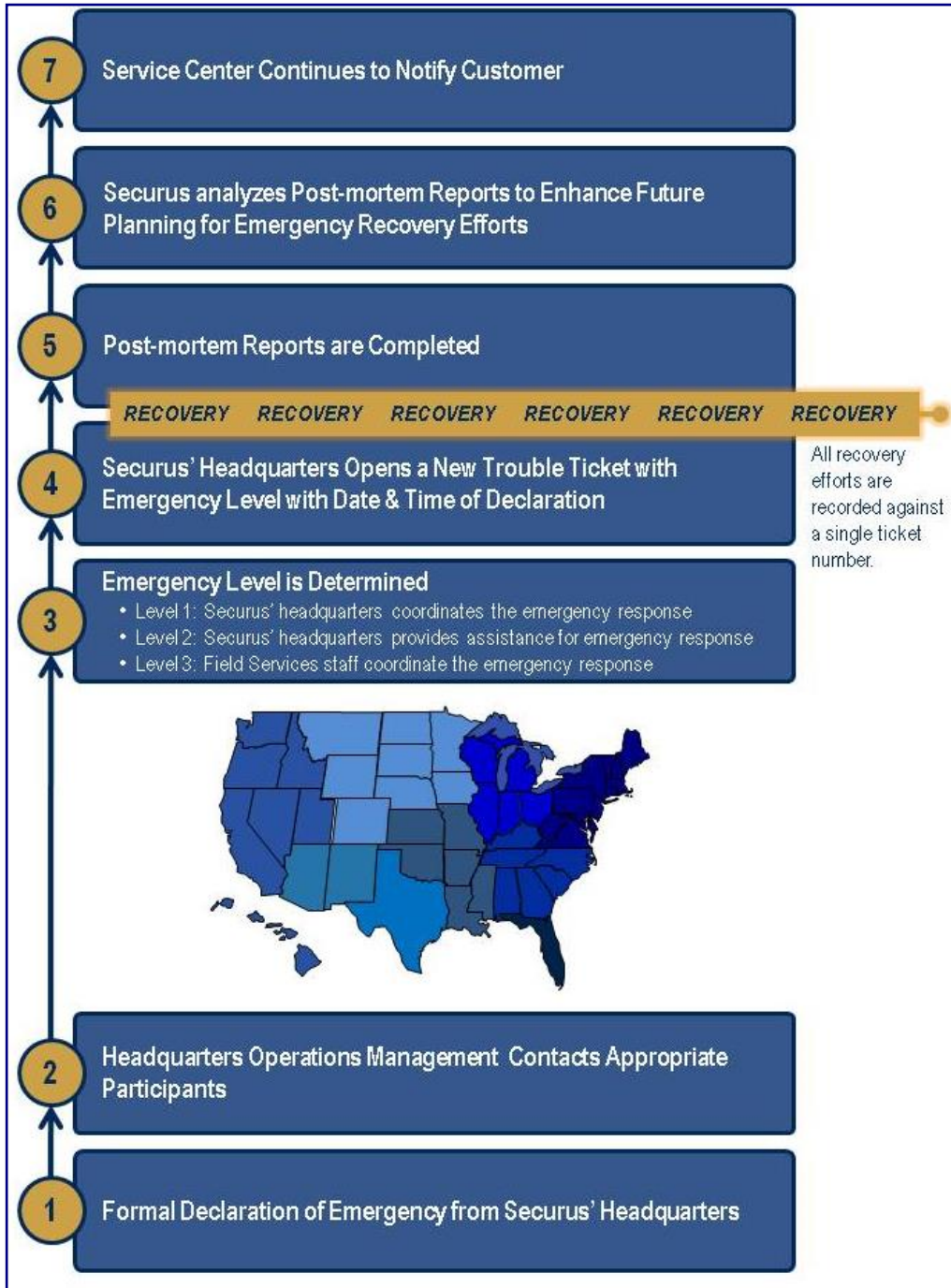
**Note:** A Level 3 declaration notifies headquarters of the seriousness of an ongoing recovery effort, and provides the necessary background information if the local response Team Lead requests an upgrade to a higher condition level.

Our corporate headquarters will open a new trouble ticket in our ticket tracking system, indicating the declared condition level and the date and time of the declaration. All open tickets pertaining to the ongoing emergency recovery effort will be linked to the new trouble ticket and closed to ensure that all recovery efforts are recorded against a single ticket number.

Post-mortem reports are completed for all declared emergency condition levels. Securus analyzes all post-mortem reports to advance our emergency recovery planning efforts.

Following the declaration of an emergency condition, the National Service Center will continue to notify the customer using established notification and escalation procedures.

## Timeline Events of Disaster Recovery Operations



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## **Inmate Payphone System Failure Back-Up Escalation Plan**

### **Emergency Contact Information**

Securus will develop and maintain toll-free, 24-hour-a-day, 7-day-a-week emergency access phone number lists that will be readily available for use during an emergency situation. Contact information will be updated at regular intervals to ensure accuracy. The National Service Center will also maintain these emergency contact phone number lists and coordinate on a regular basis with field staff to ensure that all lists are accurate. In addition, Securus will develop relationships with local vendors who can support emergency recovery operations with the required services, supplies, and equipment.

### **Technical Support**

Securus understands that throughout the duration of a critical event, our customers rely on our support to guide them with minimal loss of equipment and data. Qualified resources will be available to assist Pulaski County. These resources include approximately than 150 full-time field technicians who can deploy nationwide, and a full list of contacts—up to and including Securus executives.

We also realize that during a disaster, it may be even more important that inmates and detainees can stay in contact with their friends and family. To support these end users, Securus maintains two call centers in Dallas and Mexico that can continue call processing, even if there is a failure at one location.

### **Coordination**

Coordination of all declared emergencies will depend on the emergency level. Field staff will coordinate the emergency response to all level 3 conditions. Headquarters will provide assistance at the request of field management for Level 2 emergency conditions, and will coordinate all Level 1 emergency efforts.

The field management team will develop mutual agreements with other Securus regions in the country or with vendors to supply resources, equipment, or manpower. Additional equipment and personnel may not arrive for several days, depending on available transportation, condition of the roadways and airports, and other factors, therefore, field management will not delay the decision to ask for assistance from other sources.

### **Mobilization**

Mobilization of a Headquarters Response Team, if necessary, will depend on need, as determined by the headquarters and field management.

The Headquarters Response Team will be dispatched from Dallas as soon as possible to assist field recovery efforts. However, field staff will begin recovery operations without delay.

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## Emergency Response Teams

Securus will form the following teams to respond to declared emergency conditions. These teams will include subject matter experts and necessary support staff.

<b>Table: Emergency Response Teams</b>	
<b>Team</b>	<b>Manning and Responsibility</b>
<b>Field Local Recovery Team</b>	Plans and directs local recovery operations. Staffed by field staff personnel only.
<b>Headquarters Support Team</b>	Provides technical support and assistance to local recovery teams. Staffed cross-functionally, as required.
<b>Headquarters Response Team</b>	Deployed to Securus local markets to assist local recovery operations. The Headquarters Response Team is staffed by subject-matter experts and led by headquarters operations management.

## Recovery

Recovery operations may last several hours, several days, several weeks, or longer. Field staff will continue recovery operations until critical inmate calling functions have been recovered and Securus can restore phone service operations to normal call and data transmission capability. Senior Securus management will, at that time, recall the Headquarters Response Team and field staff will return to normal operation. Recovery operations may still continue but emergency operations are no longer necessary and are not cost effective to maintain.

Throughout emergency recovery operations, the headquarters and field staff record all recovery actions. Following the resolution of emergency response operations, all recovery teams and appropriate management submit pertinent information and comments to be included in the Post Mortem report.



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4.2.3. Proposer shall provide any and all notices as may be required under the Drug-Free Workplace Act of 1998, 28 CFR Part 67, Subpart F, and any applicable PULASKI COUNTY laws, to the employees and all subcontractors to ensure the Facility(s) maintains a drug free workplace. PULASKI COUNTY reserves the right to review drug testing results of Proposer's personnel assigned to work at the Facility(s). PULASKI COUNTY may require, at Proposer's expense, drug testing of Proposer's personnel if no drug testing records exist or if such test results are older than 6 months.

✔ **Read, agree and will comply.**

#### **4.3. Proposer References**

4.3.1. Provide a list of agreements not renewed, lost or prematurely cancelled in the last 5 years.

✔ **Read, agree and will comply.**

Securus maintains more than a 90 percent renewal rate on the current business and has never had a contract terminated for cause. Securus has lost contracts for the following reasons:

- Through a competitive bid process
- Facilities either closed and moved inmates into different facilities or decided to discontinue inmate telephone services
- Seven customers moved to their State contract
- One customer converted to a private facility
- One juvenile center elected to tie to the County contract

Securus provides a list of former customers in Attachment H. Securus has provided this information for the evaluation of Pulaski County for your Inmate Telephone Service and respectfully requests that it be removed from our proposal prior to making it publicly available after opening.

4.3.1.1. If applicable, include the reason for non-renewal and/or cancellation(s) of the agreement(s). A response indicating this information is confidential and/or proprietary will be considered an Exception.

✔ **Read, agree and will comply.**

Securus maintains an exceptional renewal rate on the current business that is higher than the industry average. In the event that Securus did not renew a contract within the last few years, it was due to one of the following circumstances:

- Customers either closed and moved inmates into different facilities or decided to not have an inmate telephone service

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- Customers moved to their State contract
  - Customers became a private facility and therefore were obligated to use a different vendor
  - Juvenile Centers decided to tie to the County contract that was available to them per state law
  - Lost during a competitive bid process

Securus continues to grow the customer base with more than 163 new customers in the past 5 years. State DOCs are awarding contracts to Securus in record numbers because they recognize the value of SCP and the leading technology being brought to this specialized market. These new customers represent private, local, county, and state, which include, but are not limited to, such customers as Missouri Department of Corrections, New Mexico Department of Corrections, Florida Department of Criminal Justice, Illinois Department of Corrections, Arizona Department of Criminal Justice, Louisiana Department of Corrections, Connecticut Department of Corrections, Cook County, Illinois; Tarrant County, Texas; San Diego, CA; Wayne County, MI and Blue Ridge Regional Jail, Virginia. Our ability to win new customers provides Securus with a net gain of 60,000 inmates that connect using Securus calling solutions.

4.3.2. Provide a list of entities who have notified Proposer of additional commissions owed within the last 3 years and the status of resolution of those claims.

4.3.2.1. A response indicating this information is not monitored, confidential and/or proprietary will be considered an Exception.

 **Read, agree and will comply.**

Securus meets its commitments to its customers and has not been notified within the last three years that additional commissions are due.

Securus commits to continually strive toward the highest standard for accuracy and excellence in our service and commissioning to each and every customer. When we receive review requests, we work with our customers to review financial statements, provide them with a tool for the real-time auditing of inmate call commission information, and address any concerns or questions our customers may have.

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## SOC-1 Certification

Securus, unlike any other provider in the industry, can claim the distinction of being SOC-1 (formerly known as SAS-70 Type II) certified. Beginning in 2009, Securus successfully completed an American Institute of Certified Public Accountants Statement on Auditing Standards No. 70 (SAS 70) certification. This certification indicates that an independent accounting and auditing firm completed a comprehensive and in-depth evaluation and testing of our internal controls and related activities. It confirms that the company has effective controls and safeguards in place to manage information and data belonging to our customers and clients. Inmate telecommunications providers, such as Securus, need to install and operate highly sophisticated call management platforms and related services to meet the security and public safety needs of correctional facilities; therefore, we need to accurately process, manage, and control millions of call records and call recordings for security and investigative purposes. Our annual SOC-1 certification demonstrates to correctional facilities and their auditors that Securus has the necessary controls in place to manage this critical information.

4.3.2.1. A response indicating this information is not monitored, confidential and/or proprietary will be considered an Exception.

✔ **Read, agree and will comply.**

4.3.3. Provide 3 client references for facilities where Proposer provides the equipment and services comparable to the requirements in this RFP. The references provided must be currently under contract with Proposer and have been operating under that contract for at least 6 months. The references may be contacted at any time during the RFP process. Proposer shall ensure updated references and accurate contact information is provided.

✔ **Read, agree and will comply.**

Securus submits references for the following facilities:

- Williamson County Jail, IL
- Jackson County Jail, IL
- Illinois Department of Corrections

4.3.3.1. Provide the following information for each reference: facility name, facility address, contact name, contact title, telephone number and email address, average daily population (“ADP”), agreement effective date and number of inmate telephones.

✔ **Read, agree and will comply.**

Securus submits the following references for Pulaski County’s review. Please refer to Attachment I: Letters of Reference,” for additional customer testimonials that speak of Securus service excellence.

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### Securus Reference 1

<b>Facility Name</b>	Williamson County Jail
<b>Facility Address</b>	404 N Van Buren Street Marion, IL 62959
<b>Contact Name</b>	Captain Gary Tyner/Lieutenant Darren Farrell
<b>Contact Title</b>	Jail Administrator/Assistant Jail Administrator
<b>Telephone Number</b>	618-997-1301 ext 312 / 618-997-6541 ext 1319
<b>Email Address</b>	<a href="mailto:gytyner@wcsheriff.com">gytyner@wcsheriff.com</a> / <a href="mailto:dferrell@wcsheriff.com">dferrell@wcsheriff.com</a>
<b>Average Daily Population</b>	112
<b>Agreement Effective Date</b>	August 1999
<b>Number of Inmate Telephones</b>	24

### Securus Reference 2

<b>Facility Name</b>	Jackson County Jail
<b>Facility Address</b>	1001 Mulberry Street Murphysboro, IL
<b>Contact Name</b>	Lt Jeff Whitbeck / Sergeant Lee Kersten
<b>Contact Title</b>	Jail Administrator/Assist Jail Administrator
<b>Telephone Number</b>	618-687-1314
<b>Email Address</b>	<a href="mailto:ltwhitbeck@yahoo.com">ltwhitbeck@yahoo.com</a> / <a href="mailto:lkersten@jacksoncounty-il.gov">lkersten@jacksoncounty-il.gov</a>
<b>Average Daily Population</b>	134
<b>Agreement Effective Date</b>	April 1999
<b>Number of Inmate Telephones</b>	20

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### Securus Reference 3

<b>Facility Name</b>	Illinois Department of Corrections
<b>Facility Address</b>	1301 Concordia Court P.O. Box 19277 Springfield, IL 62794-9277
<b>Contact Name</b>	Mike Mitchell
<b>Contact Title</b>	Telecom Manager
<b>Telephone Number</b>	217-558-2200 Ext. 6399
<b>Email Address</b>	<a href="mailto:Michael.D.Mitchell@doc.illinois.gov">Michael.D.Mitchell@doc.illinois.gov</a>
<b>Average Daily Population</b>	52,000
<b>Agreement Effective Date</b>	10/19/2012
<b>Number of Inmate Telephones</b>	Approximately 2100

4.3.3.2. PULASKI COUNTY prefers the contact person provided for each of the references be the individual who utilizes Proposer’s software application.

✔ **Read, agree and will comply.**

#### 4.4. Customer Service

4.4.1. Provide the following information regarding Proposer’s processes for handling end-user/customer service matters:

✔ **Read, agree and will comply.**

Securus offers our own U.S.-based customer service center—Securus Correctional Billing Services (SCBS)—to handle end-user/customer service matters from the friends and family members of inmates. Our “in-house” customer service is unmatched by other inmate telephone system providers.

### **Securus Correctional Billing Services**

SCBS will provide a comprehensive solution suite that **provides the friends and families of incarcerated individuals’ complete assistance with account funding, account maintenance and inquiries.** Friends and family can use our toll-free number (1-800-844-6591) to speak directly to an agent, or to take advantage of our easy to use automated system to help them with their needs.

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For added convenience, we also offer personal account access via the following methods:

- **Toll-Free Number** – (1-800-844-6591)
- **SCBS Website** – [www.securustech.net](http://www.securustech.net)
- **SCBS E-mail Address** – [customer\\_service@securustech.net](mailto:customer_service@securustech.net)

SCBS provides dedicated customer service with live operator availability to the called parties 24 hours a day, 7 days a week. SCBS establishes both collect and prepaid collect accounts for each customer as well as provides the called party (end-user) real-time rating for each call prior to processing. Customer complaints, refund requests, and number blocking are all handled by SCBS. End-users may now also access SCBS customer service via chat 24 hours a day, seven days a week.

Our friendly and knowledgeable agents help friends and families with the following:

- Setting up and funding accounts
- Making payment arrangements
- Resolving complaints
- Blocking and unblocking numbers
- Reviewing call durations and history
- Learning about payment options (such as money orders, credit card, cashier's checks, Western Union®, and MoneyGram® payments)
- Receiving information on new services
- Confirming originating facility
- Reviewing account balances
- Answering questions and helping customers with refund requests
- Managing account notifications

SCBS offers inmate families workable payment options such as prepayment of the charges, remittance directly to the local phone company, and alternative payment methods to establish an equitable relationship with our customers.

We routinely survey our customers and measure satisfaction ratings so that we can find ways to improve our service levels. Our customer service agents are highly trained on



inmate telephone system issues and in satisfying the specific needs of called parties. We offer both English speaking and Spanish speaking agents.

The convenient SCBS website [www.securustech.net](http://www.securustech.net), featured below, will provide personal account access for Pulaski County customers.

**SECURUS**  
TECHNOLOGIES  
connecting what matters™

FRIENDS & FAMILY | CORRECTIONAL FACILITIES | ABOUT US | CAREERS | CONTACT US

# Welcome!

to **Securus Technologies**

[Click here to learn more about us](#)

**Manage My Account**

Username

Password

Login

Lost Password?  
Web Registration - New User  
Open A New Account

**Want to visit your loved one from home?**  
*Click here to learn how!*

Video

Our holiday funding promotion has been extended!  
Now through January 31st, you can fund your calling account without the \$25 dollar minimum.  
**HAPPY NEW YEAR!**

**Need An Account?**

Create An Advance Connect Account | Have An Account? Create Online Access

**Inmate Debit Account**

Fund Your Inmate's Account Now | Find Out More Information

**Support Center**

Search

- How do I open a new phone account so I can receive calls?
- Cost of a call from a TDCJ Facility.
- Why are my calls blocked?
- What actions are required for Friends and Family to receive a call from a TDCJ facility.
- My offender says that when he calls me the recording says my phone is restricted, why?

Enter Support Center

**Products & Services**

- AdvanceConnect™ Account
- Direct Bill Account
- Securus Video Visitation **New!**
- Traditional Collect Account
- Inmate Debit Account
- Secure Instant Mail **New!**

**Facility Websites**

- Texas Department of Criminal Justice (TDCJ)

*We believe that customer service is too important to completely outsource these services to an outside vendor.*

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4.4.1.1. Describe procedure(s) for handling end-user complaints.

✔ **Read, agree and will comply.**

Friends and family members can call our call center 24 hours a day, 7 days a week, 365 days a year and speak with a live operator, or take advantage of our default, easy-to-use IVR system to help them set-up and fund their accounts. We diligently survey our customers and measure satisfaction ratings so that we can find ways to improve our service levels. Our customer satisfaction scores for our call center are 20 percent higher than the industry standard. Securus provides live customer service representatives who are multilingual and available 24 hours a day, 7 days a week, 365 days a year to assist called parties.

SCBS strives to deliver superior customer service and resolve customer issues on the first call. As a source of escalation for inmate's friends and family members, call center supervisors are always available to assist customers. Certain issues and/or problems may require time to research and resolve. For all other issues and/or problems, the following escalation list may be used after 24 hours of not receiving a resolution.

After 24 hours:

- Escalate to customer service manager
- If still unresolved, escalate to the director of customer care
- If still unresolved, escalate to vice president of customer care

4.4.1.1.1. Indicate whether Proposer's customer service center defaults to an Interactive Voice Response ("IVR") or a live customer service representative.

✔ **Read, agree and will comply.**

Friends and family members can call our call center 24 hours a day, 7 days a week, 365 days a year and speak with a live operator, or take advantage of our default, easy-to-use IVR system to help them set-up and fund their accounts. The IVR system gives the family/friend the ability to select English or Spanish and listen to the prompts in the selected language. Our Customer service center has English and Spanish coverage 24x7x365.



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4.4.1.1.2. If applicable, supply the hours of availability for a live customer service representative.

✔ **Read, agree and will comply.**

Friends and family members can call our call center 24 hours a day, 7 days a week, 365 days a year and speak to live customer service representatives. We offer both English and Spanish speaking agents.

4.4.1.1.3. Indicate the average on-hold time to reach a live representative.

✔ **Read, agree and will comply.**

Securus has designed our U.S.-based customer service operation to handle customer inquiries and needs as quickly and efficiently as possible, as the following statistics show:

- Securus' Customer Service receives, on average, 2.5 million calls per month.
- 92 percent (2.3 million) of these customers achieve resolution to their requests via the IVR for self-help functions (set up new accounts, payments, balance inquires, etc.).
- Of the additional 8 percent of calls (200,000 calls), on average, we answer 74 percent of the calls within 240 seconds.
- Customer Service is also responsible for funding prepaid accounts. We process, on average, 35,000 transactions per month through customer service representatives and a total of 180,000 through customer service representatives (CSRs) and users funding through our Website.

4.4.1.2. Describe procedure(s) for handling refund requests and the timeframe for completing such requests.

✔ **Read, agree and will comply.**

To obtain a refund on an unexpired account, end users may contact customer service by phone at 1 (800) 844-6591, or by chat using the "Ask A Question" function at [www.securustech.net](http://www.securustech.net). For all credit card transactions made by phone or website, full and partial refund amounts will be applied to the payment source last used.

For full refunds on accounts where the last payment was made via Western Union, those funds will be refunded to the customer through Western Union. For partial refunds on accounts that were paid via Western Union and for both full and partial refunds on payments mailed to our lockbox, a check will be mailed via regular U.S. Postal Service delivery.

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Prepaid accounts that have a remaining credit balance will expire 180 days from the date of the last call placed using the account. Prior to expiration, full or partial refunds may be obtained.

Securus initiates refunds immediately upon the customer's request. For credit card refunds, it takes up to 10 to 12 days for the funds to post to the account. For refunds issued via paper check, customers will receive their refunds in 2 to 3 weeks.

4.4.1.3. Provide a copy of your most recent Better Business Bureau report with your company name and rating.

✔ **Read, agree and will comply.**

**THIS BUSINESS IS NOT BBB ACCREDITED**

**Securus Technologies, Inc.**

[Find a Location](#)

Phone: (972) 277-0300

Fax: (972) 277-0714

[View Additional Phone Numbers](#)

14651 Dallas Parkway, Dallas, TX 75254

<http://www.correctionalbillingservices.com>

[View Additional Web Addresses](#)



**On a scale of A+ to F**

Reason for Rating

[BBB Ratings System Overview](#)



Share



Print

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# 5. GENERAL INFORMATION

## 5.1. Billing

5.1.1. Specify any billing recovery fees or other charges added on collect calls.

✔ **Read, agree and will comply.**

Please visit Appendix B for fee information.

5.1.2. Specify how taxes are applied to the total cost of a collect call in preparation for billing.

✔ **Read, agree and will comply.**

Taxes and required fees are applied to calls in the following manners:

- **Prepaid Collect/AdvanceConnect Accounts** – Applicable taxes and fees are calculated and deducted from the balance at the conclusion of the call.
- **Debit** – Call charges, taxes and fees are deducted from the prepaid account balance on a real-time basis as the call progresses.
- **Local Exchange Carrier (LEC) billing** – the LEC calculates all taxes and applies them to the bill. USF (Fed and State) and Gross Receipts Tax are calculated by Securus at the end of each calendar month for all calls during the month and passed to the LEC for billing.
- **Securus Direct Billing** – Applicable state taxes and fees are calculated at the conclusion of the call and applied to the account balance.

5.1.3. Proposer shall not implement any additional fees (including those from third parties) to be charged to the end user's bills or accounts (e.g. monthly billing fee, administrative fees, cost recovery fee, carrier recovery fees, funding fees, etc.) other than those listed in this response. Any fees charged not disclosed in this response will be grounds for contract Termination.

✔ **Read, agree and will comply.**

5.1.3.1. Provide the amount specific to each fee in Appendix B – Calling Rates and Commissions.

✔ **Read, agree and will comply.**

5.1.4. Describe all of the types of payment options available to the end-users (e.g. Visa, Master Card/debit card, money order, international collect calling and etc.).

**✓ Read, agree and will comply.**

Securus offers a wide variety of funding options for friends and family members of inmates to use in setting up prepaid accounts. We know that convenience drives account creation and that account creation drives more calling, so we focus on making sure the funding process is easy to follow and available when and where the inmates' friends and family members need it. We believe that we offer the most comprehensive and convenient options for funding accounts in the industry.

Friends and family members can call our call center 24 hours a day, 7 days a week and 365 days a year and speak with a live operator to help them set-up and fund their accounts, or they can take advantage of our easy to use Website for funding, or they can fund accounts by mail or by visiting one of over 37,000 MoneyGram locations, such as Wal-Mart and CVS Pharmacy, or one of more than 46,000 Western Union locations.

The table below displays our features of our funding options and how they benefit called parties.

<b>Friend and Family Funding Options</b>	<b>Means to Pulaski County</b>
<p><b>In-house Call Center</b></p> <ul style="list-style-type: none"> <li>• Available 24 hours a day, 7 days a week and 365 days a year</li> <li>• Staffed with Securus employees</li> <li>• Use automated telephone access or talk to a “live” agent</li> <li>• Fund an account               <ul style="list-style-type: none"> <li>○ Accept Visa and MasterCard (all options may not be available to all customers based on our risk management practices)</li> </ul> </li> <li>• Manage account (e.g. open accounts, make or check payments, confirm rates, obtain credit limits, review call history, review account balances, manage account notifications, and get questions answered)</li> </ul>	<p>We believe the customer experience should not be out-sourced to an outside vendor. As such, our customer satisfaction scores are 20 percent higher than the industry standard. We are available so that you don't have to use staff time to answer questions on telephone account issues.</p>

Friend and Family Funding Options	Means to Pulaski County
<p><b>Website Access</b></p> <ul style="list-style-type: none"> <li>• Create an account</li> <li>• Fund an account               <ul style="list-style-type: none"> <li>○ Accept Visa and MasterCard (all options may not be available to all customers based on our risk management practices)</li> </ul> </li> <li>• Manage account (see above description)</li> </ul>	<p>This is a popular option for those parties that wish to fund without interacting with a call center agent. More funding means more calls.</p>
<p><b>Lockbox</b></p> <ul style="list-style-type: none"> <li>• Accept personal checks, money orders, and cashier's checks</li> <li>• No funding minimum</li> </ul>	<p>Cash conscious parties can fund without a transaction fee and without a minimum. This allows inmates to talk with called parties who would not ordinarily be able to set-up accounts.</p>
<p><b>MoneyGram</b></p> <ul style="list-style-type: none"> <li>• Fund at over 37,000 Wal-Mart and CVS Pharmacy locations</li> </ul> <p><b>Western Union</b></p> <ul style="list-style-type: none"> <li>• Fund at over 46,000 locations</li> </ul>	<p>For those without credit cards or who want immediate account set-up with no minimum fee, we provide funding options at any Western Union location. More funding means more calls.</p>
<p><b>Kiosks (optional)</b></p> <ul style="list-style-type: none"> <li>• Available in lobby</li> </ul>	<p>A funding source can be placed in close proximity to calling parties to encourage funding.</p>

Inmate Funding Options	Means to Pulaski County
<p><b>Prepaid Card Vending Machine</b></p> <ul style="list-style-type: none"> <li>• Maintenance free</li> <li>• Available in lobby</li> <li>• Promotes usage</li> </ul>	<p>You don't have to have your staff handling money. Cards can be dispensed right in your lobby without you having to be involved.</p>
<p><b>Inmate Debit</b></p> <ul style="list-style-type: none"> <li>• Integrated with trust fund or telephone fund accounts</li> </ul>	<p>With the integrated option, this allows the inmate access to other accounts to draw from for telephone calls.</p>
<p><b>Kiosks (optional)</b></p> <ul style="list-style-type: none"> <li>• Available in pod</li> </ul>	<p>A funding source can be placed in close proximity to calling parties to encourage funding.</p>

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5.1.4.1. Proposer shall not implement any commissionable fees (including those from third parties) associated with the payment options (e.g. Western Union, Text Collect.).

✔ **Read, agree and will comply.**

5.1.5. Describe Proposer's direct bill option.

✔ **Read, agree and will comply.**

Direct-billed account allows collect calls are billed monthly directly from our Securus Correctional Billing Service (SCBS). To set up a Direct Billed account, the inmate's friend or family will provide SCBS with their billing telephone number, name, and address, and will be subject to a credit check (as allowed by state regulations).

5.1.6. Specify the minimum deposit required on a pre-paid collect account.

✔ **Read, agree and will comply.**

Rather than set a minimum amount, Securus uses a real-time rating system so any call will be connected as long as funds are available to cover it. Customers using our AdvanceConnect service are required to maintain an account balance of at least enough funds for 1 complete phone call in order to receive a call.

5.1.6.1. Specify how many phone numbers a customer can have under a single account.

✔ **Read, agree and will comply.**

An unlimited number of phone numbers can be added to a customer's account to ensure that inmate calls can connect to friends and family members at various numbers (work, mobile, home, other relatives, neighbors, friends. etc.).

5.1.6.1.1. Does the customer incur additional costs to add more than 1 number per accounts? If so, how much is the fee for additional numbers?

✔ **Read, agree and will comply.**

The customer does not incur any additional costs to add more than one number per account.

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## **5.2. Proposer Retention of Account Information**

5.2.1. For the purpose of aiding in investigations, Proposer must retain information pertaining to an end-user's pre-paid collect, direct bill, and similar accounts for a period of 3 years after the expiration/termination of the Agreement. The information shall include, but not be limited to, the end-user's billing name, address and telephone number.

✔ **Read, agree and will comply.**

Securus retains and maintains customer information for seven years.

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# 6. GENERAL CONDITIONS

## 6.1. Scope

6.1.1. PULASKI COUNTY requires a turnkey inmate calling solution which shall include, without limitation, collect, pre-paid collect, pre-paid cards, paperless debit interface with the commissary provider, international collect calling to Mexico, free calling to specific government services and free visitation sessions. Proposer shall install and operate inmate and visitation telephones, and related equipment. Proposer shall, without cost to PULASKI COUNTY, provide all wiring for the inmate and visitation telephones, install the inmate and visitation telephones and the related hardware and software specifically identified herein, to enable inmates at the Facility(s) to complete, without limitation, local, long distance and/or international collect, pre-paid collect, pre-paid cards, debit and free calls as well as visitation sessions from the Facility(s).

### ✓ **Read, agree and will comply.**

Securus offers a fully compliant, turnkey inmate calling solution in which we will install 100 percent of the system hardware for all facilities and will maintain for the life of the contract at no cost to Pulaski County. Our solution includes all of the required features listed above as well as many more investigative features for the facilities use throughout the term of the agreement.

Our inmate calling solution will include the following without cost to Pulaski County:

- All wiring for the inmate and visitation telephones,
- Installation of the inmate and visitation telephones and the related hardware and software specifically identified herein, to enable inmates at the Facility(s) to complete, without limitation, local, long distance and/or international collect, pre-paid collect, pre-paid cards, debit and free calls as well as visitation sessions from the Facility(s).

6.1.2. Proposer shall supply details of Proposer's proposed ITS which shall include, but not be limited to: system version (if Proposer uses multiple ITS versions and/or releases), system design (centralized vs. premise-based), technical specifications, software applications, hardware architecture and networking capabilities.

### ✓ **Read, agree and will comply.**

Securus' Secure Call Platform (SCP) is a state-of-the-art system centralized designed to provide Pulaski County with the ultimate in inmate call control and reporting.

The architecture of SCP is built to implement software upgrades in real-time thus limiting disruption to the phone service. As new features are generally available, the



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feature is added to the central processor, making the feature available to all facilities; however, Securus will not turn on the feature unless Pulaski County authorizes us to do so. If service has to be disrupted for an upgrade, then the upgrade will be conducted between the hours of 11:00 p.m. to 7:00 a.m.

## **SCP Overview**

SCP is a highly featured, flexible, state-of-the-art system designed to provide Pulaski County with the ultimate in inmate call control, reporting, and investigative capabilities. The advanced features of the system provide powerful and flexible tools for controlling inmate calling, reducing fraud, and generating valuable administrative and investigative reports.

SCP allows inmates the privilege of telephone communication while enabling staff and investigators the ability to maintain security through a reliable and easy-to-use inmate call control system. SCP provides security to the public through the use of:

- Automated operators instead of live operators
- Personal allowed number (PAN) lists that do not allow calls to numbers that have not been approved by the system administration
- Inmate call monitoring and recording for investigative and safety purposes
- Call duration settings and telephone on and off times
- Call detail records for investigative purposes, and fraud control features
- Real time rate quotes
- Real time blocking by called party

SCP enables our customers to operate a smarter and more efficient jail. The SCP's investigative tools permit a higher degree of accuracy and allow investigators to locate inmate calling information more quickly and reliably. Routine inmate calling operations can be configured to require minimal administration—allowing a facility's staff to focus on what they do best, maintaining a safer, more secure correctional environment. SCP also allows for immediate, live monitoring of calls in progress. All of these investigative and administrative resources are available from any Windows based computer with access to the World Wide Web.

Securus' custom built SCP is an integrated platform of software tools and computer and telephony hardware. The SCP's hardware and software components are designed to adapt to the changing needs of a facility's operations. SCP is capable of inmate telephone monitoring, inmate telephone recording, call blocking and unblocking, comprehensive report generation, and many more investigate tools and capabilities.

---

The SCP is equipped with the following standard applications:

- Digital recording and playback of calls
- Dedicated customer care center to specifically address called party inquiries
- A variety of optional calling methods and platform flexibility to increase options and income for the facility while increasing the inmate's calling ability
- Number restriction and blocking capabilities
- Identification of watched numbers, attorney calls (private) on CDR
- Multi-level password security entry system
- Comprehensive call detail reports based on user search criteria
- Inmate custody accounts (pin application) with or without personal allowed number (PAN) list capabilities
- Expanded fraud control features (3-way, biometric identification, additional digit dialing prevention, etc.)
- Bilingual automated voice messaging, instructional prompts, tag lines and voice overlays
- Fully integrated debit-based calling platform
- Interface and integration capabilities
- Immediate port disabling (remote kill switch) from anywhere in the world with authorized access
- Automated pan assignment
- Open architecture interface with jail / offender management system to send electronic files for immediate upload into SCP
- Remote live monitoring capabilities—anywhere world wide
- True call portability for playback, replay, and download of conversations without the need of proprietary software

---

## Advantages of the SCP Centralized Architecture

The SCP is a centralized, non-premises-based system. Records are kept secure in a carrier class data center outside of the facility. They do not need to be maintained at the facility. The centralized architecture of the SCP delivers the following major advantages when compared to most traditional premises-based solutions:

### Safer Storage for Call Recordings

Reliable recording and storing of inmate calls is an essential responsibility of any inmate telephone platform. Premises-based systems are prone to tape drive malfunctions that contribute to lost recordings. SCP's centralized architecture ensures call detail records and recordings are backed up in real-time, rather than through a nightly batch process. Our stringent processes maintain the chain of evidence critical for law enforcement.

### Better Performance, Fewer Complaints

With premises-based platforms, equipment is located at the facility; any issues require time to send someone to the physical location leaving service down for hours—or days. With the elimination of most of this equipment, SCP architecture improves time-to-repair, keeps phones operational, and called parties satisfied.

### Improved Sound Quality

SCP's fully digital system provides clear voice delivery across the entire call-processing network. Benefits of digital technology include the following:

- High-quality recordings allow investigators to easily discern keywords and suspicious background sounds
- Reduces complaints due to poor sound quality
- Improves the detection and prevention fraudulent activities
- Digital call quality is imperative to ensuring “chain of evidence” standards are met

### Designed to Deliver the Newest Technologies

Our centrally-managed, network-based architecture supports instant upgrades to all sites—simultaneously. This results in strategic, enterprise-wide access to the latest technology, without the wait. Additionally, our turnkey updates, which typically occur three or four times a year, are built to accommodate all users, and ensure our customers always have the latest capabilities.

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## **Anytime, Anywhere Access for Increased Investigative and Operational Efficiency**

Unlike many premises-based systems, SCP allows anytime, anywhere access for improved investigative and operational efficiency. Because the system is Web-based, investigators and other authorized law enforcement personnel can access recordings or perform live monitoring from home, the office, or in the field without the need to be present at the facility. This enables law enforcement to collaborate, save time, respond more quickly, and reduces the need for investigators, attorneys, and others to visit the facility.

6.1.2.1. Include a description, as well as visual aids, of the inmate and visitation telephone sets, TDD units and cart/portable sets proposed for installation at the Facility(s).

### **✔ Read, agree and will comply.**

Securus already has 52 phones in place and fully operational at the Pulaski County Detention Center, including 30 inmate phones and 22 visitation phones.

The inmate/resident telephone sets are stainless steel and sturdy, non-coin, vandal resistant and steel armored with a 12” cord length. The telephone sets are composed of durable, tamper-free materials suitable for a correctional/detention environment with placards containing dialing instructions. The dialing instructions are provided in English, Spanish, and Braille and will be replaced each time an inmate/resident telephone set is replaced. The telephones do not contain any removable parts.

### **Securus Inmate Telephones**

Securus inmate telephones are the strongest and most reliable units available, and are designed specifically for the prison environment. Securus is currently using the Wintel® brand 7010 phone model. The following information is the manufacturer-provided telephone specifications.

### **The Industry Standard**

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

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## Features

The current phone models at Pulaski County include the following features:

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

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

Confidencer technology, built into every dial, filters out background noise at the user's location, allowing better sound to the called party.

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

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

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


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

Pin-in-head security screws minimize tampering

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



## Sample Dialing Instructions in English and Spanish

	
This Call is Being Recorded	Esta Llamada va Hacer Gravada
<p><b>DIALING INSTRUCTIONS</b></p> <p>Press '1' for English</p> <p>For a collect call, press '1'</p> <p>For a debit call, press '2'</p> <p>TIPS Hotline, press '8'</p> <p>Enter your PIN number</p> <p>Enter your area code and phone number</p> <p>You may hear silence during the acceptance of your call. Please continue to hold.</p>	<p><b>INSTRUCCIONES PARA LLAMADA</b></p> <p>Marque '2' para español</p> <p>Para llamada a cobrarse, marque '1'</p> <p>Para llamada de débito, marque '2'</p> <p>Para línea de aviso secreto, marque '8'</p> <p>Marque su número de identificación personal</p> <p>Marque su número de teléfono, incluya su código local o lada</p> <p>Vas a oír silencio mientras aceptan su llamada. Continúe esperando por favor.</p>

### TDD and TTY Telephones

Securus can also provide Pulaski County with accommodations necessary to comply with the Americans with Disabilities Act (ADA). Securus' program for inmates who are deaf or hearing impaired allows those inmates to place outgoing telephone calls using a text telephone (TTY) device that is integrated with SCP.

The following information is the manufacturer-provided specifications of the TTY device Securus could provide.

Securus is proposing the PortaView TTY/TDD phone model. The following information is the manufacturer-provided telephone specifications:

#### Features/Options

These TTY/TDD phones provide the following features/options:

Built-in 20-character display

32K character memory

Four-row keyboard

Pre-recorded greeting messages

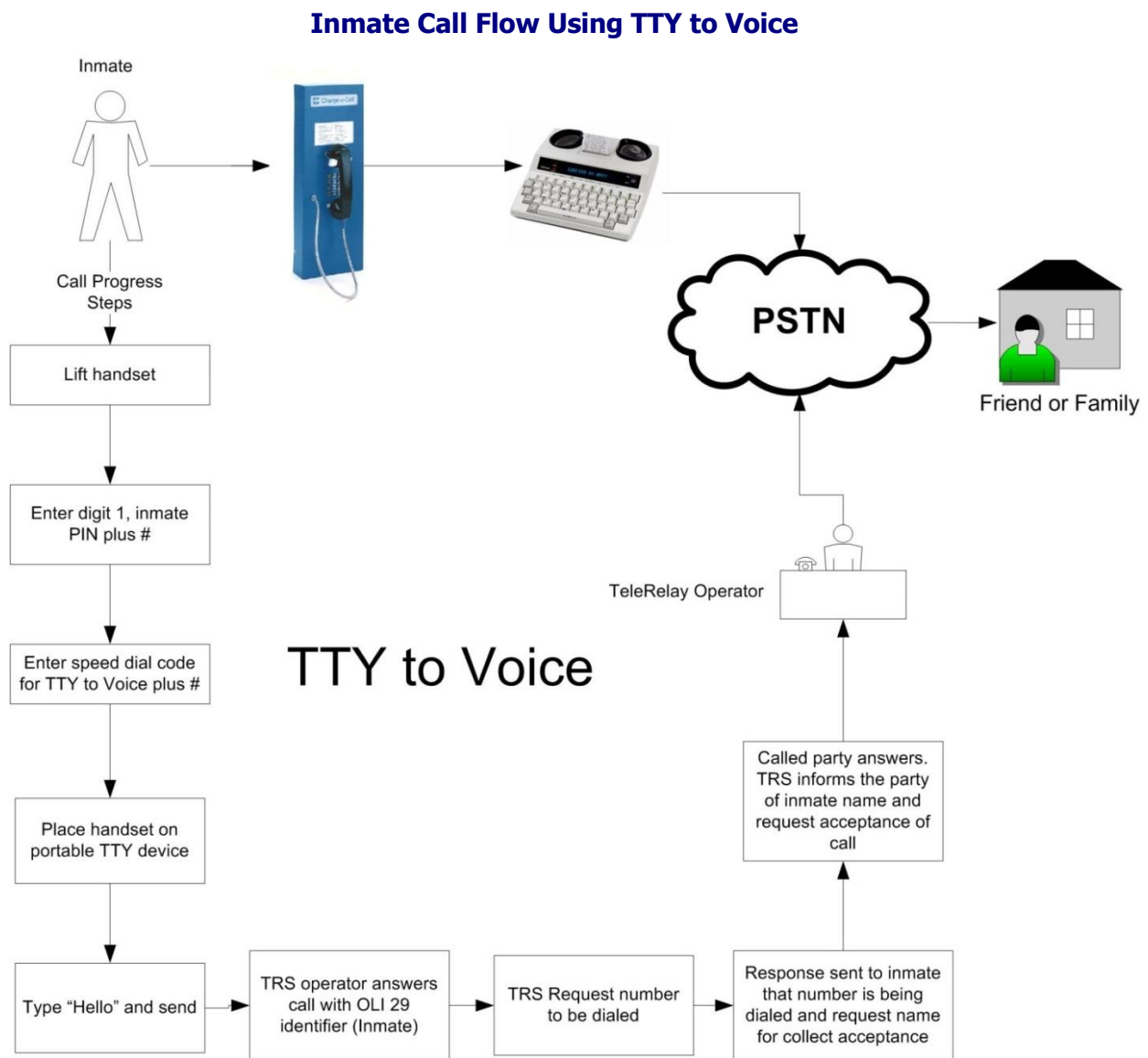
GA-SK combination keys for easy typing



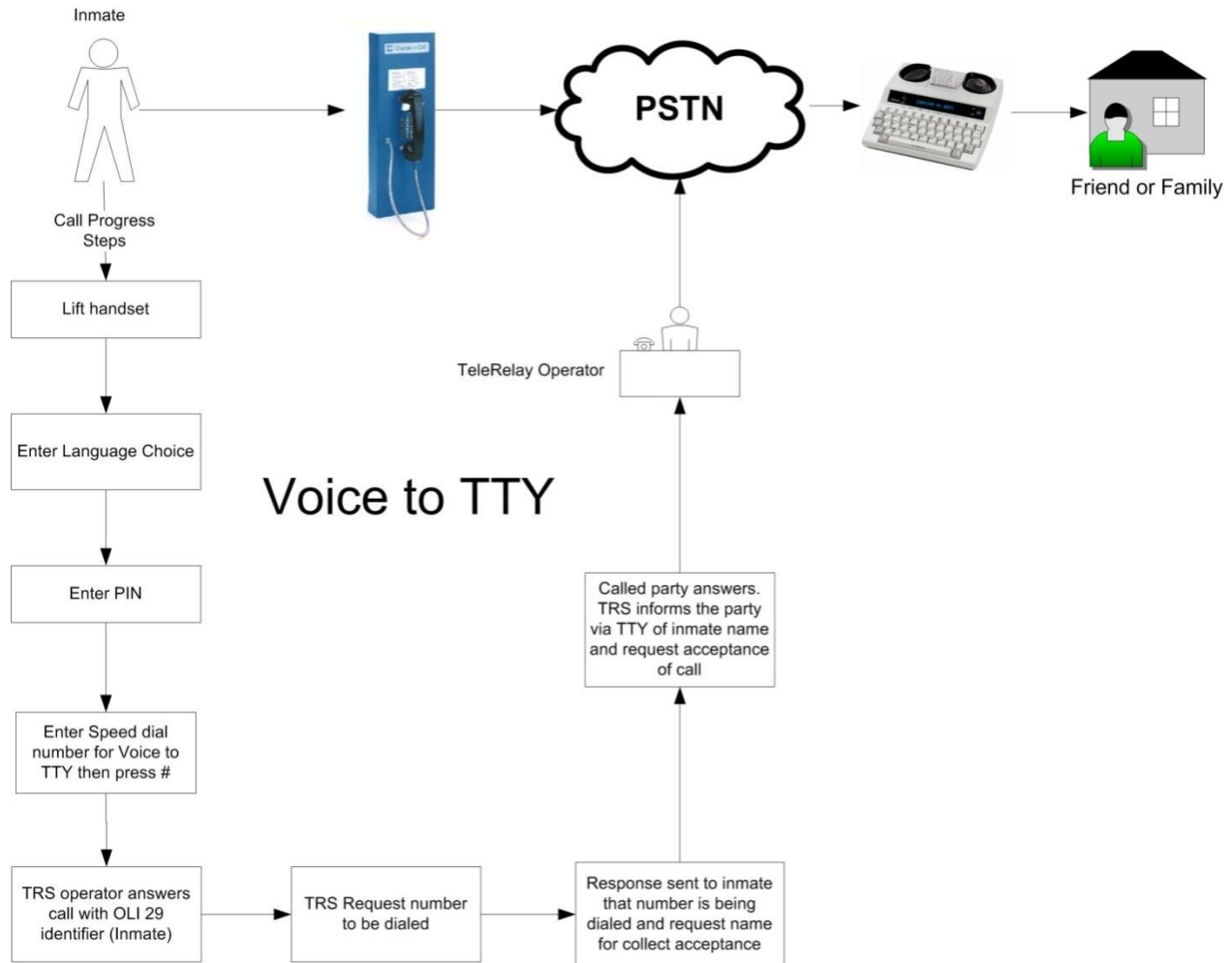
Acoustic cups to fit round and square handsets

### Inmate call using TTY phone calling through Relay Service Operators

- The inmate calling process is initiated when the inmate types the information into the TTY device that dials out through the SCP to the state's Telecommunication Relay Center (TRS). The information will include the inmate's PIN along with a pre-set toll-free number that dials directly to the TRS operator. With TRS, a special operator communicates back to the inmate to confirm the connection and begins the call connection process to the called party. Charges to the called party will be rated and billed by the relay service provider.



## Inmate Call Flow Using Voice to TTY

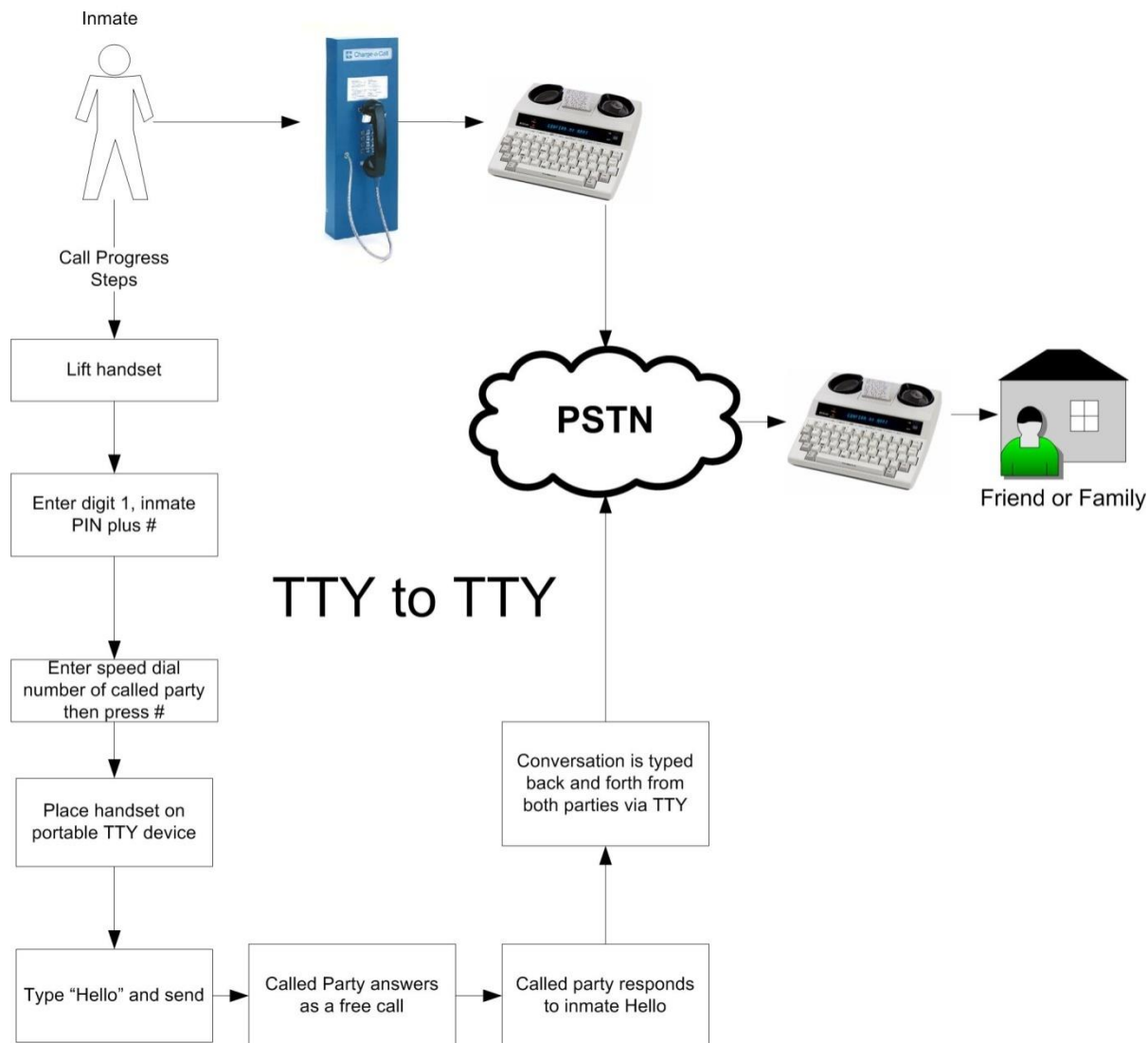


### Inmate call using TTY phone calling another TTY (TTY to TTY)

- When a hearing impaired inmate places a call using a TTY phone to a friend or family member using a TTY phone must include the called party on his/her PAN list. The same call restrictions associated with a hearing inmates call will apply. Charges to the called party will be rated and billed by Securus and inmates can also place debit calls.



## Inmate Call Flow Using TTY to TTY



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## Roll-Around Phones

Securus has provided three rollaway phones mounted to a roll-a-round pedestal, in a four-wheel design or a two-wheel design, as shown to the right.

These phones are mounted to a hand truck (dolly), as shown below.



### 6.2. Agreement Length

6.2.1. PULASKI COUNTY intends to award a 3 and or 5 year Agreement (“Initial Term”) and no more than a 5 year with the option to renew for 2 additional 1 year terms or on a month-to-month basis. Each Proposer may submit a 3 year and 5 year Proposal. All terms and conditions, requirements and specifications of the Agreement shall remain the same and apply during any renewal terms.

✓ **Read, agree and will comply.**

### 6.3. Compensation and Reporting

6.3.1. Proposer shall pay commission on all Gross Revenue generated by and through the proposed ITS. Gross Revenue consists of all compensation, earnings, gain, income, generated revenue, payment, proceeds or receipts paid to or received by Proposer that are in any way connected to the provision of service pursuant to this RFP and Agreement. Gross Revenue includes, by way of example and not limitation, all the following: all surcharges, per minute fees

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and any additional fees and/or charges generated by the completion of all calls (including any combination of free, collect, text collect, debit, and pre-paid local, INTRAlata/INTRAsate, INTRAlata/INTERstate, INTERlata/INTRAsate, INTERlata/INTERstate and International calls), additional fees and/or charges added to the total cost of a call or added to the called party's bill or any other compensation received by Proposer.

✓ **Read, agree and will comply.**

Securus will pay commissions to Pulaski County based on gross revenue generated by and through the proposed ITS. Gross Revenue will consist of all compensation, earnings, gain, income, generated revenue, payment, proceeds or receipts paid to or received by Proposer that are in any way connected to the provision of service pursuant to this RFP and Agreement.

Gross Revenue will include, by way of example and not limitation, all the following:

- All surcharges
- Per minute fees
- Additional fees and/or charges generated by the completion of all calls
- Additional fees and/or charges added to the total cost of a call or added to the called party's bill or any other compensation received by Securus.
- Including any combination of collect, text collect, debit, and pre-paid
- Local, INTRAlata/INTRAsate, INTERlata/INTRAsate, and International calls),free

Gross Revenue does not include the following:

- INTERstate cannot generate commission per the FCC
- Free calls do not generate revenue so no commissions.

Securus pays commissions on gross billed revenue (excluding interstate revenue), generated by and through the Inmate Telecommunications System for completed prepaid, debit and collect calls. . Regulatory required and other items such as federal, state and local charges, taxes and fees, including transaction funding fees, transaction fees, credits, billing recovery fees, charges billed by non-LEC third parties, free calls, and promotional programs are excluded from gross revenue in connection with the calculation of commissions.

Securus fully complies with the FCC's Interstate Inmate Rate Order, and accordingly, cannot pay commissions on interstate calls or on any revenue generated from interstate calls. The FCC no longer permits inmate telecommunications providers to pay site commissions on interstate calling revenue. As such, Securus ceased paying site commissions on interstate calling revenue on February 11, 2014, when the Inmate

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Interstate Rate Order became effective. If the law should change in the future to permit the payment of commission on interstate calling revenue, then Securus will pay such commissions.

Because questions have arisen surrounding the ongoing payment of site commissions, and because there are certain ICS carriers that are ignoring the FCC's Interstate Inmate Rate Order and still paying commissions, on August 20, 2014, the FCC Wireline Competition Bureau issued a Public Notice clarifying that interstate commissions cannot be paid.

In the Public Notice, the FCC reiterated the following:

- “where site commission payments exist, they are a significant factor contributing to high rates.”
- “site commission payments, ...include payments in money or services from ICS providers to correctional facilities or associated government agencies, regardless of the terminology the parties to the agreement use to describe them”
- “site commission payments are not costs that are reasonably and directly related to the provision of ICS”
- “the Partial Stay Order by the United States Court of Appeals for the District of Columbia Circuit in January 2014...did not disturb the Commission's determinations regarding site commissions”.
- “The Commission will examine any payment of site commissions by ICS providers to correctional facilities”
- a finding that a carrier is paying commissions may “also result in an order of refunds to end users”
- Under the Order, in addition to refunds, the FCC may assess penalties (up to \$1,575,000 per violation) for violating the FCC Order.

Those carriers that are paying interstate commission are violating Federal Law.

Securus has invested considerably to support our law enforcement partners since the FCC's order and continues to lead the efforts in our industry on behalf of our customers. Our Executive Leadership team has met with the FCC and verified that our understanding of the order is correct. We have verified this to not only protect ourselves, but to protect our customers as well. Any company indicating that they believe the order differs from our interpretation should confirm that they also have met with the FCC and that the FCC has verified that the rules do not apply.

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6.3.2. Proposer shall pay commission on total Gross Revenue (as defined above) before any deductions are made for unbillable calls, bad debt, uncollectible calls, taxes, fraudulent calls, LEC adjustments or any other Proposer expense.

✔ **Read, agree and will comply.**

Securus does not deduct unbillable calls, bad debt, uncollectible calls, fraudulent calls, LEC adjustments, or any other Vendor expense from commission payments.

6.3.3. Proposer shall not implement any additional fees to be added to the called party's bill or paid by the calling or called party (including those associated with establishing/funding/refunding of pre-paid collect accounts) for inmate telephone calls from the Facility(s). All fees must comply with the Illinois Public Service Commission (or PUC) or the Federal Communications Commission (FCC) regulations and be approved by PULASKI COUNTY prior to implementation. PULASKI COUNTY and Proposer shall mutually agree on the method for compensation associated with the additional charges/fees due to PULASKI COUNTY.

✔ **Read, agree and will comply.**

6.3.4. Any charges/fees added to the called party's bill not in compliance with the Public Service Commission (or PUC) or the Federal Communications Commission (FCC) regulations, and implemented without the express written consent of PULASKI COUNTY, shall receive a notice of contract default.

✔ **Read, agree and will comply.**

6.3.4.1. PULASKI COUNTY shall notify Proposer of any unapproved additional fees and/or charges of which PULASKI COUNTY becomes aware of and shall provide Proposer with notice of default.

✔ **Read, agree and will comply.**

6.3.4.2. Should PULASKI COUNTY and Proposer mutually agree that the charges/fees will remain, PULASKI COUNTY and Proposer shall mutually agree on a method for compensation.

✔ **Read, agree and will comply.**

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6.3.4.3. Should PULASKI COUNTY and Proposer mutually agree that the charges/fees are to be discontinued, Proposer shall refund each called party for the unapproved charges/fees from the date the charges/fees were implemented until the date the charges/fees were discontinued.

✔ **Read, agree and will comply.**

Should Pulaski County and Securus mutually agree that the charges/fees are to be discontinued, Securus will exercise commercially reasonable efforts to refund each called party within a reasonable period of time for the unapproved charges/fees from the date the charges/fees were implemented until the date the charges/fees were discontinued.

6.3.5. Notwithstanding the foregoing, Gross Revenue does not include:

6.3.5.1. Pre-Paid Collect fees. Pre-paid Collect fees are defined as fees imposed on called parties who set up and/or fund a pre-paid collect account with Proposer to accept calls.

✔ **Read, agree and will comply.**

6.3.5.2. Required regulatory charges and taxes that are intended to be paid by the called party and then remitted 100% by the billing party to the appropriate governmental agency.

✔ **Read, agree and will comply.**

6.3.5.3. A “Free” call shall be defined as a call not generating any revenue or compensation for Proposer. Calls to telephone numbers that appear on the free call list supplied by PULASKI COUNTY shall not generate revenue or compensation for Proposer and shall not be commissionable to PULASKI COUNTY. Only those numbers designated by PULASKI COUNTY on the free call list shall be marked as “Free” in the ITS and designated as such in the call detail records. In the event Proposer receives revenue or compensation, notwithstanding the source, from any third party related to a completed free call, such revenue shall be included in Gross Revenue and commissionable to PULASKI COUNTY. PULASKI COUNTY reserves the right to enter a free number in the ITS as deemed appropriate by PULASKI COUNTY and without the assistance of Proposer.

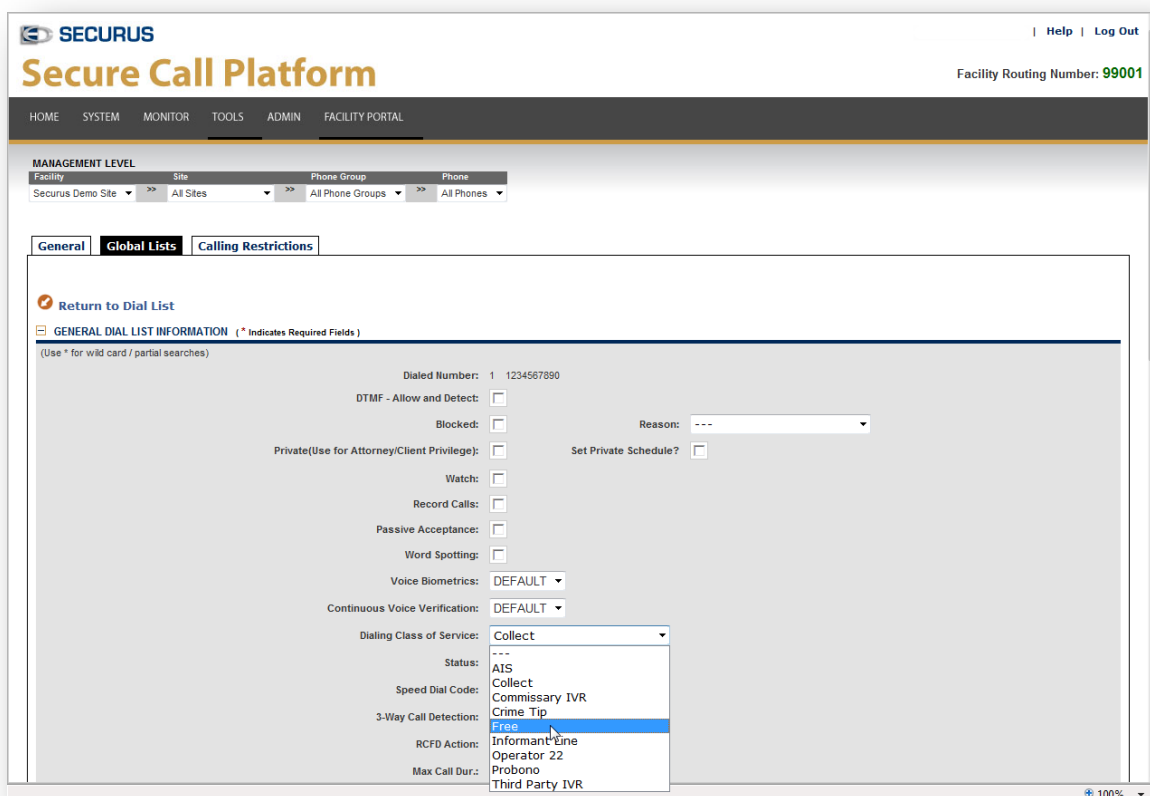
✔ **Read, agree and will comply.**

Securus will provide free calls to designated individuals, including court, foreign consulates, and other authorized calls, as determined by Pulaski County. SCP is compatible with providing these calls through any or all inmate telephones so that Pulaski County staff is not responsible for escorting inmates to a designated telephone. SCP will apply parameters for automated management of the number of calls; call duration, time of day access, and phone(s) from which calls were initiated.

Authorized Pulaski County staff can add numbers to the free call list through the SCP user interface, as shown in the following figure.

## Configuring Free Calls

- *Proprietary and Confidential*



In addition, SecurUS can provide Pulaski County with the ability to configure free call(s) by both inmate and phone group through SCP's First Calls Free feature. This feature was designed specifically for the corrections industry to provide an efficient, automated way for staff to:

- Easily comply with legal or regulatory free call requirements.
- Manage free calls with no manual intervention.
- Prevent the abuse of free calls and the resulting loss of calling revenue.

### How It Works

When a new inmate is added to the SCP or re-activated after being released, they will receive their first "X" number of calls free from any phone group where First Calls Free

is configured. For example, if Pulaski County requires that each inmate is allowed two free phone calls on the group of phones in the booking area, SCP will allow those two calls at no charge. The third phone call (or a phone call at a different phone group) would be charged.

Other advantages of First Calls Free are:

- SCP only recognizes the free call if the call is connected to the friend or family member, ensuring the inmate is provided the opportunity to instruct the called party on how to set up a prepaid AdvanceConnect account.
- It is configurable by both number of free calls and phone groups, providing facilities with complete free call control.
- All number blocking restrictions and inmate suspension restrictions can still be applied to the free calls.

## Configure First Calls Free in SCP

- *Proprietary and Confidential*

## Calling Restrictions

Calling Restrictions can be configured for every type of call, including free calls. Pulaski County can limit how many free calls an inmate can make in a specified period of time, as shown in the following graphic.



The types of restrictions that can be applied to free calls include:

Limiting the number of free calls that can be connected, regardless of called party acceptance status

Limiting the number of free calls the called party positively accepts

To provide further automation and relieve Pulaski County of additional administrative tasks, SCP also allows the County to define how often the timeframe on the Calling Restrictions resets. The allotted number of free call connects and/or accepts can be configured to reset:

Daily

- The “daily” reset can be configured by the number of days. For example, every three days an inmate can place one accepted free call

Weekly

Monthly

In addition, authorized Pulaski County users can specify what day of the month and/or week the rule is reset.

## Configuring Free Call Restrictions in SCP

- *Proprietary and Confidential*

SECURUS  
Secure Call Platform  
aedwards@SECUR.TX | Help | Log Out  
Facility Routing Number: 99001

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL ADMINISTRATION TOOL REVERSE BNA LOOKUP

MANAGEMENT LEVEL  
Site: SecurUS Demo Site  
Phone Group: All Phone Groups  
Phone: All Phones

General Global Lists **Calling Restrictions**

Calling Restriction Name:   
Status: ACTIVE

DEFINE RESTRICTIONS BELOW

RESTRICTION TYPE	DESCRIPTION	CALL TYPE	ACTION	ENABLE	EXCLUDE PRIVATE	PERIOD	DAYS	DAY OF WEEK	DAY OF MONTH	ACCEPTS	MIN	CONNECTS
Custody/Acct	Free Call Restriction	FREE Subcodes: FREE	LIMIT	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	DAY	7			3	15	10
		FREE		<input checked="" type="checkbox"/>	<input type="checkbox"/>	DAY	0			0	0	0
		3RD PARTY DIV		<input type="checkbox"/>	<input type="checkbox"/>	DAY	0			0	0	0
		INFORMATION LINE		<input type="checkbox"/>	<input type="checkbox"/>	DAY	0			0	0	0
		INSTANT PAY/VCC2		<input type="checkbox"/>	<input type="checkbox"/>	DAY	0			0	0	0
		CALLING CARD		<input type="checkbox"/>	<input type="checkbox"/>	DAY	0			0	0	0

Save Cancel

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## Free by Dialed Phone Number

Any phone number can be set up as “Free” with appropriate permissions, through the global list. The following screen shot identifies how an authorized user can set the phone number with a Free dialing class of service.

### Setting Free Calls in Global Lists

- *Proprietary and Confidential*

The screenshot displays the 'Secure Call Platform' administration interface. The user is logged in as 'eedwards@SECUR.TX'. The interface shows a navigation menu with options like HOME, SYSTEM, MONITOR, TOOLS, ADMIN, FACILITY PORTAL, ADMINISTRATION TOOL, and REVERSE BNA LOOKUP. The current page is 'Global Lists' under 'GENERAL DIAL LIST INFORMATION'. The 'Dialing Class of Service' is set to 'Free'. Other settings include 'Dial Number' (1 5556689854), 'DTMF - Allow and Detect' (unchecked), 'Blocked' (unchecked), 'Private/Use for Attorney/Client Privilege' (unchecked), 'Set Private Schedule?' (unchecked), 'Watch' (unchecked), 'Record Calls' (unchecked), 'Passive Acceptance' (unchecked), 'Word Spotting' (unchecked), 'Voice Biometrics' (DEFAULT), 'Continuous Voice Verification' (DEFAULT), 'Status' (AIS), 'Speed Dial Code' (Free), '3-Way Call Detection' (Operator 22), 'RCFD Action' (Third Party IVR), and 'Max Call Dur.' (0 minutes). The 'Description' field is empty. The 'Create Date' is N/A. Buttons for 'Create', 'Reset', and 'Cancel' are visible at the bottom.

## Free Phones and Free Local Phones

Securus IT staff can configure any phone group as a “Free” phone group or “Free Local” phone group. After the group is created, Securus can add any phone to this group.

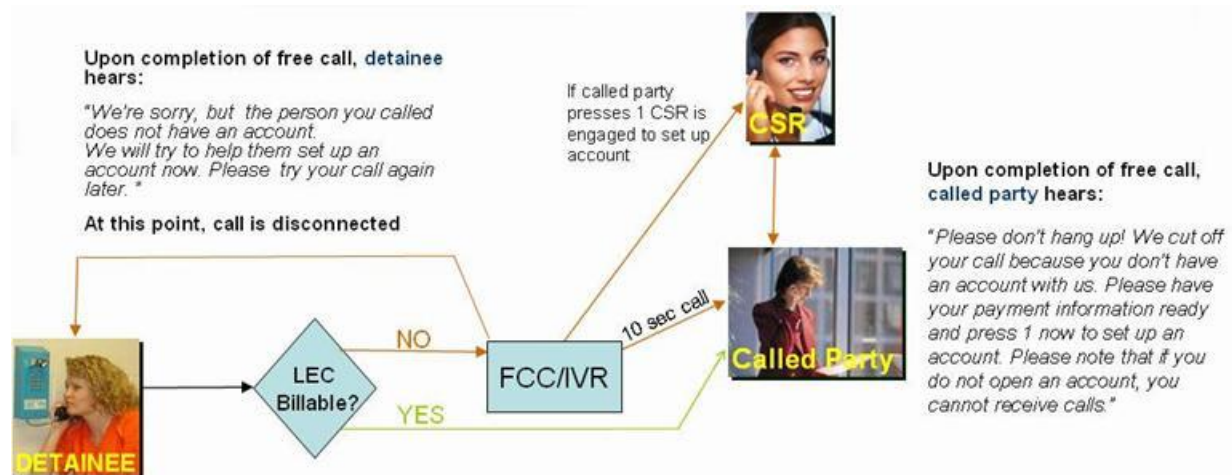
Inmates can place local, intraLATA, interLATA, or interstate calls from the “Free” phones at no cost to the inmate or called party. Inmates can place local calls from the “Free Local” phones at no cost to the inmate or called party, but calls to numbers outside the local area must be paid for.

6.3.5.4. Promotional calls that do not generate revenue are not commissioned. Proposer shall specify the duration of and the frequency between each promotional call to a unique telephone number. Proposer shall indicate how promotional calls are labeled in the call detail records.

✓ **Read, agree and will comply.**

Promotional calls are defined as free calls to telephone numbers that cannot be billed via traditional collect. Securus lists all promotional calls as promotional calls on the CDR. Promotional calls are not eligible for commission as they are designed to complete calls that would otherwise have been blocked. Our primary objective with promotional calls is to stimulate AdvanceConnect account creation. Securus completes as many calls as possible, and provides the inmate with descriptive prompts as to why a call might be blocked. One of our initiatives for completing every call is our First Call Connect (FCC) application.

For calls to numbers that can't be billed with traditional collect billing methods, FCC allows a brief conversation to occur during the first call to that number and then requires the called party to set up an account in order to receive future calls. After the brief conversation, the inmate's friend or family member is connected to a billing agent in an attempt to set up a billing arrangement. During this time, the inmate is informed of the blocked status and requested to call at a later time while an account is set up for the called party.



First Call Connect allows one free 20-second call every 15 days. Securus strongly believes First Call Connect will provide financial benefits by connecting more calls, which increases facility revenues and lowers complaints regarding blocked numbers.

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6.3.6. A call is deemed complete, and considered part of Gross Revenue (as described above), when a connection is made between the inmate and the called party, whether such connection is established by positive acceptance or by live or automated machine pick-up (e.g. when the ITS considers a tone from an answering machine, voicemail, IVR, etc. as passive acceptance). The call shall be deemed complete and commissionable regardless if Proposer can bill or collect revenue on the call.

✔ **Read, agree and will comply.**

All calls require active acceptance, unless the dialed number is specifically set up for passive acceptance. Securus will pay Pulaski County commission on all accepted collect calls.

6.3.7. Proposer agrees that it is entirely responsible for calculating, collecting and remitting all fees and taxes, including sales tax where applicable, on all services and items provided to the inmates. This includes all taxes as applicable for collect, debit, pre-paid and any other calls or services provided.

✔ **Read, agree and will comply.**

6.3.7.1. Proposer may, upon request from PULASKI COUNTY, utilize the onsite commissary provider to distribute and charge for inmate telephone services, provided there is a written agreement regarding the form and manner of how the associated taxes are to be collected and remitted. In the event the commissary

Provider collects and remits taxes for inmate telephone services, Proposer is solely responsible for Obtaining a resale certificate from the commissary provider. Proposer is responsible for obtaining all proper documentation from the commissary provider. Proposer's agreement with the commissary provider must address the requirements set forth in this section.

✔ **Read, agree and will comply.**

6.3.7.2. Proposer will absorb all costs to interface with onsite commissary provider. Proposer may ask for assistance from PULASKI COUNTY to help negotiate a free or lower cost to interface with onsite commissary provider if such costs to interface are considered exorbitant.

✔ **Read, agree and will comply.**

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6.3.8. It is expressly understood that PULASKI COUNTY is not responsible in any way, manner or form for any of Proposer's costs, including but not limited to taxes (including sales tax), shipping charges, network charges, insurance, interest, penalties, attorney fees, liquidated damages, licenses, fees, tariffs or other costs related to Proposer's services.

✔ **Read, agree and will comply.**

Securus will include applicable sales tax invoices to the Pulaski County for prepaid card and debit invoices unless Pulaski County provides a resale certificate to Securus. Neither will Pulaski County be responsible for shipping charges except where expedited shipping was requested.

Pulaski County will be responsible to pay for any sales tax charged on an invoice to the customer related to prepaid card and debit purchases per section 6.4.7 above. Pulaski County will pay shipping charges on prepaid cards in those instances where it has requested expedited shipping.

6.3.9 Commission or discount for pre-paid cards shall be based on the face value of the pre-paid cards purchased by PULASKI COUNTY. Commission shall be due to Pulaski County in the traffic month PULASKI COUNTY placed the pre-paid card order and payable under **Section 6.7 – Payment and Reporting**.

✔ **Read, agree and will comply.**

Commission for pre-paid cards will be based on the face value of the pre-paid cards purchased by Pulaski County. Commission will be due to Pulaski County in the traffic month the cards are shipped and invoiced to Customer and payable under Section 6.5 – Payment and Reporting.

6.3.9.1. Proposer shall invoice PULASKI COUNTY the full amount of the pre-paid cards purchased within 15 days of receipt of the pre-paid cards.

✔ **Read, agree and will comply.**

6.3.9.2. Should PULASKI COUNTY cancel the pre-paid card services at the Facility(s), Proposer shall deactivate and refund to PULASKI COUNTY the amount of any unused pre-paid cards which have a full balance at the time of the cancellation of the pre-paid card program.

✔ **Read, agree and will comply.**

Securus will refund to Pulaski County the difference between the face value of any deactivated, unused pre-paid cards purchased by the Pulaski County and the amount of commission paid by Securus.

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6.3.10. Commission for debit calls shall be based upon total Gross Revenues (as defined above) generated from debit call purchase or usage and is payable under **Section 6.5 – Payment and Reporting**.

✔ **Read, agree and will comply.**

Commission for debit calls will be based on total Gross Revenues (as defined above) generated from debit call purchase or usage and is payable under Section 6.5 – Payment and Reporting.

6.3.10.1. On the 10th day of the month following the month of traffic, Proposer shall submit a monthly invoice and corresponding debit purchase or usage report to PULASKI COUNTY for the full amount of the debit purchased or used (less any issued refunds) for the prior traffic month.

✔ **Read, agree and will comply.**

#### **6.4. Rate Requirements**

6.4.1. Proposer must be in compliance with state and federal laws and applicable regulations, including rates and fee caps.

✔ **Read, agree and will comply.**

6.4.2. Before any new calling rate increases or decreases are implemented, including regulatory agency required changes; Proposer must submit a written request to receive approval from PULASKI COUNTY. PULASKI COUNTY will respond in writing to Proposer's request.

✔ **Read, agree and will comply.**

Before any new calling rate increases or decreases are implemented, including regulatory agency required changes; Securus will submit a written request to receive approval from Pulaski County. Securus understands that Pulaski County will respond in writing to the request. The COUNTY needs to acknowledge that Securus' provision of the services is subject to certain federal, state or local regulatory requirements and restrictions, which are subject to change from time to time, and nothing contained herein to the contrary shall restrict Securus from taking any steps necessary to perform in compliance therewith.

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6.4.2.1. If Proposer decreases the calling rates without the written approval of PULASKI COUNTY, Proposer shall be responsible for paying commissions on the Gross Revenue calculated by applying the calling rates prior to the unapproved change.

✔ **Read, agree and will comply.**

6.4.2.2. If Proposer increases the calling rates without the express written approval of PULASKI COUNTY, Proposer shall be responsible for paying commission on the Gross Revenue calculated by applying the increased rates. Proposer must also issue refunds to all overcharged end-users or inmates within 5 business days; a list of the issued credits must be provided to PULASKI COUNTY as documentation. PULASKI COUNTY will not issue a refund of commission paid to Proposer for unapproved rate increases. If Proposer is unable to issue refunds and/or provide the required documentation, Proposer shall issue a payment to PULASKI COUNTY as concession. The payment amount shall be in the amount of Proposer's portion of the Gross Revenue generated from the overbilled calls.

✔ **Read, agree and will comply.**

6.4.3. Proposer will implement any rate adjustments requested by PULASKI COUNTY within 10 calendar days of said request, subject to regulatory approval.

✔ **Read, agree and will comply.**

6.4.4. Proposer shall calculate the raw duration of each inmate telephone call in seconds based on the time the call is accepted and the time the call is terminated by the ITS ("Duration Rounding"). For calls where the duration is at least 10 seconds, the duration, in seconds, shall be rounded up to the next whole minute increment and shall be converted from rounded seconds to minutes before the calling rates are applied. If Proposer has a rounding policy for calls less than 10 seconds, Proposer shall indicate as much in its response to this RFP.

✔ **Read, agree and will comply.**

**Securus rounds up to the next whole minute, including for calls less than 10 seconds in duration.**

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6.4.5. During the call rating process, Proposer shall round the raw calculated call amount to the nearest hundredth decimal place (up or down) using normal accounting practices (“Calling Rate Rounding”).

✔ **Read, agree and will comply.**

Usage charges are computed and rounded up to the nearest one cent (\$0.01), on a per-call basis.

6.4.6. For call rating purposes, local, intrastate long distance and interstate long distance calling must conform to Telecordia (formerly Bellcore) standards. Proposer must receive, at a minimum, quarterly updates from Telecordia for new area codes and exchanges to ensure accurate billing.

✔ **Read, agree and will comply.**

## **6.5. Payment and Reporting**

6.5.1. Proposer shall provide monthly commission payments and traffic detail reports to PULASKI COUNTY on or before the 25th day of the month following the traffic month. PULASKI COUNTY requests commission payments are sent via ACH. PULASKI COUNTY requires the traffic detail reports be sent electronically in an exportable format.

✔ **Read, agree and will comply.**

Securus will provide commission statements by the 25th of the month.

Pulaski County will have access to Securus’ exclusive, one-of-a-kind Facility Portal to review revenue and commission data. The Facility Portal now allows all facility customers to gain access to their commission reports, preliminary revenue reports, investigative tools, trouble ticket system, and a wide variety of other time-savings and revenue generating features and services. These new tools provide unmatched visibility into financial and operational performance while automating administrative tasks.

No other inmate telephone services provider offers the breadth and versatility in one package provided by Securus’ Facility Portal, which complements our SCP in the information it provides and the functionality it offers.

6.5.2. Traffic detail reports shall include a detailed breakdown of all traffic, including but not limited to all collect, pre-paid and debit calls down to the inmate level and for each inmate telephone at the Facility(s):

6.5.2.1. Local Call, Minutes, Gross Revenue and Commission

6.5.2.2. INTRAlata/INTRAsate Call, Minutes, Gross Revenue and Commission



- 6.5.2.3. INTERAlata/INTRAsate Calls, Minutes, Gross Revenue and Commission
- 6.5.2.4. INTRAlata/INTERstate Calls, Minutes, Gross Revenue and Commission
- 6.5.2.5. INTERAlata/INTERstate Calls, Minutes, Gross Revenue and Commission
- 6.5.2.6. International Calls, Minutes, Gross Revenue and Commission
- 6.5.2.7. Commission Rate (%);
- 6.5.2.8. Total Calls, Minutes, Revenue and Commission Amount; and
- 6.5.2.9. Traffic Period and Dates.

**✓ Read, agree and will comply.**

Authorized Pulaski County users can access and generate comprehensive usage and revenue reports through Securus' Facility Portal 24x7x365 containing exactly the information they want. Securus also is available to assist with fully training Pulaski County's personnel on how to generate reports, if needed, or can assist with generating reports.

Please refer to Attachment K for a sample commission report, which shows all required fields.

The screenshot shows the Securus Facility Portal interface. At the top is the Securus Technologies logo with the tagline 'connecting what matters™'. Below the logo is a navigation bar with links for 'FRIENDS & FAMILY', 'CORRECTIONAL FACILITIES', 'ABOUT US', 'CAREERS', and 'CONTACT US'. The main heading is 'Facility Portal'. On the left is a sidebar menu with options like 'Dashboard', 'Portal Manager', 'Commissions Reports', 'General Reports', 'Daily Call Volume Chart', 'Monthly Call Frequency Chart', 'Preliminary Monthly Revenue Report', 'Preliminary Daily Revenue Report', 'Investigation Tool', 'Order Materials', 'Downloads & User Guide', 'Service Center', 'Help', 'Secure Call Platform', and 'Log-Out'. The main content area displays the 'Preliminary Monthly Revenue Report' for the month of 5/13. It includes a date range selector (From: 5/19/2013 To: 5/20/2013) and a 'Submit' button. Below this is a table with the following data:

MONTH	TOTAL CALLS	TOTAL MIN	REVENUE
5/13	2,229	28,979	\$5,032.66
<b>TOTALS</b>	<b>2,229</b>	<b>28,979</b>	<b>\$5,032.66</b>

The Facility Portal allows all facility customers to view commission reports, preliminary revenue reports, investigative tools, trouble ticket system, and a wide variety of other time-savings and revenue-generating features and services. These new tools provide unmatched visibility into financial and operational performance while automating administrative tasks.

No other inmate telephone services provider offers the breadth and versatility in one package provided by Securus' Facility Portal, which complements the SCP in the information it provides and the functionality it offers.

Using the Facility Portal, authorized Pulaski County personnel can retrieve preliminary revenue information for the prior month and on a daily basis, as shown in the following.

### Preliminary Monthly Revenue Report

The Preliminary Monthly Revenue report displays the current revenue period, however you can select a date range to view revenue for any period.

### Sample Monthly Revenue Report

*Proprietary and Confidential*

The screenshot shows the Securus Facility Portal interface. The top navigation bar includes links for FRIENDS & FAMILY, CORRECTIONAL FACILITIES, ABOUT US, CAREERS, and CONTACT US. The main heading is 'Facility Portal'. On the left is a vertical menu with options like Dashboard, Portal Manager, Commissions Reports, General Reports, Calling Activity Report, Call Type Summary Report, Daily Call Volume Chart, Monthly Call Frequency Chart, Preliminary Monthly Revenue Report, Preliminary Daily Revenue Report, Investigation Tool, Order Materials, Downloads & User Guide, Service Center, Help, Secure Call Platform, and Log-Out.

The main content area displays the 'Preliminary Monthly Revenue Report' for the period from 5/19/2013 to 5/20/2013. A table below shows the following data:

MONTH	TOTAL CALLS	TOTAL MIN	REVENUE
5/13	2,229	28,979	\$5,032.66
<b>TOTALS</b>	<b>2,229</b>	<b>28,979</b>	<b>\$5,032.66</b>

## Preliminary Daily Revenue Report

Correctional facilities can select specific days or number of days to see a summary of calls, minutes, and revenue.

## Sample Preliminary Daily Revenue Report

*Proprietary and Confidential*

The screenshot displays the SecurUS Facility Portal interface. At the top, the SecurUS Technologies logo is visible with the tagline "connecting what matters™". Below the logo is a navigation bar with links for "FRIENDS & FAMILY", "CORRECTIONAL FACILITIES", "ABOUT US", "CAREERS", and "CONTACT US". The main heading is "Facility Portal".

On the left side, there is a sidebar menu with the following items:

- Facility Name
- Dashboard
- Portal Manager
- Commissions Reports
- General Reports
  - Calling Activity Report
  - Call Type Summary Report
  - Daily Call Volume Chart
  - Monthly Call Frequency Chart
  - Preliminary Monthly Revenue Report
  - Preliminary Daily Revenue Report
  - Investigation Tool
- Order Materials
- Downloads & User Guide
- Service Center
- Help
- Secure Call Platform
- Log-Out

The main content area is titled "Preliminary Daily Revenue Report". Below the title is a note: "Call revenue is defined as gross billed revenue relating to completed call and excludes items such as taxes, regulatory fees and other fees. The amounts reported herein may be different than those included in commissionable revenues because of contractual adjustments." Below this note is a date selection interface with "From:" and "To:" fields, each containing a calendar icon and the number "31", and a "Submit" button.

Below the date selection is a table with the following data:

DATE	CALLS	MINS	REVENUE
05/19/2013	2,228	28,952	\$5,014.91
05/20/2013	3	27	\$17.78
<b>TOTAL</b>	<b>2,229</b>	<b>28,979</b>	<b>\$5,032.66</b>

Please refer to Attachment K for a sample commission report.

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6.5.3. Proposer shall supply a report of all pre-paid card orders processed during the traffic month to include (at a minimum) the order date, invoice number, invoice date, gross amount of the order, commission rate and commission total.

✔ **Read, agree and will comply.**

Currently Pulaski County does not order Prepaid Calling Cards. The inmates purchase phone time through Stellar, so no reports need to be generated. If at such time Pulaski County decides to purchase Prepaid Calling Cards, Securus and Pulaski County will collaborate and create a mutually-agreeable customized report.

6.5.4. Proposer shall provide a sample report showing how all of the above requirements will be met. Proposer shall indicate if any of the required fields above cannot be provided or supplied in the Exceptions addendum section of its response to this RFP.

✔ **Read, agree and will comply.**

Please refer to the answer in 6.5.3 above.

6.5.5. Proposer shall provide monthly system platform Call Detail Records (“CDRs”) and billing files to PULASKI COUNTY no later than the 25th day of the month following the month of traffic.

✔ **Read, agree and will comply.**

Pulaski County will have access to Securus’ exclusive, one-of-a-kind Facility Portal to review revenue and commission data. The Facility Portal now allows all facility customers to gain access to their commission reports, preliminary revenue reports, investigative tools, trouble ticket system, and a wide variety of other time-savings and revenue generating features and services. These new tools provide unmatched visibility into financial and operational performance while automating administrative tasks.

No other inmate telephone services provider offers the breadth and versatility in one package provided by Securus’ Facility Portal, which complements our Secure Call Platform (SCP) in the information it provides and the functionality it offers.

6.5.6. The system CDRs shall be stored in a minimum of 3 locations to avoid any possibility of CDRs being lost. Please provide the name or locations of your cloud storage provider.

✔ **Read, agree and will comply.**

Securus stores the CDR recordings in multiple drive arrays at each of our data centers in Dallas and Atlanta to avoid any possibility of CDRs being lost.

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Call recordings are stored in Securus' centralized Disaster-Resistant Carrier-Class Data Centers, which are managed under the direct supervision and immediate hands-on maintenance by trained data center personnel. In addition, all equipment used to store recordings is monitored by the Securus' fully staffed Network Operations Center 24 hours a day, 7 days a week, and 365 days a year. SCP writes all recorded calls to two (2) separate SANs, using two separate connections to each SAN to assure redundancy. This practice makes manual backup schemes no longer necessary.

6.5.7. Commission discrepancies must be resolved by Proposer, and to PULASKI COUNTY's reasonable satisfaction, within 30 days of receipt of discrepancy notification from PULASKI COUNTY or its Designated Agent. If not resolved satisfactorily, such discrepancy will be subject to late charges described below and/or the Agreement may be terminated at the sole discretion of COUNTY. PULASKI COUNTY further retains the right to pursue any other legal remedies it deems necessary.

✔ **Read, agree and will comply.**

Securus commits to continually strive toward the highest standard for accuracy and excellence in our service and commissioning to every customer. Securus will work quickly to resolve commission discrepancies within 30 days of receipt of notification of a discrepancy from Pulaski County or its designated agent.

Securus is the only inmate telecommunications provider to comply with the Sarbanes-Oxley Act of 2002, which mandates strict adherence to accounting procedures and ethical standards. We are the only inmate telephone provider that adheres to these standards.

6.5.8. Commission payments, traffic detail reports, billing files, CDRs and/or reports not containing the required fields, received by PULASKI COUNTY after the date specified in **Section 6.5 – Payment and Reporting** are subject to late charges and/or fines.

✔ **Read, agree and will comply.**

Securus will provide commission payments and summary reports no later than 25 days after the last day of the month of traffic.

6.5.8.1. Late charges and/or fines for commission payments shall be equal to 5% per month of the Commission due.

✔ **Read, agree and will comply.**

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6.5.8.2. Late charges and/or fines for reporting shall be a fee of \$750.00 per month for each report not received by the 25th day of the month following the traffic month or for each report that does not contain all of the fields and information identified above.

✔ **Read, agree and will comply.**

6.5.8.3. If the commission payment is late, reporting is late and/or reports do not contain all required fields, late charges and/or fines for all three shall apply.

✔ **Read, agree and will comply.**

## **6.6. Reconciliation**

6.6.1. From the Effective Date of the Agreement and for a period of 2 years after the termination of the Agreement, upon 10 business day's written notice, COUNTY shall have the right to examine and/or reconcile Proposer's information (records, data, compensation records) pertaining to the Agreement.

✔ **Read, agree and will comply.**

Should Pulaski County require an audit of Securus information and records, we would ask that you provide 10 days advance notice and conduct the audit at our headquarters in Dallas, Texas, between the hours of 8 a.m. and 5 p.m. Additionally, Pulaski County would be responsible for any fees related to the audit.

6.6.2. PULASKI COUNTY requires Proposer to maintain accurate, complete and reconcilable records, in electronic format, detailing the Gross Revenues from which commissions can be determined. The records shall include all CDRs, billing files, pre-paid card sales and associated invoices, debit usage reports and associated invoices and commissioning reports during the term of the Agreement.

✔ **Read, agree and will comply.**

Securus will maintain books, records and documents in accordance with generally accepted accounting practices that sufficiently and properly reflect all gross revenues generated.

### **Work Processes and Audits**

Securus, unlike any other provider in the industry, can claim the distinction of being the only inmate telephone manufacturer and service provider to be certified as compliant within the Sarbanes-Oxley Act (SOX) and obtain the Service Organization Control (SOC) certification since 2009. Annual audits are conducted by an independent accounting and auditing firm, which is regulated by the governing bodies—Security and Exchange

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Commission for SOX audits and the American Institute of Certified Public Accountants for SOC audits (SSAE16–Statement on Standards for Attestation Engagement).

These audits indicate a comprehensive and in-depth evaluation and testing of our internal controls and related activities over financial reporting and confirm that the Securus has effective controls and safeguards in place to manage information and data belonging to our customers and clients.

Inmate telecommunications providers like Securus, need to install and operate highly sophisticated call management platforms and related services to meet the security and public safety needs of correctional facilities; therefore, we need to accurately process, manage, and control millions of call records and call recordings for security and investigative purposes. SOX and SOC certifications demonstrate to correctional facilities and their auditors that Securus has the necessary controls in place to manage this critical information.

The work processes used to validate the total gross revenue (TGR) consist of the relevant aspects of the control environment, control activities, risk assessment, and monitoring.

#### Control Environment

The Securus control environment comprises the following areas:

- Organizational Structure
- Information Security
- IT Operations Department
- Billing Operations
- Corporate Audit and Compliance

#### Organizational Structure

Securus is under the direction of Richard Smith, Chief Executive Officer. Arlin Goldberg, chief information officer (CIO) and David Kunde, vice president of network operations, report to the President, Robert Pickens.

Securus' board of directors consists of eleven members, six of whom are outside directors. The board meets periodically with management to oversee the operation of Securus.

#### Information Security

Securus employs an information security office whose primary role is to facilitate a secure environment for Securus' information and customer information. The information security office reports up through the CIO and consists of two employees.

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## **IT Operations Department**

The IT operations department comprises one senior director with five direct reports. This department handles network engineering and communications, data center administration, and general IT operations. The IT operations department is responsible for manning the network operations center on a 24x7 basis, which includes the polling of call detail records (CDRs) from endpoint telecommunications systems. The director of this department reports directly to the vice president of network operations.

## **Billing Operations**

The billing operations department comprises a director with two direct reports. This department facilitates the billing and revenue generation process for CDRs collected on the Securus network. This also includes the analysis of multiple CDR error reporting methods to verify the maximum collection of CDRs. The director of this department reports directly to the CFO.

## **Corporate Audit and Compliance**

A corporate internal audit and compliance department is in place to verify financial corporate compliance with regulatory authorities. The director of this department reports directly to the CFO.

## **Control Activities**

Securus hosting and outsource services control activities are grouped by control objectives and include development and deployment controls, infrastructure and security controls, and application processing controls.

## **Risk Assessment**

Securus has placed into operation a risk assessment process to identify and manage risks that affect our ability to provide reliable service to our customers. This process requires that management identify risks in our areas of responsibility and implement measures to address these risks. The Securus Executive Council meets on a weekly basis to discuss product and service strategy, and risk mitigation when applicable.

## **Monitoring**

Senior management and team leads monitor the quality of internal control performance as a routine part of operations. The internal audit department performs annual testing of internal controls to evaluate the design and operating effectiveness. Exceptions to normal or scheduled processing through hardware, software, or procedural problems are also logged, reported and resolved daily. Management reviews these reports at least monthly.



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6.6.3. PULASKI COUNTY reserves the right to delegate such examination and/or reconciliation of records to its Designated Agent or another third party of PULASKI COUNTY's sole choice.

✔ **Read, agree and will comply.**

### **6.7. Independent Contractor**

6.7.1. Nothing in this RFP is intended nor shall be construed to create an employer/employee relationship, a joint venture relationship or any other relationship allowing PULASKI COUNTY to exercise control over the manner or method by which Proposer or its subcontractors perform under the Agreement.

✔ **Read, agree and will comply.**

### **6.8. Termination/Default**

6.8.1. In the event Proposer fails to perform any terms or conditions of the Agreement, PULASKI COUNTY may consider Proposer in default of the Agreement and supply Proposer written notice of such default. In the event said default is not remedied to the satisfaction and approval of PULASKI COUNTY within 30 calendar days of receipt of such notice, PULASKI COUNTY may terminate the Agreement. Upon termination, Proposer shall adhere to the transition requirements as outlined in **Section 7.3 - Transition**.

✔ **Read, agree and will comply.**

6.8.2. PULASKI COUNTY may terminate the Agreement, for cause, upon Proposer's receipt of 30 days written notice of default Proposer will have 30 days to cure default. Upon termination, Proposer shall follow the transition requirements outlined in **Section 7.3 - Transition**.

✔ **Read, agree and will comply.**

### **6.9. Indemnification**

6.9.1. Proposer shall defend, indemnify, and hold PULASKI COUNTY and its affiliates, agents, employees, officers, directors, and successors harmless from loss, cost, expenses, damages or liability (including reasonable attorney's fees and court costs) resulting from actions, causes of action or claims brought or threatened under the Agreement, for (a) any actual or alleged negligence or dishonesty of, or any actual or alleged act of commission or omission by, Proposer or any of its employees, agents or subcontractors in providing the equipment and services hereunder, (b) the operation of Proposer's business or ITS; (c) any breach by Proposer of its obligations hereunder; or (d) any alleged patent, copyright or trademark infringement or unauthorized use of trade secrets or other proprietary rights in connection with the ITS, except

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where such claims, demands or liabilities are due to the sole negligence of PULASKI COUNTY, its agents or employees.

✔ **Read, agree and will comply..**

6.9.2. PULASKI COUNTY agrees to provide Proposer with reasonable and timely notice of any claim, demand or cause of action made or brought against PULASKI COUNTY arising out of or related to the services rendered by Proposer. Proposer shall have the right to defend any such claim at its sole cost and expense and with its exclusive discretion. PULASKI COUNTY will promptly advise Proposer of any proposed agreement to compromise or settle any claim and Proposer will have 10 days to respond to such proposal.

✔ **Read, agree and will comply.**

6.9.3. These indemnities and remedies shall survive the expiration or other termination of the Agreement.

✔ **Read, agree and will comply.**

## **6.10. Insurance**

6.10.1. During the period of the Agreement, Proposer, at its own expense, agrees to carry and maintain the following minimum insurance policy of public liability and property damage issued by a casualty company authorized to do business in the State of Illinois, and in a standard form approved by the Board of Insurance Commissioners of the State of Illinois. The insurance company should have a Best Rating of no less than A. Coverage provisions should insure PULASKI COUNTY and the public from any loss or damage that may arise to any person or property as a result of the services rendered by Proposer.

✔ **Read, agree and will comply.**

Please refer to Attachment L for a copy of Securus' standard insurance coverage.

6.10.2. Proposer shall provide PULASKI COUNTY with a 30 day advance written notice of cancellation or material changes in said insurance.

✔ **Read, agree and will comply.**

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6.10.3. Annual renewals for the term of this policy should be submitted prior to the expiration date of any policy.

✔ **Read, agree and will comply.**

6.10.4. Proposer shall provide PULASKI COUNTY a Certificate of Insurance, on an original ACORD certificate, evidencing required coverage described below, within 10 days after receipt of notice of award. Said certificate shall show PULASKI COUNTY as an additional insured and shall include a waiver of subrogation:

6.10.4.1. Automobile Liability:

✔ **Read, agree and will comply.**

6.10.4.1.1. Bodily Injury (each person): \$1,000,000.00

✔ **Read, agree and will comply.**

6.10.4.1.2. Bodily Injury (each accident): \$1,00,000.00

✔ **Read, agree and will comply.**

6.10.4.2. General Liability (Including Contractual Liability):

✔ **Read, agree and will comply.**

6.10.4.2.1. Bodily Injury or Death (per person): \$1,000,000.00

✔ **Read, agree and will comply.**

6.10.4.2.2. Aggregate: \$200,000.00

✔ **Read, agree and will comply.**

6.10.4.3. Umbrella Liability:

✔ **Read, agree and will comply.**

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6.10.4.3.1. Umbrella Form: \$2,000,000.00

✔ **Read, agree and will comply.**

6.10.4.4. Worker's Compensation: \$1,000,000.00

✔ **Read, agree and will comply.**

6.10.4.5. Professional Liability: \$1,000,000.00

✔ **Read, agree and will comply.**

Securus carries the insurance coverage required by Pulaski County. Please see the Certificate of Insurance provided in Attachment L.

6.10.5. PULASKI COUNTY agrees to provide Proposer with reasonable and timely notice on any claim, demand or cause of action made by or brought against PULASKI COUNTY arising out of the service provided by Proposer. Proposer shall have the right to defend any such claim at its sole cost and expense and with its exclusive discretion.

✔ **Read, agree and will comply.**

6.10.6. Any subcontracts for the products/services described herein shall include appropriate provisions and contractual obligations to ensure the successful fulfillment of all contractual obligations agreed to by Proposer and all claims of damage, loss, and cost (including attorney fees) of any kind related to a subcontractor in those matters described in the Agreement.

✔ **Read, agree and will comply.**

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# 7. SYSTEM REQUIREMENTS

## 7.1. Standards

7.1.1. Inmate telephone services are to be provided and shall comply with the most current applicable Federal Communication and/or Public Service Commission regulations relating to inmate telephone service in correctional facilities. Proposer shall be responsible for maintaining and monitoring the most current regulations relating to inmate telephone service throughout the term of an Agreement.

### ✓ **Read, agree and will comply.**

Securus is registered to provide telephone service in the State of Illinois. Securus certifies by this statement that we comply with all state and federal laws, regulations, and requirements pertaining to the provision of inmate telecommunications services. As laws, regulations, and/or requirements change, Securus revises our practices and procedures, as needed, to remain in compliance. Documentation is provided as Attachments C and D.

Securus meets all the necessary requirements of the Federal Communications Commission, assigned Federal Registration Number ("FRN") 0019009349.

## 7.2. Installation Requirements

7.2.1. In its response to this RFP, Proposer shall submit an implementation plan, which shall include an installation schedule, for Facility. Initial installations must be completed within 30 days of the effective date of the Agreement. The implementation plan will become a part of the Agreement and must be followed.

### ✓ **Read, agree and will comply.**

As your incumbent, Securus is familiar with Pulaski County's facilities and proposes implementation plans designed to minimize disruptions and that meet your requirements. As your partner, Securus will continue to work with Pulaski County to identify and implement additional hardware and software as required.

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7.2.1.1. If any portion of the installation is not completed within the timeframe allowed in the agreed-upon Implementation plan, Proposer may incur liquidated damages in the amount of \$500.00 for each day beyond the installation date until the installation is incomplete. However, Proposer shall not incur liquidated damages if the cause of the delay is beyond the Proposer's reasonable control.

✔ **Read, agree and will comply.**

7.2.1.2. Should Proposer incur liquidated damages, COUNTY will invoice Proposer. Payment of the invoice shall be made to COUNTY within 30 days of Proposer's receipt of the invoice.

✔ **Read, agree and will comply.**

7.2.2. Proposer shall be responsible for all costs associated with the inmate telephone and visitation system, which shall include but not be limited to, the necessary labor, parts, materials, transportation purchase of equipment, wiring, new electrical circuits, cables, installation, service, maintenance, voice network and transmission, data network, and day-to-day operation to maintain all proposed telephones in good working order and in compliance with the equipment manufacturer's specifications.

✔ **Read, agree and will comply.**

7.2.3. Proposer agrees to obtain COUNTY's written approval before making any physical changes to the Facility(s), such as drilling into walls, floors, ceilings or any other portion of the Facility(s). This includes existing, newly constructed and/or expanded Facility(s).

✔ **Read, agree and will comply.**

7.2.4. Proposer shall install the telephones, pedestals, enclosures and ITS equipment and software in accordance with the manufacturer's specifications.

✔ **Read, agree and will comply.**

7.2.5. All telephone equipment provided shall be fully operational at the time of the initial installation.

✔ **Read, agree and will comply.**

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7.2.6. The telephone sets shall be suitable for a correctional environment, stainless steel, sturdy, non-coin, vandal and tamper resistant; the cord length for the inmate and visitation telephones is specified in **Appendix A – Facility Specifications**. The telephones must not contain any exterior removable parts.

✓ **Read, agree and will comply.**

Currently the inmate telephone sets are stainless steel, sturdy, non-coin, vandal resistant and steel armored with a 32” cord length. The telephone sets are composed of durable, tamper-free materials suitable for a correctional/detention environment with placards containing dialing instructions. The dialing instructions are provided in English and Spanish, and will be replaced each time an inmate/resident telephone set is replaced. The telephones do not contain any removable parts.



## **Securus Inmate Telephones**

Securus inmate telephones are the strongest and most reliable units available, and are designed specifically for the prison environment. Securus is proposing the following Wintel® brand 7010BL phone model. The following information is the manufacturer-provided telephone specifications.

## **The Industry Standard**


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

### **Features**

- The proposed phone models include the following features:
- Built-in user controlled volume “LOUD” button for ADA-mandated volume control (user must have control of volume amplification AND volume must reset to normal with hang up to meet ADA requirements)
- Powder coated cold rolled steel provides rugged vandal resistant telephone housing designed for inmate use
- Confidencer technology, built into every dial, filters out background noise at the user's location, allowing better sound to the called party
- All-in-one electronic dial features modular incoming line and handset connections for quick maintenance. Carbon (HS) and DuraClear® (DURA) Handsets have separate 4-pin connections.
- Heavy chrome metal keypad bezel, buttons, and hook-switch lever withstand abuse and vandalism

- Armored handset cord is equipped with a steel lanyard (1000-pound pull strength) and secured with a 14-gauge retainer bracket for maximum vandal resistance
- Handset has sealed transmitter and receiver caps, suitable for heavy use and abuse locations
- Pin-in-head security screws minimize tampering
- Hearing aid compatible and FCC registered US: 1DATE05BITC-254, IC: 3267A-ITC254

### Sample Dialing Instructions in English and Spanish

	
This Call is Being Recorded	Esta Llamada va Hacer Gravada
<b>DIALING INSTRUCTIONS</b> Press '1' for English For a collect call, press '1' For a debit call, press '2' TIPS Hotline, press '8' Enter your PIN number Enter your area code and phone number You may hear silence during the acceptance of your call. Please continue to hold.	<b>INSTRUCCIONES PARA LLAMADA</b> Marque '2' para español Para llamada a cobrarse, marque '1' Para llamada de débito, marque '2' Para línea de aviso secreto, marque '8' Marque su número de identificación personal Marque su número de teléfono, incluya su código local o lada Vas a oír silencio mientras aceptan su llamada. Continúe esperando por favor.

7.2.7. Proposer agrees to work in conjunction with PULASKI COUNTY's IT Director to coordinate all new and additional wiring needs.

✓ **Read, agree and will comply.**



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7.2.8. Use of existing conduit, raceways, cable, wiring, switches and terminal within the Facility(s) is at the risk of Proposer. Exposed wiring is not permitted. Ownership of any wiring or conduit installed under the Agreement by Proposer becomes PULASKI COUNTY's property upon termination and/or expiration of the Agreement.

✔ **Read, agree and will comply.**

7.2.9. Proposer agrees that if any cabling work is required as part of any installation, all new cables shall be used and marked clearly and legibly at both ends, and meet all applicable Electronic Industries Alliance/Telecommunications Industry Alliance ("EIA/TIA") wiring standards for commercial buildings and must be approved by the Facility(s) maintenance personnel.

✔ **Read, agree and will comply.**

7.2.10. At no cost to PULASKI COUNTY, Proposer shall install additional telephones (inmate and visitation), monitoring and recording equipment as needed, within 30 days of request or an agreed upon term by both parties. This includes newly constructed or expanded Facility(s).

✔ **Read, agree and will comply.**

Securus understands the importance of the installation in a timely manner at the request of the facility. We understand the ICE requirements and the need for Pulaski County to meet their requirements and are committed to fulfilling the Pulaski County request within the requested 30 day timeframe.

While traditional inmate calling systems require a significant amount of physical space for hardware accommodation, the Securus SCP is able to service a facility (and sometimes multiple facilities) from a single 19-inch rack of equipment. When the time comes to make additions to the inmate calling system, the simple addition of an additional Integrated Access Device (IAD) is most often all that is needed. The centralized architecture of SCP is designed to accommodate the facility's current and future needs rather than requiring the facility to adapt to the inmate calling system's functionality.

7.2.10.2. Should Proposer incur liquidated damages, PULASKI COUNTY will invoice Proposer. Payment of the invoice shall be made to PULASKI COUNTY within 30 days of Proposer's receipt of the invoice.

✔ **Read, agree and will comply.**

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7.2.11. Proposer shall provide, install, maintain, replace and upgrade adequate surge and lightening protection equipment on all lines used for the ITS.

✔ **Read, agree and will comply.**

Securus maintains an uninterruptible power supply (UPS) backup for the equipment installed on Pulaski County premises. Currently, we provide a Eaton 3105 which was installed in 2013.. It eliminates spikes, sags, surges, transients, and all other over/under voltage and frequency conditions, providing clean power to connected critical loads. In addition to the equipment onsite, Securus operates and maintains three major datacenters networked to the equipment installed on Pulaski County premises. Each data center has its own Internet connection, UPS, and generator to ensure maximum facility uptime. The traditional data circuits (MPLS, Frame Relay, VoIP) all have dual connectivity feeds to/from the telecommunication carrier to our data centers.

The UPS systems in our Primary Data Center have 2N redundancy. Dual source power runs through static bypass switch. Battery rooms support the UPS systems with gel cell battery banks. Fifteen (15) minutes of battery backup is available at full load (such as, 90 watts/square foot). Each battery bank is continuously monitored to ensure optimal operation. Upon loss of commercial power, paralleling switch gear automatically powers all nine generators when commercial power is interrupted for more than 15 seconds; generators are shed to cover load as needed. Typically, the transition from UPS to generator power takes 60 seconds.

7.2.12. All telephone equipment shall be powered by the telephone line, not require an additional power source and shall have an Uninterruptible Power Supply (“UPS”) back-up power. A separate power supply shall not be required. A power source will be available at the demarcation location.

✔ **Read, agree and will comply.**

The telephone instruments are line-powered and require no external wiring, backup batteries, or electrical outlets at the telephone set locations. The UPS will be capable of maintaining operation for up to four (4) hours or another reasonable time agreed to by County.

### **Uninterruptible Power Supply Facility Backup**

Securus will maintain an uninterruptible power supply (UPS) backup for the equipment installed on County premises. Securus commonly uses Powerware 5115 UPS, which eliminates spikes, sags, surges, transients, and all other over/under voltage and frequency conditions, providing clean power to connected critical loads.

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## Powerware 5115 UPS



The Powerware 5115 rack mount UPS is a high-density power quality and backup power protection solution ideal for servers, storage systems, network equipment, and other critical devices. Delivering basic surge protection and backup power, the Powerware 5115 rack mount UPS additionally offers the best UPS power protection against five of the nine common power quality problems. The slim design and wide range of UPS system installation possibilities make the Powerware 5115 rack mount UPS the most versatile UPS power quality solution available.

### Calls In Progress

The Integrated Access Device (IAD)s and uninterruptible power supply (UPS) maintain all currently ongoing telephone calls for up to 30 minutes while blocking any additional call attempts after the event. After 30 minutes, the system powers down to a quiescent state that allows it to resume full operation automatically after commercial power is restored. After power is restored, the system immediately restores call processing.

When commercial power is lost, there is no change in the operational characteristics of the system. If commercial power is not restored prior to exhausting UPS power, the system terminates all calls in progress and shuts down. If commercial power is restored prior to exhausting UPS power, no change occurs in the operational characteristics of the system.

7.2.13. Installation of all telephones and related equipment shall be accomplished during normal business hours at the Facility(s) or as otherwise specified by the Site Administrator/Administrator/Warden.

✔ **Read, agree and will comply.**

7.2.14. Proposer shall clean-up and remove all trash and packaging materials resulting from work performing. Unless otherwise specified by Pulaski County, no equipment, inventory or spare parts shall be stored by proposer at the Facility.

✔ **Read, agree and will comply.**

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7.2.15. Proposer shall correct any damage to PULASKI COUNTY's property caused by maintenance or installation associated with the ITS, including repairs to walls, ceilings, etc.

✔ **Read, agree and will comply.**

7.2.16. Proposer shall install, repair and maintain all Proposer provided equipment and lines, including but not limited to, any wiring or cable work required from the demarcation throughout the Facility(s). All Proposers provided equipment, installation, maintenance, repair costs and all costs or losses due to vandalism shall be the total responsibility of Proposer.

✔ **Read, agree and will comply.**

7.2.17. Proposer shall indicate any environmental conditions required for the proposed ITS; indicate whether Proposer proposes to make any changes to the phone room at the Facility(s) based on the site evaluation.

✔ **Read, agree and will comply.**

Our SCP can function in the following conditions:

- Operating temperature: 32°F to 104°F
- Storage temperature: -4°F to 122°F
- Relative humidity: Up to 95% non-condensing
- AC total BTUs per hour: 11,130.63

The required power for our system is 3,262 volts-ampere.

7.2.18. Proposer shall provide written documentation indicating that all circuits have been tested and all cables, pairs, fiber strands, blocks, etc. are legibly marked after the completion of each installation.

✔ **Read, agree and will comply.**

Securus will provide written documentation indicating that all circuits have been tested, and that all cables, pairs, fiber strands, blocks, etc. are legibly marked after completion of each installation.

Additionally, this quality control checkpoint ensures that all SCP calling options are setup to meet the requirements of the County. Test call scenarios are completed and phone labels, call durations, on/off times, administrative terminals, and other customer configurations are verified.

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7.2.19. Proposer shall install/mount its equipment in accordance with PULASKI COUNTY's requirements.

✔ **Read, agree and will comply.**

### **7.3. Transition**

7.3.1. For the initial installation, Proposer will work with PULASKI COUNTY and the incumbent inmate telephone service provider to ensure an orderly transition of services, responsibilities and continuity of the services required by PULASKI COUNTY.

✔ **Read, agree and will comply.**

As the incumbent, Securus will have no downtime to fulfill any request that Pulaski County has detailed in the implementation of this RFP. Furthermore we are committed to increasing your support on a day to day basis by providing you access to the many levels of support that is at your fingertips:

- Major Account Manager, Susan Fritz
- ART (Account Relations Team) Member, Kelly Elza
- Field Service Technician, Jon Glauer

7.3.2. Upon expiration, termination, or cancellation of the Agreement, Proposer shall accept the direction of PULASKI COUNTY to ensure inmate telephone services are smoothly transitioned. At a minimum, the following shall apply:

✔ **Read, agree and will comply.**

7.3.2.1. Proposer acknowledges that the CDRs, call and visitation recordings, documentation, reports, data, etc., contained in the ITS are the property of PULASKI COUNTY. PULASKI COUNTY acknowledges the ITS hardware and software are the property of Proposer.

✔ **Read, agree and will comply.**

Securus acknowledges that the call records, call recordings, documentation, reports, data, etc., contained in the ITS are the property of Pulaski County. The ITS and related applications shall at all times remain the sole and exclusive property of Securus.

Contractor acknowledges that the CDRs, call and visitation recordings, documentation, reports, data, etc., contained in the ITS are the property of Pulaski County; provided however, that data which constitutes Consumer Proprietary Network Information ("CPNI") shall remain the exclusive property of Contractor to the extent required by

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law. Pulaski County acknowledges that the ITS hardware and software are the property of Proposer.

7.3.2.1.1. The CDRs, call and visitation recordings, documentation, reports, data, etc. shall be available to PULASKI COUNTY by Proposer on the reporting interface for up to two (2) year after contract termination.

✔ **Read, agree and will comply.**

7.3.2.2. Proposer shall discontinue providing service or accepting new assignments under the terms of the Agreement, on the date specified by PULASKI COUNTY. Proposer agrees to continue providing all services in accordance with the terms and conditions, requirements and specifications of the Agreement for a period not to exceed 90 calendar days after the expiration, termination or cancellation date of the Agreement. Commissions will be due and payable by Proposer to PULASKI COUNTY at the percentage provided in the Agreement until collect, debit and/or pre-paid calls are no longer handled by Proposer.

✔ **Read, agree and will comply.**

7.3.3. Proposer agrees to remove its equipment at the conclusion of the Agreement in a manner that will allow the reuse of wiring/cabling associated with the ITS.

✔ **Read, agree and will comply.**

#### **7.4. ITS and User Application Specifications**

7.4.1. The ITS shall be capable of providing all operational features and system requirements applicable to all calls placed through the system, including local, long distance, international calling and audio recording of visitation sessions.

✔ **Read, agree and will comply.**

Securus' SCP is a state-of-the-art system capable of providing all operational features and system requirements applicable to all calls placed through the system, including local, long distance, international calling, as well as audio recording of visitation sessions. The advanced features of SCP provide extremely powerful and flexible tools for controlling inmate calling, reducing fraud, increasing investigative capabilities, and generating valuable administrative reports.

Custom-built for the corrections industry, by Securus Development, SCP is a fully integrated platform of simple to use software tools, and computer and telephony hardware. SCP's hardware and software components readily adapt to the changing

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needs of a facility's operations. SCP can monitor, record, and block/unblock inmate telephone calls, and generate reports, all in real time.

Scalable and flexible, the system helps reduce labor demands by automating many tasks. SCP also increases usability by providing anywhere, anytime access for authorized personnel.

Securus' SCP allows inmates the privilege of telephone communication while simultaneously allowing administrative staff and investigators to maintain security through a reliable and easy-to-use inmate call control system. Our SCP provides security to the public through the following features:

- Automated operators instead of live operators
- Personal allowed number (PAN) lists that prohibit calls to numbers that are not approved by the system administration
- Inmate call monitoring and recording for investigative and safety purposes
- Call duration settings and telephone on/off times
- Call detail records for investigative purposes
- Fraud control features

Our SCP allows our customers to operate a smarter and more efficient jail. SCP's investigative tools permit a higher degree of accuracy and allow investigators to locate inmate-calling information more quickly and reliably.

Routine inmate calling operations can be configured to require minimal administration, allowing a facility's staff to focus on what they do best—maintaining a safer, more secure correctional environment. Our SCP also allows for immediate, real-time, live monitoring of calls in progress.

All of these investigative and administrative resources are available to approved personnel through single-point access to the SCP user interface. Access can be made from any Windows-based computer with access to the Internet.

7.4.2. The ITS shall be configured to process all or any combination of the following bill types, without limitation: collect, free, pre-paid collect, pre-paid card, debit and/or speed dial.

 **Read, agree and will comply.**

Securus' SCP can process all or any combination of collect, free, prepaid collect, prepaid card, debit, and/or speed dial calls.

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7.4.3. Proposer agrees to install the quantity of telephones, pedestals, enclosures, booths, etc. required by PULASKI COUNTY as outlined in **Appendix A – Facility Specifications**.

✔ **Read, agree and will comply.**

As the incumbent, Securus can and will fulfill any request that Pulaski County has outlined in Appendix A – Facility Specifications.

7.4.4. Proposer shall provide a sufficient number of lines, ports, channels, etc. to ensure inmates are allowed to place calls 99.5% of the time.

✔ **Read, agree and will comply.**

Securus' SCP is a centralized call management system that has been installed in more than 2,200 correctional facilities. The system is designed in such a way that additional capacity is easy to add. We engineer our network for twice the capacity required to prevent non-blocking of outbound calls or busy signals.

The central processing system is designed to be scalable for more capacity and is monitored 24x7. When capacity of concurrent telephone calls reaches a threshold (not at the limit), additional capacity is added.

Since the central processing system capacity is managed to keep ahead of call growth, the maximum number of inmate phones is limited only by the connectivity delivered to the facility which is infinitely scalable by adding additional circuit bandwidth to the site and at the central data center when necessary.

Both the central platform and the individual site bandwidth are designed such that calls are not blocked due to capacity constraints.

The central processing system and its network capacity can scale to many times their current capacity within the current architecture and design.

7.4.5. The reception quality shall meet telecommunication industry standards and shall be at least equal to the quality available to the general public. All telephones installed must include volume control. Proposer shall accept PULASKI COUNTY's reasonable decision regarding whether the reception quality is acceptable.

✔ **Read, agree and will comply.**

SCP's reception quality will meet or exceed the quality available to the general public. All telephone sets will include volume control. Securus will accept County's reasonable decision regarding whether the reception quality is acceptable



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## SCP Inmate Telephone System Reception Quality

The SCP provides a quality of voice connections that meet or exceed appropriate industry standards in the United States and enacted by appropriate standards organizations for transmitted and received levels, noise, cross talk, and frequency range. Securus adheres to the Mean Opinion Score (MOS) standard of sound quality measurement.

The Securus SCP system uses private circuits and digital signaling to provide unsurpassed call clarity, which results in higher accuracy in fraud detection and prevention, voice verification biometrics, and near perfect sound quality.

To experience the difference between digital and analog signaling, compare the quality offered by a DVD or CD (such as digital signals) to that offered by audio or video tapes (analog signals).

Many of our customers are thrilled when comparing our call quality to that of their previous system. The following quote is from the Kentucky Department of Corrections:

*“The clarity of the call is so clear we were able to hear what was going on in the background at the called party house, which was a domestic dispute, in which we were able to send an officer out quicker.”*



Differences in call quality is distinct between digital and analog signaling and the two methods use very different quality measurement scales to compare quality within their respective signaling groups.

In the old analog environment, sound quality is measured on loss, noise, balance, and grade of service metrics. Signal loss of each trunk is measured using a 1000 cycle tone (milliwatt) which identifies the total circuit loss which is usually in proportion to circuit length (mileage) and quality of the circuit itself (analog circuits using copper can be very old and may not perform well in wet environments).

With digital signaling (used by Securus in our packet-based network), sound quality is measured based a Mean Opinion Score (MOS). MOS is a subjective measurement that is derived by averaging ratings given by independent auditors to determine an overall score. Scores range from 1 (bad) to 5 (excellent). The standard for digital telephone quality is considered a score of 3.7 or better. Even though digital signaling allows for better detection for security threats, conversations can still be impaired if there is significant (such as, greater than 100 milliseconds) packet loss or delays. This can happen if signaling uses the public Internet or a private system that does not have the necessary bandwidth to support the voice traffic.

Our SCP uses *private* Multi-Protocol Label Switching (MPLS) circuits within our network. MPLS is widely accepted to be the premium service available for transporting

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digitized voice signals. Further, we use a mixture of G.711 and G.729a signaling protocol and we dedicate enough bandwidth for each conversation over our private network to keep packet delays under 100 milliseconds which provides the ability to achieve a MOS of 4.3 (better than digitized telephone quality). The quality is transferred directly to our recordings as we use only digital recording equipment for playback of calls.

7.4.6. Call acceptance by the called party shall be accomplished for all calls through Dual-Tone Multi-Frequency (“DTMF”) confirmation (“positive acceptance”). Voice recognition is not an acceptable method for positive acceptance.

✔ **Read, agree and will comply.**

Call acceptance by the called party will be accomplished for all calls through DTMF confirmation (positive acceptance). SCP requires the called party to positively accept a call by pressing a predetermined digit on his/her telephone keypad.

Securus' SCP uses a dual-tone multi-frequency (DTMF)-detection feature that prompts inmates and called parties during call set up and acceptance. DTMF collection listens for the inmate or called party to respond to the prompt. The system can also detect or reject additional digits that are pressed after call completion on standard collect calls. This DTMF prevention feature prevents inmates from obtaining and using a secondary dial tone to place additional calls.

Securus' DTMF detection is part of our extensive fraud prevention tools that are provided with every SCP installation.

7.4.7. The ITS shall be capable of recognizing and distinguishing standard or irregular busy signals, standard or irregular ringing signals, answering machines, digital voicemail, cellular telephones, ring-back tones, etc. Proposer shall provide information on how the proposed ITS will be able to meet this requirement.

✔ **Read, agree and will comply.**

The ITS will be able to recognize and distinguish standard or irregular busy signals, standard or irregular ringing signals, answering machines, digital voicemail, cellular telephones, pagers, operator intercepts, quick disconnects, chain dialing, no voice from called party, etc.

Our SCP uses industry-standard telephony cards that incorporate sophisticated answer supervision techniques that allow the SCP to recognize and distinguish busy signals and wireless devices. These advanced methods enable our SCP to distinguish a legitimate call answer and call acceptance event from network ring/busy signals, answering machines, operator intercepts, SIT (Signal Interface Tones), pagers, hacking, chain dialing and other non-conforming telephone activity. If an inmate's call was not

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completed due to one of these calling events, Securus' SCP informs the inmate audibly, providing the specific reason for termination.

Billing for inmate calls begins upon positive acceptance of the call by the called party. SCP requires positive 'called party' acceptance using touch-tone telephones, for two-way conversation to take place. When the called party answers the phone, SCP's answer detection triggers the call acceptance voice message. This message announces the inmate's call and asks the called party to accept or reject the charges of a collect call. The called party is instructed to dial a single digit on his or her own telephone instrument to accept the collect call charges, or hang-up to disconnect the call and refuse charges.

7.4.8. Proposer must assume all responsibility for fraud or unauthorized dialing occurring on the ITS.

✔ **Read, agree and will comply.**

Securus leads the inmate telephone industry in fraud prevention and detection through our 90 patented features. The SCP will prevent switch hook dialing, and disconnect a call immediately if the switch hook is pushed down or moved from its idle position. Securus will assume all responsibility for fraud or unauthorized dialing as a result.

## **SCP Constant Fraud Controls**

Perhaps the most significant emerging threat to unauthorized, fraudulent, and illicit activity is call diversion schemes that mask the true destination of the call. Securus provides the most advanced fraud detection capabilities in the correction industry. Securus' SCP continuously analyzes call data and system parameters to detect any system anomalies, hardware failures, fraud indications, lowered revenue levels, or unusual usage patterns. All telephone activity is logged and statistically analyzed to detect any attempts at call forwarding, three-way calling, 'hook-switch dialing', 'black boxing', 'hacking', or any other fraudulent telephone activities.

The SCP will provide, at a minimum, the following aids in preventing fraudulent use:

- Detection of three-way calls (patented)
- Elimination of secondary dialing
- Prohibition of switch hook dialing
- Limitation on the number of times a telephone number may be redialed by the offender within a specific period of time (parameters to be set by the Department)
- Collection and prevention of DTMF
- Detection of call forwarding

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The system, by default, does not allow the inmate to press additional digits. Our SCP uses our patented DTMF collection techniques to only collect and act upon digits that the system is expecting to be pressed. Unlike traditional premises-based systems, SCP controls the call and buffers all information from when digits are pressed, to when they are sent through the call flow.

For instance, the system asks for a language selection and expects a one-digit answer; the system asks for a PIN and expects a max PIN length to be entered. After the call is completed, the system does not expect the inmate to press any digits and will not read any extra digits if they are pressed. Inmates could press as many digits as they want and the system will not pass them through or react to them in any way. This makes it impossible for inmates to receive a secondary dial tone or call anyone by dialing additional digits after the call is completed. This patented feature is only available on the SCP.

7.4.9. With each call, the ITS must provide an automated message to advise the called party that:

7.4.9.1. The call is coming from a correctional facility;

✔ **Read, agree and will comply.**

SCP uses an automated operator to prompt for call set up and acceptance. The automated operator announces the inmate's call to the called party. We can customize the announcement to your specifications. The announcement may state something similar to the following, *"You have a call from John Doe, an inmate at Tri-County Justice & Detention Center. This call may be monitored and/or recorded."*

7.4.9.2. The call is coming from a specific inmate; and

✔ **Read, agree and will comply.**

We can customize the announcement to your specifications. The announcement may state something similar to the following, *"You have a call from John Doe, an inmate at an Tri-County Justice & Detention Center. This call may be monitored and/or recorded."*

7.4.9.3. The call may be monitored and recorded.

✔ **Read, agree and will comply.**

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7.4.10. With each call, the ITS shall clearly identify the type of call being placed to the called party: collect, free, etc. **This recording must be free of any charges.**

✔ **Read, agree and will comply.**

With each call, SCP will clearly identify the type of call being placed to the called party. This notification will be provided **free of charge**. To ensure complaints coming into the facility are kept to a minimum, Securus' SCP provides a convenience feature that allows the called party to hear the call cost prior to acceptance. When the called party selects this option, the prompt informs him or her of the initial fee and any additional per minute costs.

7.4.11. Proposer shall indicate the number of times the ITS plays the call acceptance information to the called party and whether the called party may interrupt the prompts by selecting a digit on the keypad.

✔ **Read, agree and will comply.**

When the called party answers the phone, SCP's advanced answer detection triggers the call acceptance voice prompt. The called party hears, *"Hello, you are receiving a collect call from John Doe, an inmate at the Tri-County Justice & Detention Center. This call is subject to monitoring and recording."*

To ensure that the message has been delivered and received properly, the system plays the inmate's recorded name to the called party twice prior to termination. This too, is configurable to meet the Pulaski County's needs.

They then hear the following menu options:

*"To accept this call, press 1."*

*"To refuse this call press 2."*

*"To hear the rates and charges for this call, press 7."*

*"To block future calls to your number, press 6."*

The following table describes how SCP's automated operator assists called parties and inmates:

SCP's automated operator allows called parties to:	SCP's automated operator allows inmates to:
<ul style="list-style-type: none"> <li>• Hear</li> <li>• Request a rate quote</li> <li>• Hear the name of the facility and inmate calling</li> <li>• Accept or reject the call</li> <li>• Request to hear available balance of an AdvanceConnect™ account or available credit of the Direct Bill account</li> <li>• Acknowledge that the call is going to be monitored and recorded</li> <li>• Hear instructions on how to add more money to their prepaid account or pay their Direct Bill Account</li> <li>• Connect to a live agent to setup a prepaid account</li> <li>• Choose to hear the prompts on the system in English, or the language selected by the inmate (if configured for this option)</li> <li>• Hear optional marketing message (by request of the County)</li> <li>• Block their number prior to accepting a call using SCP's patented Perma Block technology</li> </ul>	<ul style="list-style-type: none"> <li>• Listen to prerecorded announcements</li> <li>• Select to place a collect or debit call. If debit, PIN entry is requested and inmates can hear available balance in their account and the cost of the call</li> <li>• Select a specific language at the beginning of the call (if configured for this option)</li> <li>• Acknowledge that the call is going to be monitored and recorded</li> <li>• Hear available call time (prompt will tell the inmate call time limits based on calling schedules or calling restrictions)</li> <li>• Identify themselves by PIN or Voice Biometrics (if configured)</li> <li>• Add, remove, and/or listen to the phone numbers on their PAN list (if configured)</li> <li>• Hear optional marketing message (by request of the County)</li> </ul>

During the call, random announcements (Voice Overlay) are played to both parties as designated by the Pulaski County At one minute before the maximum call duration is met the one minute remaining message will be played.

Securus' SCP allows voice overlay messages to be played throughout the call as an additional fraud protection feature. The established message may be programmed to play at one-minute increments, or a random setting. An example of a voice overlay message is *"This call is from Tri-County Justice & Detention Center."*

7.4.12. The ITS shall process calls on a selective bilingual basis: English and Spanish. The inmate must be able to select the preferred language at the time the call is initiated.

✔ **Read, agree and will comply.**

Securus' SCP default system setup provides message prompts in both English and Spanish. However, SCP may be configured to provide language prompt instructions to the inmate in as many as nine additional language prompts as required by the County. Inmates select a specific language at the beginning of the call process by dialing a single digit.

During the call acceptance, the called party receives the acceptance instructions in English first, and then receives an option to continue in the language the inmate selected. This fraud deterrent feature eliminates possible attempts by the inmate to confuse the called party with a language he/she does not understand.

Securus can provide additional languages, aside from English and Spanish. SCP supports any written and spoken language that can be recorded. If we receive a request for a language that is not currently recorded, Securus will have the English prompts translated by a third-party vendor and recorded in the requested language. Some examples of languages that Securus has implemented include, but are not limited to the following:

Afrikaans	Hebrew	Romanian
Arabic	Hindi	Russian
Bahasa	Hungarian	Slovak
Bulgarian	Icelandic	Slovene
Chinese (all dialects)	Italian	Somali
Creole/Haitian	Japanese	Spanish (U.S., Mexico, Puerto Rico, Central and South America, Castilian dialects)
Croatian	Javanese	Swedish
Czech	Kannada	Tagalog
Danish	Korean	Taiwanese
Dutch	Latvian	Tamil
Estonian	Lithuanian	Telugu
Finnish	Malay/Malayam	Portuguese (Brazil and Portugal dialects)

Flemish	Marathi	Thai
French (Canadian and Parisian dialects)	Norwegian	Turkish
German/Bavarian	Polish	Urdu
Greek	Portuguese (Brazil and Portugal dialects)	Ukrainian
Gujarati	Punjabi	

7.4.13. For calls that are not completed, the ITS shall play a recorded message to the inmate detailing why the call was not completed.

**✓ Read, agree and will comply.**

All call records contain a “reason for termination” code that indicates why a call ended.

All calls, regardless of their outcome, play a message for the inmate to know the result of call acceptance. The recordings are based on the features and functionality we will configure for Pulaski County. In addition, we can customize every prompt for each individual site.

The following table provides a list of sample recordings for SCP. Securus can provide additional, customized prompts to meet Pulaski County’s needs.

Call was detected by the system due to be a three-way call	<i>“No third party calls are allowed. This call is being terminated.”</i>
The PIN is already in use	<i>“That PIN number is in use. Please hang-up and try your call again at a later time.”</i>
The PIN number is marked as inactive	<i>“Your PIN is inactive. Please hang-up and try your call again at a later time.”</i>
Max call duration was reached	<i>“Thank you for using [brand name] {Securus}.”</i>
Call was attempted outside the call schedule	<i>“No calls are allowed at this time. Goodbye.”</i>
Called party hung up after the call was in progress	<i>“The person you called has hung up. Goodbye.”</i>



The called party hung up prior to accepting the call, or an answering machine	<i>"Your call was answered but positive acceptance was not received from the called party possibly indicating an answering machine. Goodbye."</i>
Called party is busy	<i>"The number you called is busy. Please try again later. Goodbye."</i>
Called party did not answer the phone	<i>"The number you dialed was not answered. Goodbye."</i>
The called party did not respond when given the option to refuse the call	<i>"Your call was answered but positive acceptance was not received from the called party possibly indicating an answering machine. Goodbye."</i>
The called party chose the option to refuse the call	<i>"Your call was not accepted. Goodbye."</i>
The inmate did not enter in the correct information	<i>"You have entered an invalid response, please hang up and try your call again."</i>
Call was terminated by the system due to a system restriction encountered (validation blocked number, invalid npaxx, or less than 10 digits of phone numbers etc.)	<i>"That number is restricted. Goodbye."</i>
Call was terminated by the system due to system failure prevented the call from connecting. (Example due to gateway failure, join conference failure)	<i>"The number you dialed was not answered. Goodbye."</i>
Commissary system experienced a failure and we cannot communicate	<i>"The debit system is down; please try your order again later. Please hang-up and try your call again at a later time."</i>
The inmate tried to enter in too many digits	<i>"Your allowed numbers list is full. Goodbye."</i>
The number was not found on the inmate's PAN list or was an international number where they do not have an international prepaid account	<i>"The number you dialed is not on your approved calling list."</i>

Jail staff disconnected call through live monitor	<i>"This call is being terminated by the facility."</i>
The balance is lower than needed to place the call	<i>"The prepaid account balance is lower than needed to place this call."</i>
Debit balance is lower than needed to place the call	<i>"You do not have sufficient funds to continue this call. Please hang-up and try your call again at a later time."</i>
Wrong voice mail box entered	<i>"That is not a valid mail box id. Thank you for using {product name} [example: the Crime Tip System]."</i>
Wrong voice mail box entered	<i>"That is not a valid voice mailbox number."</i>
Pin is not in use, but locked for some reason other than being in use	<i>"Your PIN is frozen. Please hang-up and try your call again at a later time."</i>
Call was blocked through validation	<i>"The number you dialed is blocked from receiving collect calls at this time."</i>
Inmate confirmed commissary order	<i>"Your order is being processed excluding any restrictions or limits."</i>
If a PIN Lock fails for any reason (a communication error, e.g.), the call terminated according the configuration, then the CDR report displays the Termination Category as 'PIN Lock Error'.	<i>"Your account has been suspended."</i>
Manually entered block in global list or PAN list	<i>"The number you dialed is blocked from receiving calls at this time."</i>
Inmate Account is currently suspended	<i>"Your account has been suspended. Goodbye."</i>
Maximum allowed calls has been reached	<i>"The prepaid number you have dialed cannot be processed at this time."</i>
Maximum allowed minutes of calling has been reached	<i>"The prepaid number you have dialed cannot be processed at this time"</i>
Maximum allowed minutes per month has been reached	<i>"The prepaid number you have dialed cannot be processed at this time"</i>

inactive debit account	<i>"Your account information cannot be verified at this time."</i>
Maximum concurrent calls have exceeded	<i>"Your account information cannot be verified at this time."</i>
Invalid Debit PIN	<i>"Your account information cannot be verified at this time."</i>
Insufficient funds	<i>"Your prepaid account does not have enough funds to complete this call."</i>
Debit account has a zero balance	<i>"Your prepaid account does not have enough funds to complete this call."</i>
The number called was busy	<i>"The number you called is busy, Please hang up and try your call again at a later time."</i>
debit call invalid phone number	<i>"You have entered an invalid telephone number."</i>
debit calls was not answered	<i>"Your call was not answered."</i>
Unable to supply rate for call	<i>"Unable to identify the rates for the number dialed, Please hang up and try your call again at a later time."</i>
Debit call failed for an unknown reason,	<i>"Your call cannot be completed this time. Please try it again later."</i>
The PIN is not authorized to place calls from the associate site or phone or group of phones	<i>"Your PIN is not authorized for use at this facility."</i>
PIN is not valid, as in, it is not found	<i>"That is not a valid PIN number. Your account information cannot be verified at this time. Please hang-up and try your call again at a later time."</i>
Called party block. Called party pressed 6 to block their number from being called	<i>"The number you are calling is blocked from receiving calls at this time."</i>
Maximum allotted calling limits have been reached	<i>"You have reached your maximum number of calls allowed."</i>
The call ended due to time limit	<i>"Thank you for using [brand name] {Securus}."</i>

Caller hung up during the voice mail messages	<i>"Thank you for using [brand name] {Securus}."</i>
Called party did not consent to charges	<i>"Thank you for using [brand name] {Securus}."</i>

7.4.14. ITS shall allow free calls for the inmate telephones identified in **Appendix A – Facility Specifications**. Free calls shall require an inmate to enter a PIN to place a call, and all free calls, excluding calls to attorneys, shall be recorded.

**✓ Read, agree and will comply.**

The SCP ITS will allow free calls for the inmate telephones identified in Appendix A – (pre-bid meeting, (1) one free (5) five minute call phone at booking phone) all other free calls will be placed from the inmate pods. Free calls will require an inmate to enter a PIN to place a call, and all free calls, excluding calls to attorneys, will be recorded.

Securus will provide signage to post near the free telephones to notify inmates that all free calls are subject to recording and monitoring. The signage will also include instructions for placing a call to an attorney which will not be subject to recording and monitoring.

### SCP Free Calls

Securus will provide free calls to designated individuals, including court, foreign consulates, and other authorized calls, as determined by Pulaski County. SCP is compatible with providing these calls through any or all inmate telephones so that Pulaski County staff is not responsible for escorting inmates to a designated telephone. SCP will apply parameters for automated management of the number of calls, call duration, time of day access, and phone(s) from which calls were initiated.

Authorized Pulaski County staff can add numbers to the free call list through the SCP user interface, as shown in the following figure.

Securus will provide free calls to designated individuals, including court, foreign consulates, and other authorized calls, as determined by Pulaski County. SCP is compatible with providing these calls through any or all inmate telephones so that Pulaski County staff is not responsible for escorting inmates to a designated telephone. SCP will apply parameters for automated management of the number of calls, call duration, time of day access, and phone(s) from which calls were initiated.

Authorized Pulaski County staff can add numbers to the free call list through the SCP user interface, as shown in the following figure.

## Configuring Free Calls

*Proprietary and Confidential*

The screenshot displays the SecurUS Secure Call Platform interface. At the top, the logo and navigation menu are visible. The main content area is titled "GENERAL DIAL LIST INFORMATION" and contains various configuration options for a dial list. A dropdown menu is open for "Dialing Class of Service", showing options such as "Collect", "AIS", "Commissary IVR", "Crime Tip", "Free", "Informant Line", "Operator 22", "Probono", and "Third Party IVR". The "Free" option is currently selected.

In addition, SecurUS can provide Pulaski County with the ability to configure free call(s) by both inmate and phone group through SCP's First Calls Free feature. This feature was designed specifically for the corrections industry to provide an efficient, automated way for staff to:

- Easily comply with legal or regulatory free call requirements.
- Manage free calls with no manual intervention.
- Prevent the abuse of free calls and the resulting loss of calling revenue.

### How It Works

When a new inmate is added to the SCP or re-activated after being released, they will receive their first "X" number of calls free from any phone group where First Calls Free is configured. For example, if Pulaski County requires that each inmate is allowed two free phone calls on the group of phones in the booking area, SCP will allow those two calls at no charge. The third phone call (or a phone call at a different phone group) would be charged.

Other advantages of First Calls Free are:

- SCP only recognizes the free call if the call is connected to the friend or family member, ensuring the inmate is provided the opportunity to instruct the called party on how to set up a prepaid AdvanceConnect account.
- It is configurable by both number of free calls and phone groups, providing facilities with complete free call control.
- All number blocking restrictions and inmate suspension restrictions can still be applied to the free calls.

## Configure First Calls Free in SCP

*Proprietary and Confidential*

**Secure Call Platform** Facility Routing Number: 99001

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL  
Facility: Securus Demo Site Site: Kellway Test Lab Allen Phone Group: All Phone Groups Phone: All Phones

Custody Accounts  
Return to Account List

GENERAL ACCOUNT INFORMATION (\* Indicates Required Fields)

Account #: 8067335206	First Name: Cora	Middle Name: L.	Last Name: Conklin
Gender: FEMALE	Race:	DOB:	SSN:
Language Pref: English	Housing Unit:	Alert Level:	
Activation Date:	Booking Date:	Release Date:	
Call Schedule: ----	3-Way Detect: ENABLE	Virtual Group: ----	
Calling Restrictions: ----	Word Spotting: <input type="checkbox"/>		
Max Call Dur.: 0 minutes <small>Max allowed: 60 mins.</small>	First Calls Free: <input checked="" type="checkbox"/> <small>( 2 Allowed )</small>		
PIN #: 20 <small>Min Len: 4, Max Len: 20</small>	Generate		

Create Reset Cancel

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First calls are free on activation of an account or creation of a new account – automatically provided through SCP.

---

## Calling Restrictions

Calling Restrictions can be configured for every type of call, including free calls. Pulaski County can limit how many free calls an inmate can make in a specified period of time, as shown in the following graphic.

The types of restrictions that can be applied to free calls include:

- Limiting the number of free calls that can be connected, regardless of called party acceptance status
- Limiting the number of free calls the called party positively accepts

To provide further automation and relieve Pulaski County of additional administrative tasks, SCP also allows the County to define how often the timeframe on the Calling Restrictions resets.

The allotted number of free call connects and/or accepts can be configured to reset daily, weekly, or monthly. The “daily” reset can be configured by the number of days. For example, every three days an inmate can place one accepted free call.

In addition, authorized Pulaski County users can specify what day of the month and/or week the rule is reset.

## Configuring Free Call Restrictions in SCP

Proprietary and Confidential

The screenshot shows the SecurUS Secure Call Platform interface. At the top, there is a navigation bar with the SecurUS logo and the text 'Secure Call Platform'. Below this is a management level section with dropdown menus for Facility (Securus Demo Site), Site (All Sites), Phone Group (All Phone Groups), and Phone (All Phones). The main content area is titled 'Calling Restrictions' and contains a form for defining restrictions. The form includes a 'Calling Restriction Name' field, a 'Status' dropdown set to 'ACTIVE', and a table for defining restrictions. The table has columns for Restriction Type, Description, Call Type, Action, Enable, Exclude Private, Period, Days, Day of Week, Day of Month, Accepts, Min, and Connects. A 'FREE' call type is selected, and a 'LIMIT' action is chosen. The 'Period' is set to 'DAY' and 'Days' is set to '7'. A 'Save' button is visible at the bottom of the form.

RESTRICTION TYPE	DESCRIPTION	CALL TYPE	ACTION	ENABLE	EXCLUDE PRIVATE	PERIOD	DAYS	DAY OF WEEK	DAY OF MONTH	ACCEPTS	MIN	CONNECTS
Custody/Acct	Free Call Restriction	FREE	LIMIT	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	DAY	7			3	15	10
---		---	---	<input checked="" type="checkbox"/>	<input type="checkbox"/>	---	0			0	0	0
---		---	---	<input checked="" type="checkbox"/>	<input type="checkbox"/>	DAY	0			0	0	0

### Free by Dialed Phone Number

Any phone number can be set up as "Free" with appropriate permissions, through the global list. The following screen shot identifies how an authorized user can set the phone number with a Free dialing class of service.



## Setting Free Calls in Global Lists

Proprietary and Confidential

SECURUS  
Secure Call Platform

aedwards@SECUR.TX | Help | Log Out  
Facility Routing Number: 99001

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL ADMINISTRATION TOOL REVERSE BNA LOOKUP

MANAGEMENT LEVEL  
Facility: Securus Demo Site Site: All Sites Phone Group: All Phone Groups Phone: All Phones

General Global Lists Calling Restrictions

Return to Dial List

GENERAL DIAL LIST INFORMATION (\* indicates Required Fields)  
(Use \* for wild card / partial searches)

Dialing Number: 1 5556669854  
City Code / Phone

DTMF - Allow and Detect:

Blocked:  Reason: ---

Private(Use for Attorney/Client Privilege):  Set Private Schedule?:

Watch:

Record Calls:

Passive Acceptance:

Word Spotting:

Voice Biometrics: DEFAULT

Continuous Voice Verification: DEFAULT

Dialing Class of Service: Free  
---  
AIS  
Collect  
Commissary IVR  
Free  
Operator 22  
Probono  
Third Party IVR

Status: ---

Speed Dial Code: ---

3-Way Call Detection: ---

RCFD Action: ---

Max Call Dur.: 0 minutes

Description: (4000)

Create Date: N/A

Create Reset Cancel

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## Free Phones and Free Local Phones

Securus IT staff can configure any phone group as a “Free” phone group or “Free Local” phone group. After the group is created, Securus can add any phone to this group.

Inmates can place local, intraLATA, interLATA, or interstate calls from the “Free” phones at no cost to the inmate or called party. Inmates can place local calls from the “Free Local” phones at no cost to the inmate or called party, but calls to numbers outside the local area must be paid for.

---

7.4.15. Following the dialing sequence, Proposer shall indicate whether the ITS can be configured to:

7.4.15.1. Allow inmates to remain muted while still being able to hear the call progress (ex: ringing on the line, voicemail pick-up, etc.);

✔ **Read, agree and will comply.**

The SCP can be configured to allow the inmate to remain muted while hearing the call progress through the SCP's Mute Acceptance and Call Progression feature. This SCP feature is available to customers who wish the system to be configured to either allow the inmate to hear the call progression, or mute call progression to the inmate.

In the unmuted form, the SCP allows an inmate to hear the call setup and processing to determine if a busy, reorder, or SIT tone with message is played, or if an answering machine, voicemail, or similar feature answers the phone.

For obvious security purposes, the SCP system ensures the line of communication is fully muted until the system detects positive acceptance key-press by the called party. The inmate can never speak to the called party until the end user positively accepts the call. This applies to both collect and prepaid calls.

7.4.15.2. Place the inmate on-hold and not permit the inmate to hear the call progress.

✔ **Read, agree and will comply.**

In the muted form of SCP's Mute Acceptance and Call Progression feature, inmates can be placed on hold and not allowed to hear the call progression.

7.4.16. In no event shall the inmate be allowed to communicate with the called party until the call is positively accepted.

✔ **Read, agree and will comply.**

For obvious security purposes, the SCP system ensures the line of communication is fully muted until the system detects positive acceptance key-press by the called party. The inmate can never speak to the called party until the end user positively accepts the call. This applies to both collect and prepaid calls.

7.4.17. The ITS shall be able to program a specific speed dial code to selected telephone numbers as determined by PULASKI COUNTY and at no cost to PULASKI COUNTY and without the assistance of Proposer.

**✓ Read, agree and will comply.**

Securus' SCP provides our partnering facilities with a virtually unlimited set of programmable speed dial numbers that may be entered from any inmate telephone. A standard speed-dial table can translate a dialed number into another dialed number. This allows for absolute translations of a 10-digit number into another.

The speed dial numbers "101" or "111", for example, may represent specific requests such as inmate medical alerts or officer assistance requests. The speed dial feature will be provided at no cost to Pulaski County.

### Assign Speed Dial Code

*Proprietary and Confidential*

The screenshot shows the 'Return to Dial List' configuration page in the Securus Secure Call Platform. The page includes a navigation menu with 'HOME', 'SYSTEM', 'MONITOR', 'TOOLS', 'ADMIN', and 'FACILITY PORTAL'. The 'ADMIN' tab is selected. The 'MANAGEMENT LEVEL' section shows a hierarchy: Facility (Securus Demo Site), Site (All Sites), Phone Group (All Phone Groups), and Phone (All Phones). The 'Global Lists' tab is active. The 'Return to Dial List' section contains a form for 'GENERAL DIAL LIST INFORMATION'. The 'Dialing Class of Service' is set to '---' and 'Status' is 'ACTIVE'. The 'Speed Dial Code' field is highlighted in yellow. A callout box with an arrow points to this field with the text 'Assign the Speed Dial Code'.

---

7.4.18. The ITS shall be capable of processing and completing international collect calls. Proposer must specify how international collect calls are processed and completed via the proposed ITS.

✔ **Read, agree and will comply.**

Securus can process international calls. Securus provides several options to process International calls via prepaid services. Securus has provided prepaid debit calling for numerous correctional facilities since 1993, including the Federal Bureau of Immigration and Naturalization which requires mostly access to International numbers. Our customers use a variety of prepaid services from simple calling cards to trust fund calling deducted from the inmate's trust fund account.

Securus provides the most robust and flexible prepaid calling program, in addition to traditional collect call service. Further, Securus has the longest, most widely used prepaid calling capabilities, with more than 2,200 locations using some form of prepaid calling. Securus currently offers a vast array of inmate prepaid calling options including:

- Inmate prepaid card: Inmate purchases prepaid calling card at the commissary and uses his PIN to access
- Prepaid account for inmate: Friends and family members fund an inmate prepaid account through any of the Securus funding options
- Inmate trust fund account: Inmate funds are directly debited from the inmate's trust fund account (optional, requires trust fund integration)

## **International Collect Calls**

Securus can process all international collect calls where Securus has billing arrangements with foreign telephone system operators.

Currently, Securus has an agreement with Nations Broadband, which provides collect calling access to Mexico and other foreign countries. Nations Broadband is limited in what they can charge because prevailing rates will always be determined by the terminating international country.

The Securus plan includes our understanding and agreement that Securus will complete all international prepaid and debit calling calls placed at the rate listed in the debit calling rates. Pulaski County inmates will be able to use prepaid accounts setup by friends or family members to make international calls to Mexico, Latin America and many other international destinations. This is the preferred billing method to maintain security and fraud control.

The inmate simply follows the normal call prompts for prepaid calls. If the called number is listed on the prepaid account, the attempted call can be funded. To the inmate, it will seem like a collect call and will be billed to the prepaid account at the international collect rate.

---

7.4.19. The ITS user application shall allow PULASKI COUNTY to query the Call History for inmate activities and calling patterns.

✔ **Read, agree and will comply.**

Securus' SCP user interface allows Pulaski County to query the CDRs for inmate activities and calling patterns. The SCP user interface allows authorized users to identify search criteria and add filters to the CDR queries. Once generated, reports can be exported. Please refer to "Appendix I: Sample SCP Reports," for examples.

## Standard Reports

Securus' SCP (Secure Call Platform) has a dedicated reports writer that provides investigative information based on the call detail records. This sophisticated reporting tool provides a reporting interface into all calling activities. Reports can be generated online and exported in:

- Excel
- CSV (Comma Separated Values)
- Adobe PDF format

Users can search and analyze call details on all calls placed from each inmate telephone through SCP. These details include date, time and duration, telephone number or origination and destination—if used—inmate ID, reason for termination, and much more. SCP retains call details on all call attempts. Users can customize the standard reports by varying search criteria, such as date range, facility, or call length.

## THREADS

The Securus **THREADS platform is a powerful and easy to use investigative platform that provides law enforcement with focused leads.** THREADS analyzes corrections and communications data such as the following in order to generate focused and targeted investigative leads for investigators:

- Inmate information
- Call data from SCP
- Public phone records (obtained through normal legal process)
- Cell tower dumps
- Data from confiscated cell phones (text messages, emails, calls, contacts, pictures)
- Called party data including billing name and address, communication history, and much more

Leads could include suspicious calling patterns, suspicious inner circles, communication events to numbers on a bounce list, associations between multiple inmates, and their

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correlation to called parties, chain dialing to determine the most likely boss or leader, and much more.

In addition, this powerful software provides dayroom-based analysis that discovers leads irrespective of a PIN being used by the inmate such as common contact reporting showing inmates who are facilitating communications between different areas of the institution. **Investigative staff can easily uncover patterns** of fraternization between inmates and correctional officers, **discover common contacts between inmates and called parties**, and **customize the information and reporting** to filter out irrelevant calls such as girlfriends or legal counsel from analysis.

### **Detect Criminal Organizations**

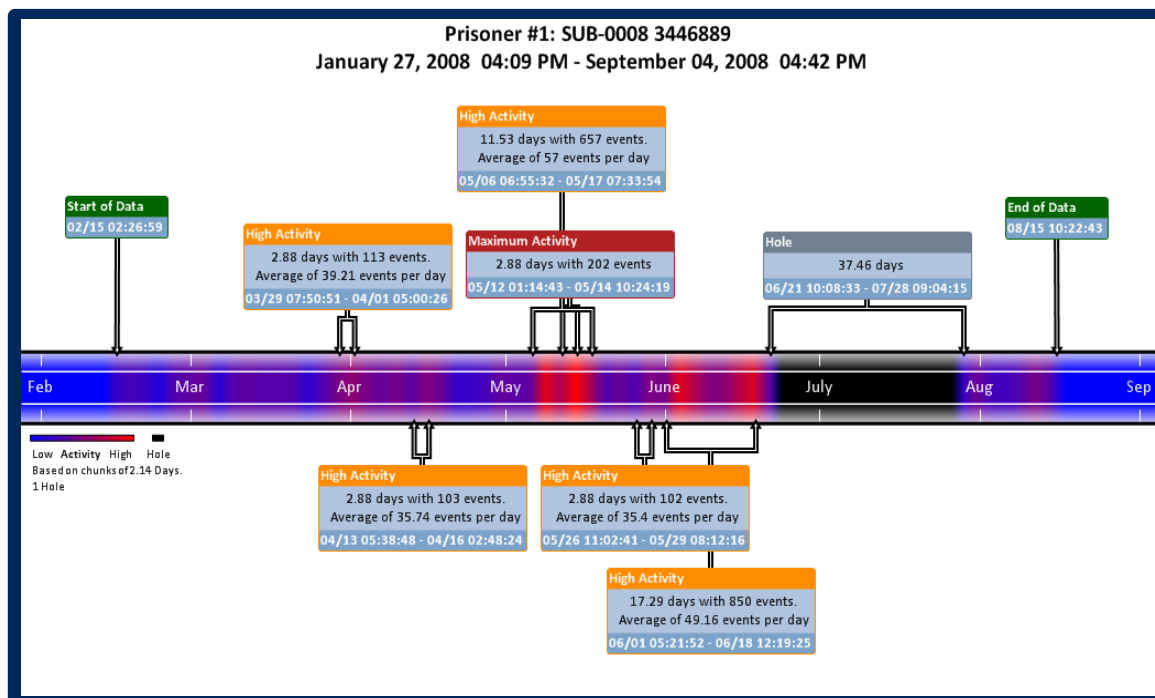
THREADS will detect criminal organizations being run from within jail, detect three-way calling patterns when multiple inmates are talking to one called party at the same time, find associations of multiple called parties based on who is calling them and who they call, and identify inmates who possibly have a cell phone based on calling patterns and hole detection.

Not only with **THREADS help to determine a high probability of an inmate using a cell phone**, but it also **allows for the information obtained off the cell phone (once confiscated)** to be directly imported into THREADS whereas the data becomes part of the available pool of data to build targeted leads.

THREADS is used by law enforcement to connect the dots and provide valuable intelligence in order to lead the investigator in the right direction. **The THREADS product analyzes data to identify the most likely suspects**. Once the suspects and leads are identified, the investigator still follows their normal legal process to build a case against the suspect.

## Activity and Hole Detection

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Timeline charts and graphical analysis make it easy to reveal periods of high-intensity calling and other calling patterns on a graphical and interactive timeline. **This technology identifies the inmate even if the calls are masked by another inmate's PIN and eliminates the human intervention by receiving actionable intelligence at the push of a button.** Additionally, Threads allows you to set up automated notifications, which will e-mail an investigator when information is found.

7.4.20. The ITS user application shall allow the following search criteria and filters to be applied to the Call History queries:

7.4.20.1. Inmate Name (First, Last);

✓ **Read, agree and will comply.**

7.4.20.2. Inmate Personal Identification Number;

✓ **Read, agree and will comply.**

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7.4.20.3. Date Range (Start Date/Time and End Date/Time);

✔ **Read, agree and will comply.**

7.4.20.4. Facility(s);

✔ **Read, agree and will comply.**

7.4.20.5. Called Number;

✔ **Read, agree and will comply.**

7.4.20.6. Originating Number;

✔ **Read, agree and will comply.**

7.4.20.7. Station Name;

✔ **Read, agree and will comply.**

7.4.20.8. Call Type;

✔ **Read, agree and will comply.**

7.4.20.9. Bill Type;

✔ **Read, agree and will comply.**

7.4.20.10. Duration (minimum and maximum);

✔ **Read, agree and will comply.**

7.4.20.11. Flagged Calls;

✔ **Read, agree and will comply.**



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7.4.20.12. Monitored Calls;

✔ **Read, agree and will comply.**

7.4.20.13. Completion Type;

✔ **Read, agree and will comply.**

7.4.20.14. Call Jurisdiction;

✔ **Read, agree and will comply.**

7.4.20.15. Pre-Paid Card ID Number;

✔ **Read, agree and will comply.**

7.4.20.16. Visitation Phone(s); and

✔ **Read, agree and will comply.**

7.4.20.17. Custom Search.

✔ **Read, agree and will comply.**

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

- Per phone, per location, and per inmate
- Destination number (partial and/or full number entry)
- Date and time range
- Call frequency
- Call type (i.e., completed, incomplete, blocked, etc.)
- Number restriction and/or status assignment
- Personal allowed number cross-referencing
- Graphical display of call fluctuation
- Broad search with no data entry

- Suspected fraudulent call activity
- Inmate name
- Inmate PIN, if used, and/or account number
- Prepaid calling card number
- Destination zone (i.e., local, interLATA, interstate, intraLATA, international)

The Investigative Reports section compiles the data and opens the information in a report format, on the workstation monitor. Investigative Reports provides multiple functions for call playback, copying calls to remote media. Authorized personnel can use this unique application to generate a report with little or no concrete information available.

For example, SCP's frequently called number (FCN) report shows information relative to the amount of calls to a particular number and reflects the facility location from which the number was called.

## Sample Frequently Called Number Report

*Proprietary and Confidential*

**Secure Call Platform** Facility Routing Number: 99001

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL

Facility: Securus Demo Site >> Site: Securus Demo Site >> Phone Group: All Phone Groups >> Phone: All Phones >>

Call Frequency Search

FILL IN SEARCH CRITERIA (\* Indicates Required Fields)

Threshold: 2 \*  
 Call Status: -- ALL --  
 International:   
 Watched:   
 Private:   
 Start: 01/15/2011 \*  
 End: 04/19/2011 \*  
 Search EXCEL PDF CSV Reset

20 Results PAGE 1 OF 2

SITE	DIALED #	FREQUENCY
Securus Demo Site	(1) 97222770311	25
Securus Demo Site	(1) 97222770556	16
Securus Demo Site	(1) 97222770596	10
Securus Demo Site	(1) 97222770300	9
Securus Demo Site	(1) 5743127016	6
Securus Demo Site	(1) 97222770305	5
Securus Demo Site	(1) 2144981174	4
Securus Demo Site	(1) 6128340463	4
Securus Demo Site	(1) 2146182718	4
Securus Demo Site	(1) 9738907824	3

Enter a threshold for the number of times a number was called to initiate the report.

Select date range and other criteria to narrow the results.

Call Frequency results display each dialed number meeting or exceeding the defined threshold. By clicking on a frequency amount, all call detail information for the calls are displayed.

The FCN feature allows investigators to generate a report by entering a frequency threshold that instructs the system to search for only those numbers that have been called a certain number of times throughout the facility. For example, by entering "50" in the parameter field, the system shows only those numbers that have been called 50 or more times within a designated timeframe.

---

After the report appears on-screen, clicking the mouse produces a second report that represents all areas of the facility from which a specific number has been called. Investigators can use this report to analyze data and determine specific call patterns, detail suspicious activity, and selectively assign a watched number status to potential fraudulent numbers.

A full set of reports that administrative users need daily, as well as a full set of investigative reports, makes Securus' Standard Reports generator anything but standard.

7.4.21. The ITS user application shall allow Call History query results to be exported in a format selected by PULASKI COUNTY (.csv, PDF, Microsoft Excel 2010 or greater, etc.). Provide screen shots of the user application to demonstrate Proposer is able to meet this requirement.

 **Read, agree and will comply.**

Securus' Investigative Report modules allow investigators to save a report as a file, in Adobe® PDF format, Microsoft Excel, or Comma Separated (CSV). Users can save reports to several destinations or upload data from the report into their own database for further analysis. This feature provides fast and convenient access to reports for future retrieval or sharing and further data analysis through statistical tools such as Microsoft Excel.

## Exporting CDR Results

Proprietary and Confidential

The screenshot displays the SecurUS Secure Call Platform interface. At the top, the logo and navigation menu are visible. Below the navigation, there are filters for Facility, Site, Phone Group, and Phone. The main section is titled "Call Detail Records Search" and shows a search criteria section. Below this, a table of 72 results is displayed, with the first few rows visible. The table columns include SITE, PORT LOC, DIAL ED #, START, END, DUR, ACCT #, PREPAID ACCT#, NAME, AGENCY TYPE, CALL TYPE, CALL STATUS, TERM CAT, BLOCKED REASON, and CALL PROPERTIES. At the top right of the table, there are buttons for "EXCEL", "PDF", and "CSV". A callout box points to these buttons with the text: "Exporting CDR Query Results CDR query results can be easily exported to Excel, PDF, or CSV formats."

SITE	PORT LOC	DIAL ED #	START	END	DUR	ACCT #	PREPAID ACCT#	NAME	AGENCY TYPE	CALL TYPE	CALL STATUS	TERM CAT	BLOCKED REASON	CALL PROPERTIES
Securus Demo Site	Princeton 4	(1) 8179070658	04-02-201204-02-201291	04-02-201204-02-201284	1:52 (m)	M007PDQ 3684		Sally Sogger		PAN Management	complete	PAN Number activated		Language: English CVV
Securus Demo Site	Princeton 4	(1) 8179070658	04-02-201204-02-201284	04-02-201204-02-201284	1:4 (m)	M007PDQ 3684		Sally Sogger		PAN Management	complete	PAN Number added		Language: English CVV
Securus Demo Site	Princeton 4	(1) 8179070658	04-02-201204-02-201284	04-02-201204-02-201284	1:4 (m)	M007PDQ 3684		Sally Sogger		PAN Management	complete	Called party refused call		Language: English CVV
Securus Demo Site	Princeton 4	(1) 8179070658	04-02-201204-02-201275	04-02-201204-02-201275	1:25 (m)	M007PDQ 3684		Sally Sogger		PAN Management	complete	PAN Number added		Language: English CVV
Securus Demo Site	LP 7	(1) 9722770343	04-02-201204-02-201232	04-02-201204-02-201232	0:53 (m)	0343		G'erald Test	AKDOC	PAN Management	complete	PAN exists in Global Lists		Language: English CVV
Securus Demo Site	LP 7	(1) 9722770343	04-02-201204-02-201277	04-02-201204-02-201277	1:28 (m)	0343		G'erald Test	AKDOC	PAN Management	complete	PAN Number added		Language: English CVV

7.4.22. The ITS user application shall be equipped, at a minimum, to generate the following standard reports in addition to the CDRs:

7.4.22.1. Call Statistics by Date Range;

✓ **Read, agree and will comply.**

7.4.22.2. Frequently Called Numbers;

✓ **Read, agree and will comply.**

7.4.22.3. Frequently Used Personal Identification Numbers;

✓ **Read, agree and will comply.**

---

7.4.22.4. Commonly Called Number;

✔ **Read, agree and will comply.**

7.4.22.5. Call Detail Report;

✔ **Read, agree and will comply.**

7.4.22.6. Gross Revenue Report by Date Range;

✔ **Read, agree and will comply.**

7.4.22.7. Called Party/Number Accepting Report;

✔ **Read, agree and will comply.**

7.4.22.8. Dialed Digit Collection on both caller and called party

✔ **Read, agree and will comply.**

7.4.22.9. Total Calls;

✔ **Read, agree and will comply.**

7.4.22.10. Calling List (PAN) Report;

✔ **Read, agree and will comply.**

7.4.22.11. Pre-Paid Card Report;

✔ **Read, agree and will comply.**

7.4.22.12. Debit Usage Report;

✔ **Read, agree and will comply.**

---

7.4.22.13. Debit Balance and Funding Report;

✔ **Read, agree and will comply.**

7.4.22.14. Pre-Paid Card Balance Report;

✔ **Read, agree and will comply.**

7.4.22.15. Bill and Call Type Distribution;

✔ **Read, agree and will comply.**

7.4.22.16. Phone Usage;

✔ **Read, agree and will comply.**

7.4.22.17. Reverse Look-Up;

✔ **Read, agree and will comply.**

7.4.22.18. User Audit Trail;

✔ **Read, agree and will comply.**

Pulaski County can customize and print the standard reports available through the SCP user interface by defining the content of the parameter fields based on the following information:

- Customer, site, phone group, and phone
- Destination number (partial and/or full number entry)
- Date and time range
- Call frequency
- Call type (i.e., completed, incomplete, blocked, etc.)
- Number restriction and/or status assignment
- Personal allowed number cross-referencing
- Graphical display of call fluctuation
- Broad search with no data entry
- Suspected fraudulent call activity (3-Way, RCF etc)

- 
- Offender name
  - Offender's First and/or Last Name, PIN, if used, and/or account number
  - Destination zone
  - Watched, Private, and Test Call.

Pulaski County users also have the ability to customize standard reports by changing search criteria—such as date range, facility, or call length. Pulaski County can also search and analyze call details, including the date, time, and duration of a call, telephone number, origination, destination, offender ID, reason for termination, and much more.

## **Standard Reports Available Through the SCP User Interface**

Securus' SCP has a dedicated reports writer that provides investigative information based on the call detail records. This sophisticated reporting tool provides a reporting interface into all calling activities. Reports can be generated online and exported in:

- Excel
- CSV (Comma Separated Values)
- Adobe PDF format

Users can search and analyze call details on all calls placed from each offender telephone through SCP. These details include date, time and duration, telephone number or origination and destination—if used—offender ID, reason for termination, and much more. SCP retains call details on all call attempts. Users can customize the standard reports by varying search criteria, such as date range, facility, or call length.

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

- Per phone, per location, and per offender
- Destination number (partial and/or full number entry)
- Date and time range
- Call frequency
- Call type (i.e., completed, incomplete, blocked, etc.)
- Number restriction and/or status assignment
- Personal allowed number cross-referencing
- Graphical display of call fluctuation
- Broad search with no data entry
- Suspected fraudulent call activity
- Offender name

- 
- Offender PIN, if used, and/or account number
  - Prepaid calling card number
  - Destination zone (i.e., local, interLATA, interstate, intraLATA, international)

The Investigative Reports section compiles the data and opens the information in a report format, on the workstation monitor. Investigative Reports provides multiple functions for call playback, copying calls to remote media. Authorized personnel can use this unique application to generate a report with little or no concrete information available.

For example, SCP's frequently called number (FCN) report shows information relative to the amount of calls to a particular number and reflects the facility location from which the number was called.

The FCN feature allows investigators to generate a report by entering a frequency threshold that instructs the system to search for only those numbers that have been called a certain number of times throughout the facility. For example, by entering '50' in the parameter field, the system shows only those numbers that have been called 50 or more times within a designated timeframe. After the report appears on-screen, clicking the mouse produces a second report that represents all areas of the facility from which a specific number has been called. Investigators can use this report to analyze data and determine specific call patterns, detail suspicious activity, and selectively assign a watched number status to potential fraudulent numbers.

A full set of reports that administrative users need daily, as well as a full set of investigative reports, makes Securus' Standard Reports generator anything but standard.

### **Call Detail Report**

The Call Detail Report (CDR) provides Pulaski County investigators with an intuitive and user-friendly report that enables them to view or search on virtually anything related to an offender call, including:

- Site name from which the call was placed
- Phone location as labeled in the system
- Facility code
- Dialed number
- Start date/time
- End date/time
- Duration of call
- Offender Account Number
- Offender PIN



- Prepaid card number if used
- Offender first, middle, and last name
- Type of call (voice mail, person call, prepaid call, debit call, etc.)
- Status of call (complete/incomplete)
- Reason for call termination
- Reason for block
- Call properties (watched number, RCF detected, three-way attempt, private number)
- Destination zone
- Desired results per page

## Call Detail Report

*Proprietary and Confidential*

**Secure Call Platform** Facility Routing Number: 99001

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL

Facility: Securus Demo Site Site: All Sites Phone Group: All Phone Groups Phone: All Phones

**Call Detail Records Search**

FILL IN SEARCH CRITERIA (\* Indicates Required Fields)

(Use \* for wild card / partial searches)

Country Code: [ ] Dialed Number: [ ] Destination Zone: -- ALL -- International:

Custody Account #: [ ] PIN #: [ ] Prepaid Account #: [ ] Watched:

First Name: [ ] Last Name: [ ] Private:

Termination Category: -- ALL -- Blocked Reason: -- ALL -- 3-way:

Call Type: -- ALL -- Call Status: -- ALL -- Voice Biometrics:

Date Criteria: Date/Time Range Results Per Page: 100 Test Call:

Start: 02/01/2011 00:00:00 End: 04/26/2011 23:59:59 RCF:

Search EXCEL PDF CSV Reset

2 Results PAGE 1 OF 1

	SITE	PORT LOC	DIALED #	START	END	DUR	ACCT #/ PIN	PREPAID ACCT#	NAME	CALL TYPE	CALL STATUS	TERM CAT	BLOCKED REASON	CALL PROPERTIES
<input type="checkbox"/>	Securus Demo Site	je test 4	(1) 8002779191	02-16-2011 03:11:47	02-16-2011 03:12:19	32 (s) 0.53 (m)	7890 7890		Helen Huynh	Operator 22	complete	Called party hangup		Language: English 3-Way
<input type="checkbox"/>	Securus Demo Site	Test Port 3	(1) 9729801062	03-23-2011 02:30:19	03-23-2011 02:31:11	52 (s) 0.87 (m)	7777 99799		Barry davis	Person Call	complete	Called party hangup		Language: English 3-Way

Apply a number of different actions to the call record.

Comprehensive, critical call detail information

Point and click to export data.

User friendly, customizable Search Engine

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Also, Call Detail Record (CDR) reports allow users to:

- Add notes to a call record or a tracking number

- 
- Mark the notes private or public
  - Play the call
  - Copy the call to a management folder for download
  - Download the call immediately with a one click operation
  - Extend the call expiration date if it is approaching the agreed upon storage threshold
  - Export the report results (all reports in SCP can be exported)
  - Select a single site, all sites, or only-allowed sites, and specify information by phone, phone group, or the entire customer profile.

### **Call Frequency Report**

The Call Frequency Report allows Pulaski County users to look up phone numbers in the system that have been called a certain number of times within a given time frame. Search criteria include:

- Threshold (Number of times a phone number was called)
- International
- Watched
- Private
- Termination Category
- Call Type
- Call Status
- Date Range

## Call Frequency Report

*Proprietary and Confidential*

**Secure Call Platform** Facility Routing Number: 99001

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL  
Facility: Securus Demo Site Site: Securus Demo Site Phone Group: All Phone Groups Phone: All Phones

Call Frequency Search  
FILL IN SEARCH CRITERIA (\* Indicates Required Fields)

Threshold: 2  
Termination Category: -- ALL -- Call Status: -- ALL -- International:   
Start: 01/15/2011 End: 04/19/2011 Watched:   
Private:

Search EXCEL PDF CSV Reset

20 Results PAGE 1 OF 2

SITE	DIALED #	FREQUENCY
Securus Demo Site	(1) 9722770311	25
Securus Demo Site	(1) 9722770556	16
Securus Demo Site	(1) 9722770596	10
Securus Demo Site	(1) 9722770300	9
Securus Demo Site	(1) 5743127016	6
Securus Demo Site	(1) 9722770305	5
Securus Demo Site	(1) 2144981174	4
Securus Demo Site	(1) 6128340463	4
Securus Demo Site	(1) 2146182718	4
Securus Demo Site	(1) 9738907824	3

Call Frequency results display each dialed number meeting or exceeding the defined threshold. By clicking on a frequency amount, all call detail information for the calls are displayed.

## Call Tracker Report

The Call Tracker Report allows Pulaski County users to track CDR notes. (Notes made by themselves or other investigators.) Authorized Pulaski County users can export report results to Excel, PDF, and CSV file formats.

Search criteria include:

- Not Shared (when checked, shows the user's notes that are flagged to "not share" with others)
- Tracking number
- First and last name
- Custody Account and PIN
- Dialed number
- Notes (allows users to conduct a search using key words included in the notes)
- Date range
- Results per page

## Call Tracker Report

*Proprietary and Confidential*

**Secure Call Platform** Facility Routing Number: 99001

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL  
Facility: Securus Demo Site Site: All Sites Phone Group: All Phone Groups Phone: All Phones

Call Tracker Search

FILL IN SEARCH CRITERIA (\* Indicates Required Fields)  
(Use \* for wild card / partial searches)

Not Shared:  Tracking #: \_\_\_\_\_ First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_  
Custody Account #: \_\_\_\_\_ PII #: \_\_\_\_\_ Dialed Number: \_\_\_\_\_  
Notes: \_\_\_\_\_  
Start Date/Time: 05/19/2010 End Date/Time: 04/19/2011 Results Per Page: 10

Search EXCEL PDF CSV Reset

2 Results PAGE 1 OF 1

CDR	TRACKING #	TRACKER NAME	DIALED #	ACCT#/PIN	NOTE
		Dee Sonti	9722770596	0343	share all
	S272010	Huong Allen	9722770596	S252010 S252010	This is Huong test

## Hourly Usage Report

The Hourly Usage Report shows Pulaski County users the number of phone calls that have taken place within a given date and time range. Pulaski County users may export the data to Adobe PDF. Search criteria include:

- International
- Watched
- Private
- Call Status (Complete and/or Incomplete Calls)
- Date and Time (Maximum one week search)

# Hourly Usage Report

*Proprietary and Confidential*

**Secure Call Platform** Facility Routing Number: 99001

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

---

**MANAGEMENT LEVEL**

Facility	Site	Phone Group	Phone
Securus Demo Site	All Sites	All Phone Groups	All Phones

**Hourly Usage Report**

**FILL IN SEARCH CRITERIA** (\* Indicates Required Fields)  
 (Use \* for wild card / partial searches)

Call Status:       International:

Date Criteria: Date/Time Range (Note: Date Range Search Criteria is restricted to 1 week)  
 Start:       End:   
Format: mm/dd/yyyy hh:mm:ss

Watched:       Private:

---

**Results** PDF

Hour of Day	# Calls
00:00	0
01:00	20
02:00	34
03:00	29
04:00	29
05:00	10
06:00	3
07:00	1
08:00	0
09:00	0
10:00	4
11:00	1
12:00	7
13:00	5
14:00	1
15:00	2
16:00	0
17:00	7
18:00	0
19:00	0
20:00	0
21:00	0
22:00	0
23:00	0

**Hourly Usage Report** – is a valuable administrative report that displays the number of phone calls that have taken place within a given date and time range. Search criteria includes international, watched, private, call status, and date/time.

## Covert Alert Call Detail Record Report

The Covert Alert Call Detail Record Report shows Pulaski County users if any Covert Alerts have been triggered over a specified date and time range. Results may be exported to Excel, PDF and CSV file formats. Search criteria include:

- Alertee Phone Number (The person that the phone call was forwarded to i.e. investigator)
- Alertee first and last name
- Dialed Phone Number
- Custody Account and PIN
- First and last name
- Termination Category
- Call Status
- Date/Time range

## Covert Alert Call Detail Record Report

*Proprietary and Confidential*

**Secure Call Platform**

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL

Facility: Securus Demo Site | Site: All Sites | Phone Group: All Phone Groups | Phone: All Phones

**Covert Alert Call Detail Records Search**

FILL IN SEARCH CRITERIA (\* Indicates Required Fields)

(Use \* for wild card / partial searches)

Alertee Country Code: | Alertee Dialed Number: | Alertee First Name: | Alertee Last Name: |

Country Code: | Dialed Number: | Custody Account #: | PIN #: |

First Name: | Last Name: |

Termination Category: -- ALL -- | Call Status: -- ALL -- |

Date Criteria: Date/Time Range | Start: 05/01/2010 00:00:00 | End: 04/19/2011 23:59:59

Search EXCEL PDF CSV Reset

SCP's Covert Alert feature and reports have assisted in many criminal investigations throughout the country.

Select criteria such as who was alerted, what happened, call status, call start and end, duration or dialed number.

Click the CDR icon to the left of each record to display full call detail information for each call.

SITE	PORT LOC	ALERTEE DIALED #	ALERTEE NAME	TERM CAT	START	END	DUR (S)	DIALED #	ACCT #PIN	NAME	CALL STATUS	PIN ACCEPT
Securus Demo Site	LP 10	2145664417	dee dee	No Investigator Acceptance	05-25-2010 16:33:31	05-25-2010 16:34:12	41	9722770591	dee25082508	dee qa	complete	
Securus Demo Site	LP 10	2145664417	dee dee	Parent Call Ended	05-25-2010 18:16:02	05-25-2010 18:16:17	15	9722770591	dee25082508	dee qa	complete	
Securus Demo Site	LP 8	2145664417	dee dee	No Investigator Acceptance	05-27-2010 13:15:33	05-27-2010 13:16:04	51	9722770596	dee25082508	dee qa	complete	
Securus Demo Site	je test 4	2143345467	James Rogers	No Investigator Acceptance	05-28-2010 10:13:23	05-28-2010 10:14:12	49	9723659243	898989899	Helen Huynh	complete	
Securus Demo Site	je test 4	2143345467	James Rogers	Covert Alert Error	05-28-2010 11:04:06	05-28-2010 11:06:38	152	9723659243	898989899	Helen Huynh	incomplete	

## Officer Check-In Report

The Officer Check-In Report shows when Pulaski County officers have "checked-in" at different phones and any messages they have left. Also, allows Pulaski County users to

listen to recorded messages from the report. Results are exportable to Excel, PDF, and CSV file formats. Search criteria include:

- Account number (Of the officer)
- PIN (PIN number associated to an officer)
- Officer ID
- User Name (SCP user ID of the officer if he/she has one)
- First and Last Name
- Call Status
- Date and Time Range
- Results per page

## Officer Check-In Report

*Proprietary and Confidential*

**Secure Call Platform** Facility Routing Number: 99001

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL  
 Facility: Securus Demo Site Site: All Sites Phone Group: All Phone Groups Phone: All Phones

Officer Check In Messages Results

FILL IN SEARCH CRITERIA (\* Indicates Required Fields)  
 (Use \* for wild card / partial searches)

Account#: \_\_\_\_\_ PIN: \_\_\_\_\_ Officer ID: \_\_\_\_\_ User Name: \_\_\_\_\_  
 First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_ Call Status: Complete

Results per page: 10

Start: 01/19/2010 00:00:00 End: 04/19/2011 23:59:59

Search Reset

12 Results EXCEL PDF CSV

SITE	PHONE LOC	NAME	USERNAME	ACCOUNT # / PIN	OFFICER ID	DUR	CALL STATUS	MESSAGE
Securus Demo Site	LP 7	Ken Burns	kburns	POC1123 5555	3838383	23 (s) 0.38(m)	complete	03-03-2010 10:11:43
Securus Demo Site	LP 7	Ken Burns	kburns	POC1123 5555	3838383	20 (s) 0.33(m)	complete	03-03-2010 17:03:38
Securus Demo Site	LP 7	Abe Smith		12346 12346	12346	19 (s) 0.32(m)	complete	03-03-2010 17:04:00
Securus Demo Site	LP 7	Ura User		12347 12347	12347	25 (s) 0.42(m)	complete	03-05-2010 10:35:11
Securus Demo Site	LP 7	Ken Burns	kburns	POC1123 5555	3838383	20 (s) 0.33(m)	complete	03-05-2010 10:35:57
Securus Demo Site	LP 7	Ken Burns	kburns	POC1123 5555	3838383	91 (s) 1.52(m)	complete	03-05-2010 10:49:22

## Personal Allowed Number Frequency Report

The Personal Allowed Number (PAN) Frequency Report shows phone numbers that appear in multiple PAN lists. Pulaski County Users enter threshold numbers to define search criteria. For example, a threshold of “four” will show phone numbers that appears in PAN lists more than four times.

## Personal Allowed Number Frequency Detail Report

The PAN Frequency Detail Report allows Pulaski County user to search PAN lists to see phone numbers that appear more than once.

## Personal Allowed Number Frequency Report

*Proprietary and Confidential*

**Secure Call Platform**

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

Modify Facility

MANAGEMENT LEVEL

Facility: Securix Demo Site Site: All Sites

PAN Frequency Search

FILL IN SEARCH CRITERIA (\* Indicates Required Fields)

(Use \* for wild card / partial searches)

Threshold: 4

Search EXCEL PDF CSV Reset

70 Results

SITE	DIALED #	FREQUENCY
Securix Demo Site	(1) 9222770596	16
Securix Demo Site	(1) 9222770556	14
Securix Demo Site		

PAN Frequency Detail Search

FILL IN SEARCH CRITERIA (\* Indicates Required Fields)

(Use \* for wild card / partial searches)

Country Code: 1 Dialed Number: 9222770596

Search EXCEL PDF CSV Reset

16 Results

SITE	DIALED #	NAME	PIN
Securix Demo Site	(1) 9222770596	Pblast08 Pmiddle08 Pfirst08	99110008
Securix Demo Site	(1) 9222770596	TLast02 TMiddle02 TFirst02	11100002
Securix Demo Site	(1) 9222770596	Test QA	992009
Securix Demo Site	(1) 9222770596	Test G'erald	0343 0343

Investigators enter a number into the threshold criteria field to research how many times phone numbers appear among the PAN lists of their facility and site(s).

By selecting the magnifying glass next to the displayed frequency number, users can run a detail report. This report displays information about each inmate having the number on their PAN list.

## CrimeTIP Report

The CrimeTIP report allows Pulaski County users to search for and listen to any anonymous crime tip messages that may have been left by offenders, outside parties, or officer replies. Search criteria include:

- Mail Box ID
- Call Type
- Date/Time Range
- Results per page



## CrimeTIP Report

Proprietary and Confidential

The screenshot displays the 'Secure Call Platform' interface. At the top, it shows 'Facility Routing Number: 99001' and navigation tabs for HOME, SYSTEM, MONITOR, TOOLS, ADMIN, and FACILITY PORTAL. Below this is a 'MANAGEMENT LEVEL' section with a dropdown menu for 'Securus Demo Site' and 'All Sites'. The main section is titled 'TIPS Search' and includes a 'FILL IN SEARCH CRITERIA' section with fields for 'Mail Box ID', 'Call Type' (set to '-- ALL --'), 'Date Criteria' (set to 'Date/Time Range'), 'Results Per Page' (set to '10'), 'Start Date/Time' (01/28/2011 00:00:00), and 'End Date/Time' (04/28/2011 23:59:59). There are 'Search' and 'Reset' buttons. Below the search criteria, a table displays '35 Results' on 'PAGE 4 OF 4'. The table has columns for SITE, PORT LOC, REPLY MAILBOX ID, CALL TYPE, START, END, and DUR (S). The first five rows of the table are as follows:

SITE	PORT LOC	REPLY MAILBOX ID	CALL TYPE	START	END	DUR (S)
Securus Demo Site	je test 4		Offender	04-19-2011 16:46:36	04-19-2011 16:47:01	0
Securus Demo Site	je test 4		Offender	04-19-2011 16:49:39	04-19-2011 16:50:33	54
Securus Demo Site	je test 4		Offender	04-21-2011 01:45:50	04-21-2011 01:46:42	52
Securus Demo Site	je test 4		Offender	04-21-2011 01:51:03	04-21-2011 01:52:00	57
Securus Demo Site	je test 4		Offender	04-21-2011 01:53:34	04-21-2011 01:54:03	29

Annotations in the image point to the search criteria fields and the first row of the results table.

## Informant Line Report

The Informant Line Report allows Pulaski County users to search for calls placed to the informant line and distinguish these calls from regular offender calls. Search criteria include:

- Site name from which the call was placed
- Phone location as labeled in the system
- DOC code
- Dialed number
- Start date/time
- End date/time
- Duration of call
- Offender Account Number
- Offender PIN
- Prepaid card number if used
- Offender first, middle, and last name
- Type of call (voice mail, person call, prepaid call, debit call, etc.)

- Status of call (complete / incomplete)
- Reason for call termination
- Reason for block
- Call properties (watched number, RCF detected, three-way attempt, private number)
- Destination zone (local, intrastate, interstate, international)
- Desired results per page

## Informant Line Report

*Proprietary and Confidential*

**Secure Call Platform** Facility Routing Number: 99001

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL

Facility: Securus Demo Site All Sites Phone Group: All Phone Groups All Phones

Informant Line Call Records Search

FILL IN SEARCH CRITERIA ( \* Indicates Required Fields )  
(Use \* for wild card / partial searches)

Country Code: Dialect Number: Destination Zone: -- ALL -- International:

Custody Account #: PIN #: Prepaid Account #: Watched:

First Name: Last Name: Private:

Termination Category: -- ALL -- Call Status: Complete 3-way:

Date Criteria: Date/Time Range Results Per Page: 100 Voice Biometrics:

Start DateTime: 04/21/2011 00:00:00 End DateTime: 04/28/2011 23:59:59 RCF:

Search Reset

2 Results PAGE 1 OF 1

WTS	SITE	PORT/LOC	ORDER #	START	END	DUT	ADCT # PIN	PREPAID ADCT#	NAME	CALL STATUS	TERM CAT	CALL PROPERTIES
	Securus Demo Site	LP 17	(1) UNLISTED Local	04-21-2011 02:04:40	04-21-2011 02:04:59	1.9 (s) 0.32 (m)				complete	Called party hangup	
	Securus Demo Site	LP 17	(1) 9722770529 Local	04-21-2011 02:17:50	04-21-2011 02:18:02	1.2 (s) 0.2 (m)	00343			complete	Called party hangup	

## Secure Call Platform Debit Report

The SCP Debit Report allows Pulaski County users to:

- Query Offender Debit/Prepaid call detail records (CDRs) by the user specified criteria
- View all debits and credits that occurred during a specific time period for an individual offender; for all offenders within a facility; or for all facilities

A full set of reports that administrative users need daily, as well as a full set of investigative reports, makes Securus' Standard Reports generator anything but standard.

---

Pulaski County can customize the standard reports available through the SCP user interface by defining the content of the parameter fields based on the following information:

- Customer, site, phone group, and phone
- Destination number (partial and/or full number entry)
- Date and time range
- Call frequency
- Call type (i.e., completed, incomplete, blocked, etc.)
- Number restriction and/or status assignment
- Personal allowed number cross-referencing
- Graphical display of call fluctuation
- Broad search with no data entry
- Suspected fraudulent call activity (3-Way, RCF etc)
- Offender name
- Offender's First and/or Last Name, PIN, if used, and/or account number
- Prepaid calling card number
- Destination zone
- Watched, Private, Voice Biometrics, and Test Call.

Pulaski County users also have the ability to run ad hoc reports via customization of standard reports by changing search criteria—such as date range, facility, or call length. Pulaski County can also search and analyze call details, including the date, time, and duration of a call, telephone number, origination, destination, offender ID, reason for termination, and much more. The SCP retains call details on all call attempts.

## Secure Call Platform Debit Report

Proprietary and Confidential

**Secure Call Platform**

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL

Facility: Securix Demo Site Site: Securix Demo Site Phone Group: All Phone Groups Phone: All Phones

SCP Debit Report Search  
(Negative numbers will be displayed in parenthesis)

FILL IN SEARCH CRITERIA ( \* Indicates Required Fields )

(Use \* for wild card / partial searches)

Inmate First Name: Last Name: Custody Account #: PIN:

User Name: User Comments: Description:

Type: --ALL-- Amount: --ALL-- Exclude Automated Process:

Note: Please limit search range to no more than 31 days

Start: 10/19/2010 00:00:00 End: 11/18/2010 23:59:59

Search Reset

1 of 2 ? Select a format Export

Site	Account # / PIN	Inmate First/Last	Type	Amount	Date/Time (In Central Time)	User	Reference #	Description	Comment
Securix Demo Site	0343 0343	Geno Test	Credit	\$100.00	11/18/2010 05:20:35	Gadmin@CCPTX.TX	20102018052034-0343	Site Issued Credit	
Securix Demo Site	10282010 / R- 10282010-3858	TM LOCALS	Credit	\$100.51	10/28/2010 11:12:25	41admin@CCPTX.TX	20101228111224- 10282010	Site Issued Credit	

172.16.32.40

TOTALS		
Action Type	Quantity	Amount
Payment	0	\$0.00
Credit	2	\$200.51
Debit	0	\$0.00
	2	\$200.51

### Export capabilities for reports

Authorized Pulaski County users have fast and convenient access to SCP reports. They can save, retrieve, and share reports in the following file formats:

- Adobe® PDF
- Microsoft Excel
- Comma Separated (CSV)

Also, Pulaski County users can save reports to multiple destinations or upload data from the report into their own database for further analysis.

7.4.23. The ITS user application shall allow COUNTY to export the reports in a format selected by PULASKI COUNTY (.csv, PDF, Microsoft Excel 2010 or greater, etc.). Provide screen shots of the user application to demonstrate Proposer is able to meet this requirement.

✓ **Read, agree and will comply.**

Reports can be generated online and exported in:

- Excel
- CSV (Comma Separated Values)
- Adobe PDF format

## Exporting CDR Results

Proprietary and Confidential

The screenshot displays the Securus Secure Call Platform interface. At the top, the logo and navigation menu are visible. The main content area shows a search interface for Call Detail Records (CDR) with various filters and a table of results. A callout box highlights the export options: 'Exporting CDR Query Results' and 'CDR query results can be easily exported to Excel, PDF, or CSV formats.' The table below shows several call records with columns for Site, Port Loc, Dialed #, Start, End, DCR, Acct #, Prepaid Acct#, Name, Agency, Call Type, Call Status, Term Cat, Blocked Reason, and Call Properties.

SITE	PORT LOC	DIALED #	START	END	DCR	ACCT #	PREPAID ACCT#	NAME	AGENCY	CALL TYPE	CALL STATUS	TERM CAT	BLOCKED REASON	CALL PROPERTIES
Securus Demo Site	Princeton 4	(1) 8179070658	04-02-2012 04-02-2012 16:17:34	04-02-2012 04-02-2012 16:19:05	(s) 1.52 (m)	M007PDQ 3684		Sally Sogger		PAN Management	complete	PAN Number activated		Language: English CVV
Securus Demo Site	Princeton 4	(1) 8179070658	04-02-2012 04-02-2012 16:23:30	04-02-2012 04-02-2012 16:24:54	(s) 1.4 (m)	M007PDQ 3684		Sally Sogger		PAN Management	complete	PAN Number added		Language: English CVV
Securus Demo Site	Princeton 4	(1) 8179070658	04-02-2012 04-02-2012 16:29:35	04-02-2012 04-02-2012 16:30:59	(s) 1.4 (m)	M007PDQ 3684		Sally Sogger		PAN Management	complete	Called party refused call		Language: English CVV
Securus Demo Site	Princeton 4	(1) 8179070658	04-02-2012 04-02-2012 16:33:32	04-02-2012 04-02-2012 16:34:47	(s) 1.25 (m)	M007PDQ 3684		Sally Sogger		PAN Management	complete	PAN Number added		Language: English CVV
Securus Demo Site	LP 7	(1) 9722770343	04-02-2012 04-02-2012 17:20:29	04-02-2012 04-02-2012 17:21:01	(s) 0.53 (m)	0343 0343		Gerald Test	AKDOC	PAN Management	complete	PAN exists in Global Lists		Language: English CVV
Securus Demo Site	LP 7	(1) 9722770343	04-02-2012 04-02-2012 17:21:45	04-02-2012 04-02-2012 17:23:02	(s) 1.28 (m)	0343 0343		Gerald Test	AKDOC	PAN Management	complete	PAN Number added		Language: English CVV

7.4.24. The ITS shall have the capability to customize reports in a form mutually agreed upon by PULASKI COUNTY and Proposer.

### ✓ Read, agree and will comply.

Securus' SCP has a dedicated reports writer that provides investigative information based on the call detail records. This sophisticated reporting tool provides a reporting interface into all calling activities. Reports can be generated online and exported in:

- Excel
- CSV (Comma Separated Values)
- Adobe PDF format

Users can search and analyze call details on all calls placed from each inmate telephone through SCP. These details include date, time and duration, telephone number or origination and destination—if used—inmate ID, reason for termination, and much more. SCP retains call details on all call attempts, except those to blocked numbers. Users can customize the standard reports by varying search criteria, such as date range, facility, or call length.

---

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

- Per phone, per location, and per inmate
- Destination number (partial and/or full number entry)
- Date and time range
- Call frequency
- Call type (i.e., completed, incomplete, blocked, etc.)
- Number restriction and/or status assignment
- Personal allowed number cross-referencing
- Graphical display of call fluctuation
- Broad search with no data entry
- Suspected fraudulent call activity
- Inmate name
- Inmate PIN, if used, and/or account number
- Prepaid calling card number
- Destination zone (i.e., local, interLATA, interstate, intraLATA, international)

The Investigative Reports section compiles the data and opens the information in a report format, on the workstation monitor. Investigative Reports provides multiple functions for call playback, copying calls to remote media. Authorized personnel can use this unique application to generate a report with little or no concrete information available.

7.4.25. Proposer's ITS user application shall at a minimum allow:

7.4.25.1. The creation, modification and deactivation of user accounts;

 **Read, agree and will comply.**

The SCP ITS user application will allow the creation, modification and deactivation of user accounts; the creation, modification and deactivation of inmate/resident accounts

Securus' SCP provides an advanced multi-level password scheme specifically designed to provide facility administrators with the ability to assign their own unique levels of access to individuals who will use different features of the SCP. Additionally there are view and change options for each module depending on the need of the user.

## Manage, Create, Edit, Predefine User Levels in SCP

*Proprietary and Confidential*

**Secure Call Platform** Facility Routing Number: 99001

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL  
Facility  
Securus Demo Site

**Security Templates**  
+ ADD NEW

Administrators can manage, review, edit, and delete all security "templates", predefine templates, and add new templates as required - all from one location in SCP.

NAME	DESCRIPTION	PREDEFINED
3rd Shift - blocking only	Night jailers can block number but no changes otherwise	
5.0 Huong test	Huong test	
5.0.1 Add Template	Huong Test	
5.1Huong Test	Huong test	
ADC-test1	This is for the demonstration	
ALL BUT NO 3 way	ALL permissions but no 3 way	
ALL BUT NO FREE	All but free	
Adam All	Everything	
Admin - Crime Tip Modify	Crime Tip Modify Access Admin	✓
Admin - Crime Tip Read	Crime Tip Read Access Admin	✓
Admin - Informant Line Modify	Informant Line Modify Access Admin	✓
Admin - Informant Line Read	Informant Line Read Access Admin	✓
Admin - No Monitor	Administrator w/o Live Monitoring Rights	✓

The administrator may modify the initial access levels and/or create additional levels based on facility clearance objectives and designated entry to each tool in accordance with this requirement. A user log is provided illustrating the user name, time of access, and modules accessed.

## Create New Security Templates

*Proprietary and Confidential*

Secure Call Platform Facility Routing Number: 99001

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL  
Facility  
Securus Demo Site

Create New Template

FILL IN TEMPLATE INFORMATION (\* Indicates Required Fields)

Name: Sheriff Access \*

Description: \* (200)

Admin Monitor Reports System

CONTROLLED AREA	CAN VIEW	CAN CHANGE
Admin - Security Templates	<input type="checkbox"/>	<input type="checkbox"/>
Admin - User Management	<input type="checkbox"/>	<input type="checkbox"/>

Create Cancel

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Administrators can create new security templates based on unique requirements.

7.4.25.2. The creation, modification and deactivation of inmate accounts;

### ✓ Read, agree and will comply.

With the SCP user interface, authorized Pulaski County users can create, modify, and deactivate inmate accounts.

The open architecture SCP system easily integrates with Pulaski County's Jail Management System (JMS). Integration capabilities will allow for an automated transfer of inmate data into the SCP system, which enables a better use of staff time by automating manual processes, in areas of managing PAN/PIN, attorney lists, debit calling, visitation management, and inmate releases.

## PIN Administration

SCP enables facilities to administer Personal Identification Numbers (PINs) for each inmate. PIN numbers are created by linking an inmate's Custody Account (all the information about an inmate, plus information such as call schedule, call durations, and more) to an inmate's PIN number. The number can be configured as follows:

- The same as the inmate's Custody Account or a completely different number
- 4 to 16 digits; also, the system can randomly generate an entire PIN with a push of a button or add a specific number of digits to the end of a PIN.



PIN generation may occur by uploading files provided from the provider and/or Commissary using Securus' E-Imports application, or by manual input through the SCP user interface. Typical scenarios include the following:

- No PINs exist (requires manual input through the SCP)
- Existing PINs from previous contractor where no JMS and/or Commissary integration is required (requires manual input through SCP)
- Existing PINs from previous contractor JMS and/or Commissary integration required (E-Imports)
- PINs not used in all parts of a facility (manual input through SCP)

The following figures illustrate the Custody Account user interface used to manually generate PINs.

### Custody Account GUI

*Proprietary and Confidential*

## Secure Call Platform

Facility Routing Number: 99001

The screenshot displays the 'Custody Accounts' management interface. At the top, there are navigation tabs: HOME, SYSTEM, MONITOR, TOOLS, ADMIN, and FACILITY PORTAL. Below this is a 'MANAGEMENT LEVEL' section with dropdown menus for Facility (Securus Demo Site), Site (Kellway Test Lab Allen), Phone Group (All Phone Groups), and Phone (All Phones). The main form is titled 'GENERAL ACCOUNT INFORMATION (\* Indicates Required Fields)'. It contains various input fields for personal and account details, including Account #, Gender, Language Pref, Activation Date, Call Schedule, Calling Restrictions, Max Call Dur., PIN #, First Name, Middle Name, Last Name, Race, DOB, SSN, Housing Unit, Alert Level, Booking Date, Release Date, 3-Way Detect, Virtual Group, Word Spotting, and First Calls Free. A 'Generate' button is located below the PIN # field. Annotations include: 'Set the PIN size, such as 8 digits' pointing to the PIN # input field; 'The Administrator completes the required information indicated' pointing to the form fields; 'Select Generate' pointing to the Generate button; and 'Generated PIN' pointing to the PIN # field which contains the value '80950819'. At the bottom of the form are 'Create', 'Reset', and 'Cancel' buttons.

## Custody Account Data Detail

*Proprietary and Confidential*

The screenshot displays the 'Secure Call Platform' interface. At the top, there is a navigation bar with 'HOME', 'SYSTEM', 'MONITOR', 'TOOLS', 'ADMIN', and 'FACILITY PORTAL'. Below this is a 'MANAGEMENT LEVEL' section with dropdowns for Facility (Securus Demo Site), Site (Kellway Test Lab Allen), and Phone Group (All Phone Groups). The main heading is 'Custody Accounts' with a 'Return to Account List' link. A modal window titled 'GENERAL ACCOUNT INFORMATION (\* Indicates Required Fields)' is open, containing the following fields:

- Account #: [ ] \*
- Gender: [----] v
- Language Pref: [--- DEFAULT -] v
- Activation Date: [ ] 📅
- Call Schedule: [----] v
- Calling Restrictions: [----] v
- Max Call Dur.: 0 [ ] minutes  
Max allowed: 60 mins.
- PIN #: 80950819 [ ] \* 8 [ ]  
Min Len: 4 ; Max Len: 20 PIN Digits

Below the modal, there are checkboxes for '3-Way Detect: DEFAULT' (selected), 'Word Spotting: [ ]', and 'First Calls Free: (2 Allowed) [ ]'. A 'Generate' button is located below these options. At the bottom of the page, there are 'Create', 'Reset', and 'Cancel' buttons. On the right side of the page, the 'Facility Routing Number: 99001' is displayed, and a 'Last Name: [ ] \*' and 'SSN: [ ]' form is partially visible.

## Custody Account Data Detail

*Proprietary and Confidential*

**Secure Call Platform**

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL

Facility	Site	Phone Group	Phone
Securus Demo Site	Kelway Test Lab Allen	All Phone Groups	All Phones

**Custody Accounts**

[Return to Account List](#)

GENERAL ACCOUNT INFORMATION (\* Indicates Required Fields)

Account #:

Gender:

Language Pref:

Activation Date:

Call Schedule:

Calling Restrictions:

Max Call Dur.:  minutes  
Min allowed: 60 mins.

PIN #:    
Min Len: 4, Max Len: 20 PIN Digits

First Name:

Race:

Housing Unit:

Booking Date:

3-Way Detect:

Word Spotting:

First Calls Free:   
( 2 Allowed )

## Custody Account Data Detail

*Proprietary and Confidential*

Secure Call Platform Facility Routing Number: 99001

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL

Facility: Securus Demo Site >> Site: Keilway Test Lab Allen >> Phone Group: All Phone Groups >> Phone: All Phones

Middle Name:  Last Name:  \*

DOB:  31 SSN:

Alert Level:

Release Date:  31

Virtual Group:

Cancel

7.4.25.3. The creation and modification of telephone numbers in the ITS;

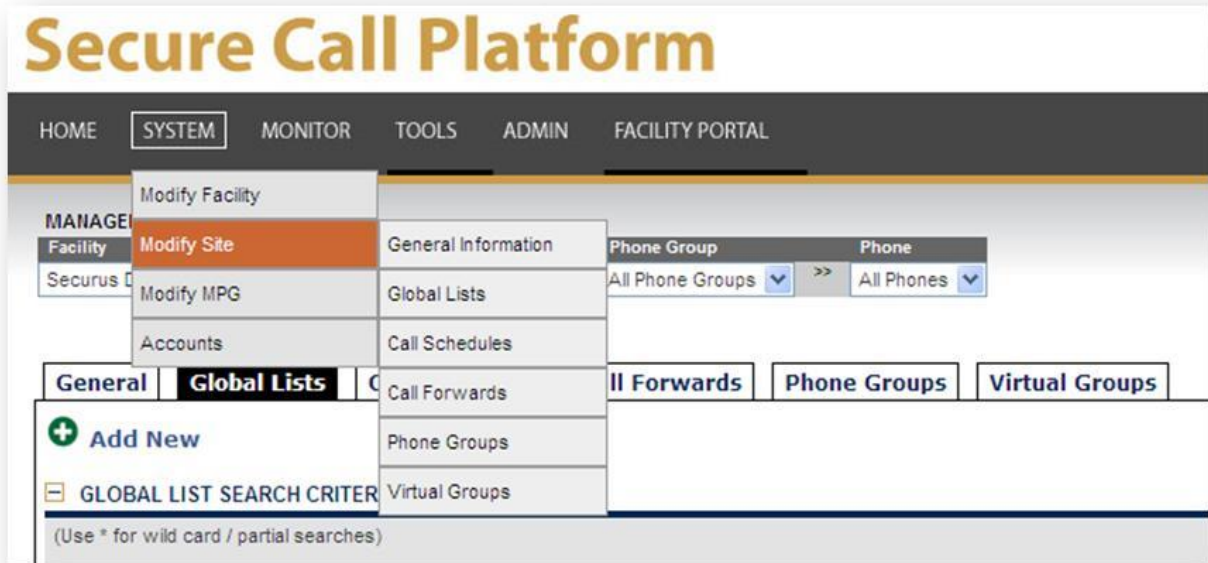
### ✔ Read, agree and will comply.

SCP enables authorized Pulaski County users to create and modify telephone numbers at the facility, site, phone group, and/or inmate account levels. At the facility level the telephone number creation or modification affects all Pulaski County facilities. At the site level, only the chosen site is affected. Users can also create or modify at the telephone group and/or inmate account levels.

The following figures illustrate an example of creating a telephone number at the site level.

## Create and Modify Telephone Numbers

*Proprietary and Confidential*



From the site level “Global Lists” is selected and the following user interface appears.

## Add a New Telephone Number

*Proprietary and Confidential*

**Secure Call Platform** Facility Routing Number: 99001

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL  
Facility: Securus Demo Site >> Site: Kellway Test Lab Allen >> Phone Group: All Phone Groups >> Phone: All Phones

General **Global Lists** Call Schedules Call Forwards Phone Groups Virtual Groups

+ Add New

GLOBAL LIST SEARCH CRITERIA  
(Use \* for wild card / partial searches)

Dialed Number: [ ] [ ]  
City Code / Phone

Dialing FOS: [ ]

Speed Dial: [ ]

Blocked:  Reason: All [ ]

Status: ACTIVE [ ]

Description: [ ]

Private:  Watch:

Record Calls:  Passive Acceptance:

Word Spotting:

Search Reset

Select "Add New"

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## Enter New Telephone Number and Parameters

*Proprietary and Confidential*

The screenshot shows a web-based form titled "GENERAL DIAL LIST INFORMATION" with a subtitle "( \* Indicates Required Fields )". Below the title is a note: "(Use \* for wild card / partial searches)". The form contains the following fields and controls:

- Dialed Number:** A text input field containing "1" and a dropdown menu for "City Code / Phone".
- DTMF - Allow and Detect:** A checkbox.
- Blocked:** A checkbox.
- Reason:** A dropdown menu with "---" selected.
- Private(Use for Attorney/Client Privilege):** A checkbox.
- Set Private Schedule?:** A checkbox.
- Watch:** A checkbox.
- Record Calls:** A checkbox.
- Passive Acceptance:** A checkbox.
- Word Spotting:** A checkbox.
- Voice Biometrics:** A dropdown menu with "DEFAULT" selected.
- Continuous Voice Verification:** A dropdown menu with "DEFAULT" selected.
- Dialing Class of Service:** A dropdown menu with "---" selected.
- Status:** A dropdown menu with "ACTIVE" selected.
- Speed Dial Code:** A text input field.
- 3-Way Call Detection:** A dropdown menu with "DEFAULT" selected.
- RCFD Action:** A dropdown menu with "---" selected.
- Call Schedule:** A dropdown menu with "---" selected.
- Max Call Dur:** A text input field with "0" and a unit of "minutes".
- Description:** A large text area with a scroll bar and a "(4000)" character count.
- Create Date:** A text field with "N/A".

At the bottom of the form are three buttons: "Create", "Reset", and "Cancel".

Two callout boxes are present:

- A box on the left with the text "Enter the new telephone number" and an arrow pointing to the "Dialed Number" field.
- A box on the right with the text "In addition to adding the new number, authorized users can set up parameters for the number, such as call schedules, call duration, voice biometrics." and arrows pointing to the "Voice Biometrics", "Call Schedule", and "Max Call Dur" fields.

7.4.25.4. Assignment of inmates or an inmate type to an agency, contracting agency, inmate telephone or a group of inmate telephones;

✓ **Read, agree and will comply.**

Pulaski County users can assign inmates, or an inmate type, to an agency, inmate telephone, or a group of inmate telephones.

## Assign Inmates to Certain Phones

Proprietary and Confidential

The screenshot displays the 'Secure Call Platform' interface for account 0200635285. The form is titled 'Custody Accounts' and includes a 'Return to Account List' link. The 'GENERAL ACCOUNT INFORMATION' section contains fields for Account #, First Name (CHRISTIE), Middle Name, Last Name (ABBOTT), Gender, Race, DOB, SSN, Language Pref, Housing Unit, Alert Level, Activation Date, Booking Date, Release Date, Call Schedule, 3-Way Detect, Virtual Group, Start Date, End Date, Calling Restrictions (open dropdown), Max Call Dur., Agency Type, RCFD Action, PAN List Only, Max Active PAN Entries, and Status (ACTIVE). The 'Calling Restrictions' dropdown is open, showing a list of options including 7.0, BAKER COUNTY, BAKER ICE, Dorm B, Group Two, LD, LP 110B, Minnie's Group, QA TEST, Restricted Trustees, john test, and jose-test. A callout box with an arrow points to the dropdown menu, containing the text: 'Assign inmates/inmate type to an agency, inmate telephone, or group of telephones'. Below the form are tabs for Misc, PAN, Notes, Voice Biometrics, Calling Usage, Debit, and Investigator Pro™. The 'RECORDED NAME INFORMATION' section shows Recording: None Exist and Usage: DEFAULT with an Update button.

7.4.25.5. Locating and accessing a specific recording by utilizing a unique recording/call identifier;

### ✓ Read, agree and will comply.

Securus allows access from facilities and its investigators to research calls via SCP's user interface. The SCP user interface provides a single-point access to all the investigative tools provided in the SCP.

Investigators can specify search criteria for calls, such as called party, calling telephone, date, time, PIN, account, duration, and locations, and search across a site or group of sites based on their security authorization. This search is performed across the CDR records and can include a search for either all call attempts or just completed calls.



The results of this search allow for viewing of detailed information about the call and, whether or not a recording was made. If a recording was made, within the limits of security access granted, the investigator can listen to that recording using a powerful call player that has easy-to-use search capabilities, and features such as, pause and play.

To aid in reducing the time spent performing the search, the call player allows the user to see the wave activity of the call to quickly search through areas of limited talk time or to help identify a particular event.

The act of listening to a recording involves what is known as “streaming” the recording to a program on the computer that can ‘play” the recording through the attached speakers. While it is possible to make a recording from the speakers, this is only a copy of the original. Chain of Evidence safeguards are in place to prevent access to the actual digital copy of the recording to eliminate any chance of manipulation, whether intentional or accidental, that could later be brought as a challenge to the authenticity of the call recording.

7.4.25.6. Block/unblock telephone numbers without the assistance of Proposer; and,

### ✓ Read, agree and will comply.

To provide maximum convenience to facility personnel, authorized facility personnel can administer blocked numbers (or unblock numbers) using our single-point access, the SCP user interface. In addition, Securus Technical Support Center (TSC) can also assist the County with blocking/unblocking numbers, if requested.

## Blocking/Unblocking a Number in the SCP User Interface Proprietary and Confidential

### Secure Call Platform

Facility Routing Number: 99001

The screenshot displays the SCP user interface with the 'Global Lists' tab selected. The 'Dialing Class of Service' is set to '---'. The 'Dialing Number' is '1 219 339590'. The 'Blocked' checkbox is checked, and the 'Reason' dropdown menu is open, showing options: 'Harass', '---', 'Employee number', 'Friend and family request', 'Harass', and 'Witness number'. A callout box with an arrow pointing to the 'Blocked' checkbox contains the text: 'Block a number by marking the Blocked checkbox and enter a reason in the drop-down list. Unblocking a number is as easy as unchecking the box.'

7.4.25.7. Configure an alert that will detect an attempted call to a “number of interest”, a call using a restricted Personal Identification Number, or a call made from a restricted telephone.

✓ **Read, agree and will comply.**

The SCP provides an alert system, called Covert Alert. Covert Alert provides the capability to automatically call, and alert authorized designated Pulaski County staff and offer live call monitoring. Alerts can be sent to authorized facility personnel for a number of reasons including restricted Personal Identification Number, calls made from a restricted phone, and calls made to restricted numbers.

The following figure illustrates the SCP user interface screen used to configure the alert notification.

## Configuring an Alert Notification

*Proprietary and Confidential*

**Secure Call Platform** Facility Routing Number: 99001

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL

Facility: Securix Demo Site Site: Kellway Test Lab Allen Phone Group: All Phone Groups Phone: All Phones

General **Global Lists** Call Schedules Call Forwards Phone Groups Virtual Groups

Return to Dial List

**GENERAL DIAL LIST INFORMATION** (\* indicates Required Fields)

(Use \* for wild card / partial searches)

Dial Number: 1 0001000000

Blocked: NO Reason: N/A

Private(Use for Attorney/Client Privilege): NO

Watch: NO

Record Calls: NO

Passive Acceptance: NO

Word Spotting: NO

Voice Biometrics: DEFAULT

Dialing Class of Service: ACTIVE

Status: ACTIVE

Speed Dial Code:

3-Way Call Detection: DEFAULT

Max Call Dur.: 0 minutes

Description: per det

Create Date: 06/24/2010

**COVERT ALERT INFORMATION**

Alertee First Name and Last Name fields should match with the investigator's SCP User account First Name and Last Name.

Alert Phone *	Alert Email	Alert Location *	First Name *	Last Name *	Status *	PIN *	Hide Call	Last Updated
		---			ACTIVE		<input type="checkbox"/>	N/A

Covert Alert has the capability to bridge a call to an authorized remote number for those dialed numbers, phones, or inmates PIN, that are under surveillance by the investigative unit. The Covert Alert feature allows authorized personnel to monitor a call, from any designated remote location, while the call is in progress.

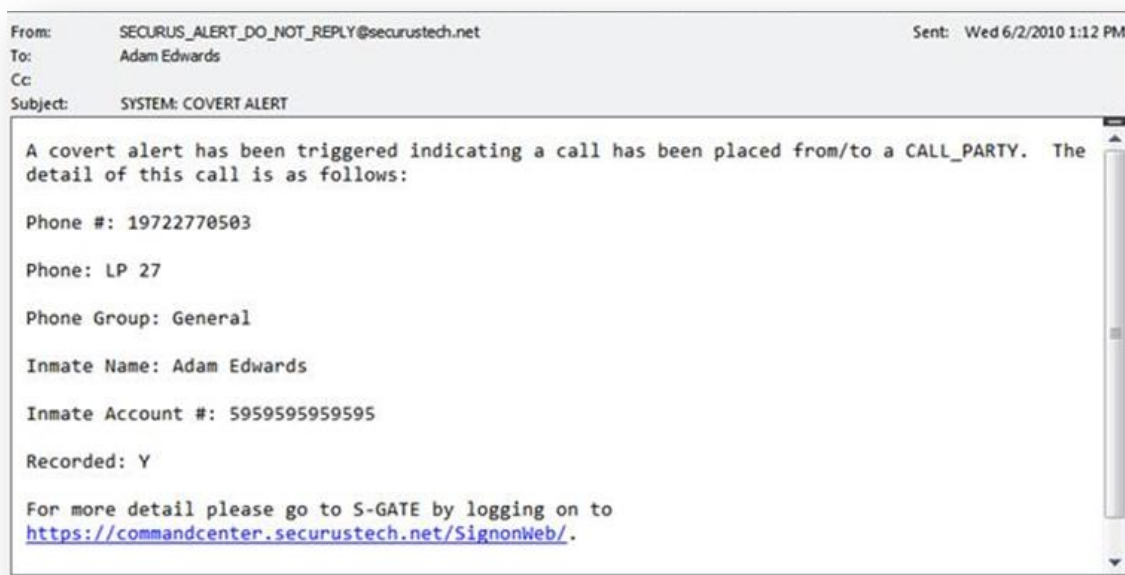
After a dialed number, phone, or inmate PIN, is assigned a “covert” status, the user simply enters a telephone number (such as cellular, home, or office), which is where he or she wants the call sent to for live monitoring. When a call is placed by an inmate, or to a phone number, or on a phone that has a covert alert trigger, it is then automatically sent to the pre-designated investigator phone number(s). A call can be sent to multiple numbers simultaneously allowing several investigators to listen into the call.

There are no distance barriers to the retrieval process so the remote telephone number can be located within the facility, or across the country. As an additional benefit, administrators may continue to monitor this call and other calls, through the on-site workstation, while utilizing the SCP user interface Live Monitor, or remote live call-forwarding feature. This allows facility investigators to effectively monitor potential illicit activities regardless of the investigator's location.

In addition, if selected an e-mail is sent to the investigator that will notify the investigator of the date, time, inmate PIN, originating telephone, and dialed number immediately after the called party accepts the call. The following figure provides a sample e-mail alert.

## Alert Notification E-Mail

*Proprietary and Confidential*



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## Additional Security Feature

As an added security feature, the investigator will be prompted for a personal identification number (PIN) when he or she receives a call from Covert Alert. The investigator's PIN must be entered and accepted before the call is connected to the investigator. This feature ensures that only the authorized person will receive Covert Alert calls. When the investigator receives a Covert Alert call, he or she will hear a message such as the following:

*"This is a covert alert call from John Smith, an inmate at an East Baton Rouge County Corrections Facility. To accept this covert alert call, please enter your investigator PIN now."*

### "Barge In"

While on the covert alert call, the investigator can terminate the call between the inmate and the called party by pressing a predetermined code. In addition to being able to disconnect the call, the investigator can also barge into the inmate conversation and speak to both the inmate and the called party by pressing a predefined "Barge In" code and confirming that they want to barge in.

The confirmation helps to eliminate an investigator from accidentally pressing the barge in code with their cheek.

This "Barge In" capability is available through both Covert Alert and on calls forwarded from SCP Live Monitor. When live monitoring a conversation, the call can be forwarded to an investigator cell phone, office phone, or other designation, allowing them to barge into the conversation using the predetermined barge in code and acceptance digit.

## Covert Alert Call Detail Record Report

The Covert Alert Call Detail Record Report allows authorized users to search for calls in which a covert alert was triggered. The report provides comprehensive detail regarding the call. The following figure is an example of the SCP user interface call detail record search used to create a covert alert report.

## Covert Alert Call Detail Report

*Proprietary and Confidential*

### Secure Call Platform

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL  
 Facility: Securus Demo Site Site: All Sites Phone Group: All Phone Groups Phone: All Phones

Covert Alert Call Detail Records Search

FILL IN SEARCH CRITERIA (\* Indicates Required Fields)

(Use \* for wild card / partial searches)

Alertee Country Code:  Alertee Dialed Number:  Alertee First Name:  Alertee Last Name:

Country Code:  Dialed Number:  Custody Account #:  PIN #:

First Name:  Last Name:

Termination Category: -- ALL -- Call Status: -- ALL --

Date Criteria: Date/Time Range Start: 05/01/2010 00:00:00 End: 04/19/2011 23:59:59

Search EXCEL PDF CSV Reset

17 Results PAGE 1 OF 2

SITE	PORT LOC	ALERTEE DIALED #	ALERTEE NAME	TERM CAT	START	END	DUR (S)	DIALED #	ACCT #PIN	NAME	CALL STATUS	PIN ACCEPT
Securus Demo Site	LP 10	2145664417	dee dee	No Investigator Acceptance	05-25-2010 16:33:31	05-25-2010 16:34:12	41	9722770591	dee2508 2508	dee qa	complete	
Securus Demo Site	LP 10	2145664417	dee dee	Parent Call Ended	05-25-2010 18:16:02	05-25-2010 18:16:17	15	9722770591	dee2508 2508	dee qa	complete	
Securus Demo Site	LP 8	2145664417	dee dee	No Investigator Acceptance	05-27-2010 13:15:33	05-27-2010 13:16:24	51	9722770596	dee2508 2508	dee qa	complete	
Securus Demo Site	je test 4	2143345467	James Rogers	No Investigator Acceptance	05-28-2010 10:13:23	05-28-2010 10:14:12	49	9723659243	898989 8899	Helen Huynh	complete	
Securus Demo Site	je test 4	2143345467	James Rogers	Covert Alert Error	05-28-2010 11:04:06	05-28-2010 11:06:38	152	9723659243	898989 8899	Helen Huynh	incomplete	

Covert Alert report results display critical information about each triggered alert such as who was alerted, what happened, call status, call start and end, duration, dialed number and more. By clicking the icon to the left of each record, users can display full call detail information for each call. **SCP's Covert Alert feature and reports have assisted in many criminal investigations throughout the country.**

7.4.26. Proposer shall indicate whether the ITS has the capability to allow PULASKI COUNTY to create, view and track service tickets associated with the ITS or Facility(s).

**Read, agree and will comply.**

Authorized Pulaski County personnel can create, view, and track service tickets associated with the ITS or facilities through the Facility Portal.

In addition, Pulaski County personnel can always email, fax, or phone service issues to the Technical Support Center.

### Facility Portal Service Center

The Facility Portal allows authorized users to perform functions, such as managing users and facility settings, ordering materials, creating and managing service tickets, and generating administrative reports.

The Service Center will allow you to create and manage your technical support tickets. You can search for service tickets by entering the ticket number in the search field or by selecting date search.

# Manage Your Service Tickets

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The screenshot displays the SecurUS Facility Portal interface. At the top, the SecurUS Technologies logo is visible with the tagline "connecting what matters". A navigation bar includes links for "FRIENDS & FAMILY", "CORRECTIONAL FACILITIES" (which is highlighted), "ABOUT US", "CAREERS", and "CONTACT US". The main heading is "Facility Portal". On the left, there is a sidebar menu with options: "Dashboard", "Portal Manager", "Commissions Reports", "General Reports", "Order Materials", "Downloads & User Guide", "Service Center", "Your Tickets", "Create A Ticket", "Date Search", "Search Tickets", "Help", "Secure Call Platform", and "Log-Out". The main content area is titled "Your Service Tickets" and contains a table with the following data:

SITE NAME	TICKET #	DESCRIPTION	LAST UPDATED	STATUS
Facility Name	13802698	Div 11 VB enrollments	2011-08-16 09:56:04	Closed
Facility Name	13799289	Voice Biometrics - the customer is enrolling/re-enrolling inmates in VB at Division 11...	2011-08-12 11:06:18	Closed
Facility Name	13792501	Report Request: Calls completed in 2008 from Division 1, Tier B-4 Call period is 9/1...	2011-08-05 15:19:43	Closed
Facility Name	13783054	customer reports that he creates an iso image to burn to DVD and when image was downlo...	2011-07-29 10:24:54	Closed
Facility Name	13782536	Voice Biometric - Re-enrollments the customer is doing re-enrollments of inmates at t...	2011-07-28 11:10:58	Closed

Below the table, there is a summary showing "1 2 3 4 Total Tickets" with a small green icon.

By clicking on the ticket number, a detailed report pops up like the one shown below. If a ticket is closed you can review all the previous notes and the final resolution at any time. If the ticket is currently open, you can create a new journal note. Consent to close a ticket can also be performed using the notes section.

## Ticket Detail

*Proprietary and Confidential*

The screenshot shows the SecurUS Facility Portal interface. On the left is a navigation menu under 'Marketing' with options like Dashboard, Portal Manager, Reports, Order Materials, Downloads & User Guide, Service Center, Your Tickets, Create A Ticket, Date Search, Search Tickets, S-Gate, and Log-Out. The main content area is titled 'Ticket Details #13529104'. It displays the following information:

- TICKET #13529104**
- Call Description: female pod N block phone not working
- Ticket Priority: 3
- Ticket Status: Closed
- Date Opened: 12/20/2010 8:14:24 AM
- Last Update: 12/20/2010 8:51:24 AM
- Solution Description: reset sips

Below this is a 'JOURNAL NOTE ENTRIES' section with two entries:

Location	Date	Description
Igreathouse	12/20/2010 8:40:03 AM	Issue Resolved - Waiting for Customer Approval
Igreathouse	12/20/2010 8:39:53 AM	Authorization Obtained from: Hogan

At the bottom of the ticket details is a button labeled 'Create A New Journal Note'.

## Create a Service Ticket

To open a service ticket, select create a ticket and then complete the service ticket form.

## Create a Ticket

*Proprietary and Confidential*

The screenshot shows the 'Create Service Ticket' form in the SecurUS Facility Portal. The navigation menu on the left is identical to the previous screenshot. The main content area is titled 'Create Service Ticket' and contains the following form fields:

- Site:
- Problem Category:
- Subcategory:
- Suggested Priority:
- Problem Description:

Below the form is a button labeled 'Submit Ticket'.

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## Technical Support Center

Securus provides superior customer service capabilities from a State-of-the-Art customer service center at our headquarters in Carrollton, Texas. Securus' Technical Support Center (TSC) is staffed by 50 support technicians to ensure quick problem resolution and quality customer service. The average tenure of our support management is 5 years with our technicians averaging 3 years. Securus has recently celebrated 25 years of operation in the corrections industry and our support staff's experience is second to none.

Securus' TSC serves as a single point of contact for facility staff to request service or make inquiries 24 hours a day, 7 days a week, 365 days per year and has four convenient methods of contact:

**Telephone: 866-558-2323**

**E-Mail: [technicalsupport@securustech.net](mailto:technicalsupport@securustech.net)**

**Fax: 800-368-3168**

**Web portal @ <https://www.securustech.net/facility/Default.asp>**

The TSC uses a call distribution system to automatically manage the flow of inbound customer calls, routing calls directly to our support technicians in a skills based, platform specific manner. Securus establishes response times and service level agreements that accomplish our key objective of providing timely resolution to each request.

Upon contact from a facility each service request is assigned one of three initial priority levels, each with its own resolution and escalation timelines. Every effort is made to resolve the problem remotely within the designated timeframes and many service requests can be resolved during the initial request. If the service request cannot be resolved remotely, a field service technician is dispatched to the facility to expedite resolution.

The TSC uses an event tracking system that logs, tracks, manages and assures appropriate response to all service requests. The service request generates a trouble ticket with priority level assignment which drives diagnosis and response processes. The support technician performs initial problem diagnosis and isolation procedures, determines the nature of the problem and either resolves the problem or engages the appropriate party for problem resolution. The TSC retains ownership of all service requests and is responsible for the escalation and update functions.



7.4.27. Proposer shall ensure continuous diagnostics and supervision for call processing and call recording. Proposer shall be capable of performing remote diagnostics to the ITS to determine if a problem exists with the telephone, station port, channel, line, etc.

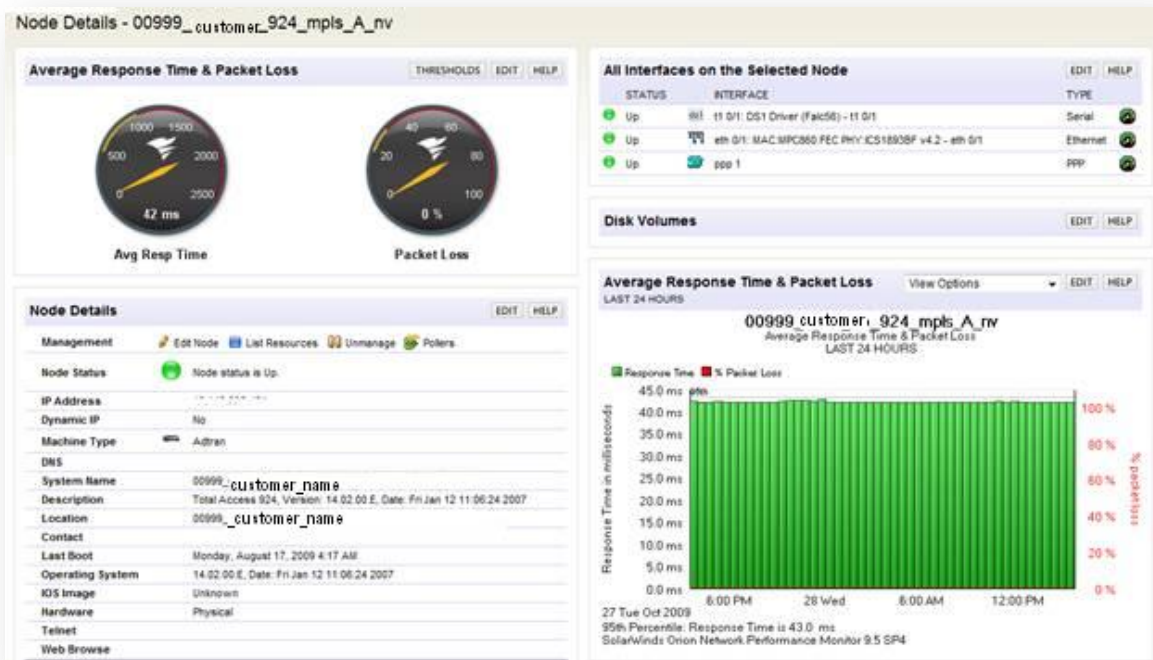
✓ **Read, agree and will comply.**

All SCP ITS phones and equipment used to store recordings is monitored by the Securus' fully staffed Network Operations Center 24x7x365 to ensure that the total system is functioning normally. The Securus Network Operations Center uses the industry standard Orion by Solar Winds network monitoring application to proactively monitor phones and constantly "ping" and watch over your SCP installation. We are constantly checking the system to ensure optimum performance and to anticipate the need for additional network or capacity.

Visual monitoring in our Network Operations Center is achieved through the utilization of several key screens that are constantly being updated and monitored by our personnel in our Network Operations Center. For example, the following figure is a screen shot of the monitoring screen that is used to continually ping and monitor equipment on-site at the customer's facility.

### Adtran and Connection

- *Proprietary and Confidential*



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If a connection or port becomes defective for any reason, the system will provide an alarm notifying Securus Network Operations Center that there is a problem at your facility. Network Operations Center personnel will take specific actions to resolve the problem remotely. If the problem cannot be resolved remotely, your Securus Field Technician will be dispatched immediately to resolve the problem.

Proactive network monitoring allows us to diagnose and resolve issues on your system, often before you notice a problem yourself—our records indicate that our monitoring systems reduced direct facility service issues by approximately 40 percent, because it discovers and resolves issues before they become a problem for the facility.

### **Network Operations Center**

To ensure that our SCP ITS will operate 24x7x365, our Field Technicians perform proactive routine checks of all phones, network connections, and hardware. You will see our personnel on-site making test calls, checking equipment and communicating with Facility personnel. Our continual monitoring of the network from our Network Operations Center backs up our Field technicians.

The Securus Network Operations Center (NOC) is located within our corporate headquarters in Dallas, Texas. The center is staffed 24 hours a day, 7 days a week, 365 days a year. The center is staffed with highly skilled administrators trained to monitor, diagnose and resolve any potential system or network abnormality, or escalate the issue to appropriate Information Technology (IT) support personal.

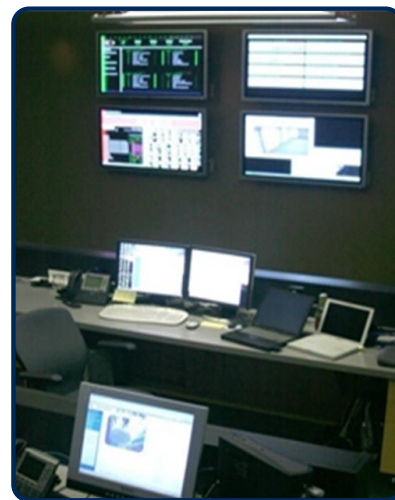
### **Premium Network Monitoring Capabilities**

Securus proactively identifies potential system and network abnormalities through a centralized diagnostic application, Orion by Solar Winds. This network management software allows Securus personnel to continuously monitor all hardware, software and system metrics.

Through our network monitoring practices, we are able to:

Enable proactive repairs to a system before it goes down. Many times corrections are made before a system shows signs of an issue and before the facility is aware of a problem. This means less down time and increased system reliability for the facility.

### **NOC Monitoring Center**



*NOC Administrators monitor, diagnose and resolve any system or network abnormalities in the Securus Network Operations Center.*

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Alert remote or on-site engineers of any system threshold inconsistencies or alarms. If detected:

- Alerts are sent to the NOC to track the event.
- The NOC communicates with engineers through email, SMS (short message service), or directly through a wireless phone to address the issue.

Receive real time alerts when the system detects an error.

- Identifies that the Network Elements health threshold has been exceeded or if any other potential system issue has been discovered. Additionally, volume thresholds are established for each transport carrier on core node equipment at each data center, alerting Securus personnel of possible carrier network issues.

Monitor call traffic patterns, bandwidth detail, and network life cycle management to ensure sufficient resources are in place. A separate Capacity engineering team reviews call traffic volume reports and storage requirements throughout all systems.

Centrally monitor all calling traffic and reporting to determine if increase or decreases in the number of telephones are needed. Upon agreement by the customer, the service and operations team will install any additional telephones required.

### **Infrastructure Inspections**

System Administrators make scheduled inspections of all systems and routinely perform preventative maintenance and software enhancements. These activities are controlled by a production change control steering group. Additionally, change control practices have been reviewed and are compliant with Sarbanes Oxley.

### **Securus Calling Platform Provisioning Standards**

All Securus calling platforms interface with industry standard analog- and digital provisioned telephony circuits, such as the following services:

- POTS (plain old telephone service)
- ISDN (Integrated Services Digital Network)
- PRI (Primary Rate Interface)
- DS-1/T-1 (Digital signal 1, also known as T1)
- DS-3 (Digital signal 3)

The PRIs (Primary Rate Interfaces) provide detailed information for advanced call routing and call progression, and enforce outgoing service for our legacy platforms. MPLS (Multiprotocol Label Switching) circuits, DSL (Digital Subscriber Line), and POTS lines are used for our centralized, packet-based platform, called SCP.

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7.4.28. The ITS shall comply with the Americans with Disabilities Act (“ADA”) requirements including, but not limited to, providing telephones which are accessible to persons in wheelchairs and providing devices that are compatible with Telephone Devices for the Deaf (“TDD”).

✓ **Read, agree and will comply.**

Securus will provide accommodations necessary to comply with the Americans with Disabilities Act (ADA). Securus’ program for inmates who are deaf or hearing impaired allows those inmates to place outgoing telephone calls using a text telephone (TTY) device that is integrated with SCP.

## **TDD and TTY Telephones**

The following information is the manufacturer-provided specifications of the TTY device Securus will provide.

Securus is proposing the PortaView TTY/TDD phone model. The following information is the manufacturer-provided telephone specifications:

### **Features/Options**

These TTY/TDD phones provide the following features/options:

- Built-in 20-character display
- 32K character memory
- Four-row keyboard
- Pre-recorded greeting messages
- GA-SK combination keys for easy typing
- Acoustic cups to fit round and square handsets



7.4.28.1. Proposer shall provide the number of TDD telephones and ports specified in Appendix A Facility Specifications

✓ **Read, agree and will comply.**

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7.4.28.2. Proposer must indicate how the TDD telephones work with the proposed ITS.

✔ **Read, agree and will comply.**

The technology provided uses dedicated ports on the SCP system and eliminates the need for a correctional officer or staff member from initiating the call process.

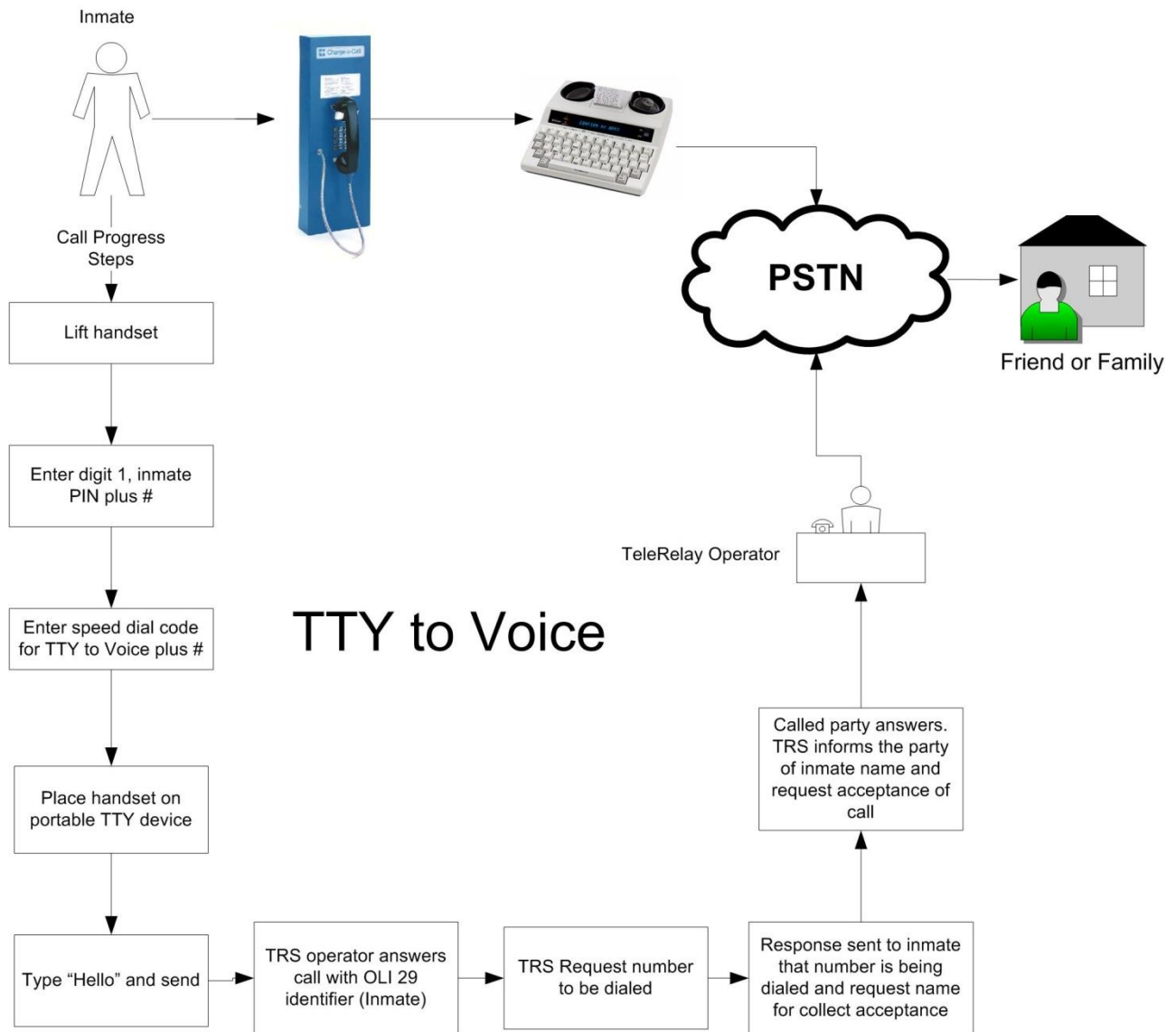
Integrating the TTY call through SCP allows for various policy and security measures that would be specified by the State, such as time limits, call recording, remote printing of the content of the calls, prevent redialing, etc.

**Inmate Call Using TTY Phone Calling through Relay Service Operators (TTY to TRS)**

The inmate calling process is initiated when the inmate types the information into the TTY device that dials out through the SCP to the state's Telecommunication Relay Center (TRS). The information will include the inmate's PIN along with a pre-set toll-free number that dials directly to the TRS operator. With TRS, a special operator communicates back to the inmate to confirm the connection and begins the call connection process to the called party. Charges to the called party will be rated and billed by the relay service provider.

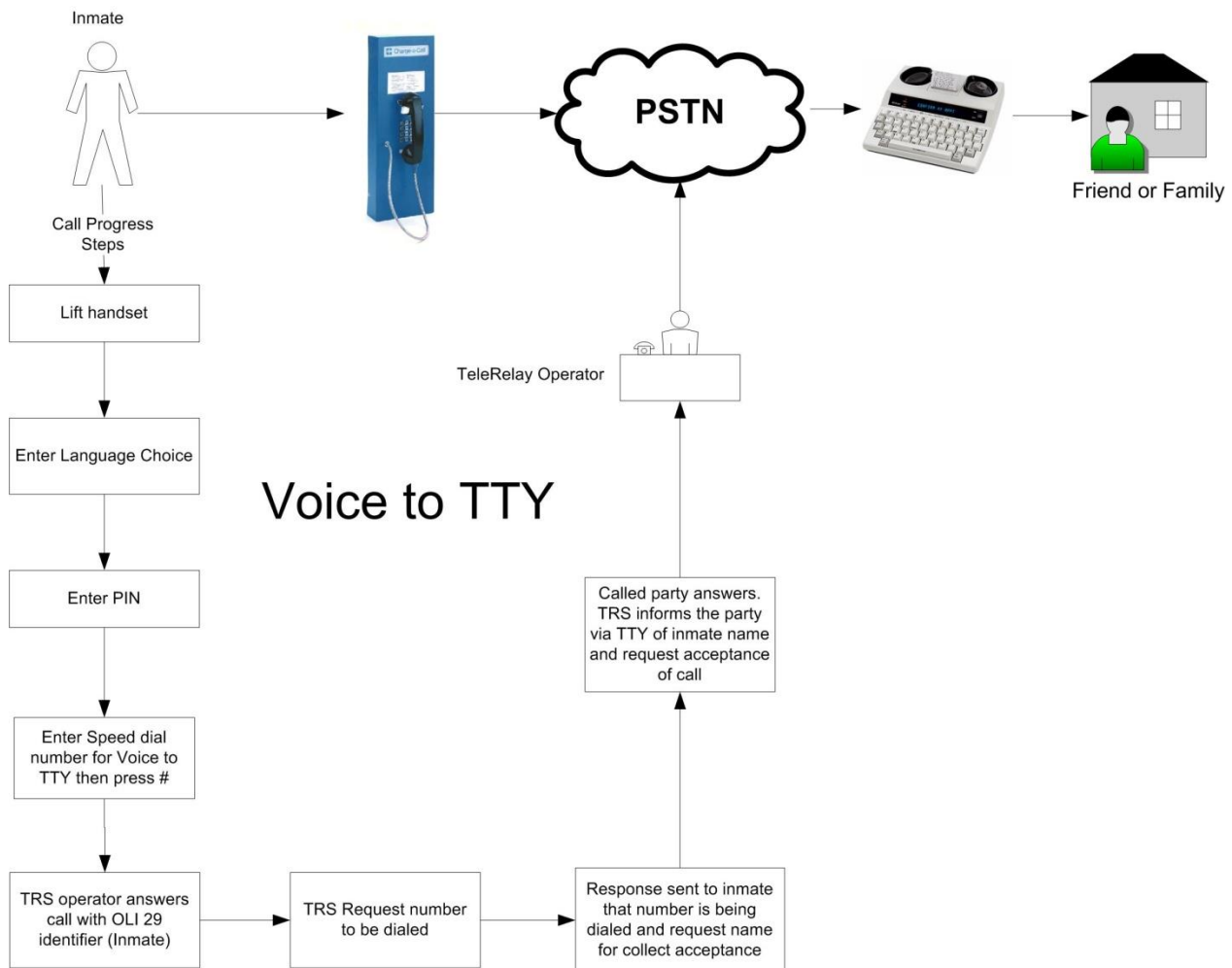
## Inmate Call Flow Using TTY to Voice

*Proprietary and Confidential*



## Inmate Call Flow Using Voice to TTY

*Proprietary and Confidential*

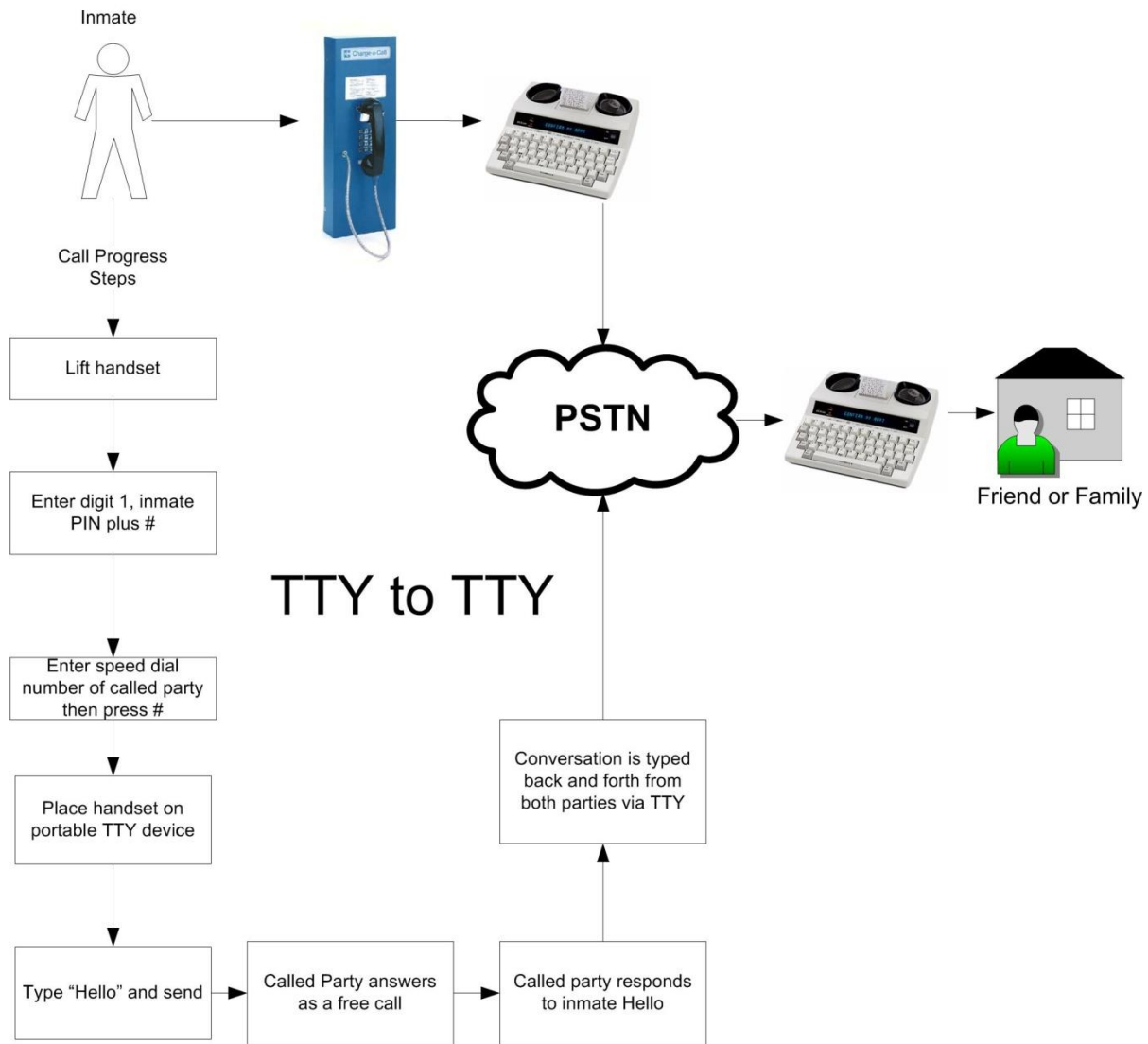


### **Inmate Call Using TTY Phone Calling Another TTY (TTY to TTY).**

When a hearing impaired inmate places a call utilizing a TTY phone to a friend or family member utilizing a TTY phone must include the called party on his/her PAN list. The same call restrictions associated with a hearing inmates call will apply. Charges to the called party will be rated and billed by Securus and inmates can also place debit calls.

## Inmate Call Flow Using TTY to TTY

*Proprietary and Confidential*



7.4.29. The ITS must offer the called party an option to receive a rate quote during the call acceptance process.

✓ **Read, agree and will comply.**

The SCP provides a feature that allows the called party to be informed of the call cost prior to acceptance. Once selected, the prompt will inform the called party of both the initial costs, and any additional per-minute costs. This feature, when implemented,



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notifies the called party of this option during the call acceptance process. This option is repeated to the called party a minimum of two times during the initial call process.

After the called party is notified by the SCP that they have a collect call from the County, the called party will hear a quote rating the cost of the call.

An example of what the rate quote would state is *“The cost of this call is \$0.25 per minute.”* The stated rates are dynamic and are calculated according to industry standard mileage using V and H coordinates of the originating and terminating locations. Quoted rates will indicate the actual billed rates, and can be discounted according to time of day and day of week. This feature must be enabled for all interstate interLATA calls to meet the requirements of the FCC. The feature can also be enabled for other types of calls including local and intraLATA calls.

7.4.30. The ITS shall be able to accommodate pro-bono calls to consulates for all countries which may be required for ICE detainees. This option, when requested by PULASKI COUNTY, shall be provided at no cost to PULASKI COUNTY. Proposer shall accept PULASKI COUNTY’s direction for how pro bono calling services are configured via the ITS.

✔ **Read, agree and will comply.**

The SCP accommodates pro bono calls to Consulates for all countries that may be required for ICE detainees. Securus will provide this option, when requested by Pulaski County, at no cost to the State. Securus will accept Pulaski County’s direction for how pro bono calling services are configured via the SCP.

7.4.31. Proposer shall be able to establish a Crime Tip voicemail at no cost to PULASKI COUNTY. Calls to the informant line shall be free and shall be routed via the ITS to a destination or voicemail box designated by PULASKI COUNTY.

✔ **Read, agree and will comply.**

The Informant Line provides investigators the ability to set up any phone, a voice mail box or answering machine to be called by “informants” / offenders without any indication in the call detail reports, global lists, or to other offenders. It is a completely anonymous call and all information may be hidden from normal investigator views.

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### **Informant Line Setup Process**

1. User connects to the SCP user interface with credentials that have access to modify Informant Line calls
2. Navigate to Global List and create a new entry
3. Enter the following information
  - a. Dialed Number for informant to call
  - b. Select options to show this number, port, speed dial, or offender account information as “unlisted” in CDR reports
  - c. Private if applicable (private calls will not be recorded)
  - d. Select the Dialing Class Of Service “Informant Line”
  - e. Set the number as “active”
  - f. Enter the Speed Dial Code for informant to dial (example: 111)
  - g. Set 3-Way Call Detection (Enabled/Disabled)
  - h. Enter a Description if desired
  - i. Select option to hide phone location in CDR reports
4. Click “Create”

### **Informant Line CDR Reporting Process**

Investigator must have security level access to view these calls in a CDR report. If the user has not been granted access to view “informant line” calls in the CDR report, these calls will simply not be displayed. For those very few users who have this level of access...

1. Investigator navigates to CDR report in the SCP user interface
2. Investigator searches by the call type “Informant Line” within the specific time frame
3. Investigator retrieves results
4. Investigator can playback calls if authorized but CANNOT play back calls have been set up as Private
5. Investigator can ONLY see “unlisted” if the option was chosen during set up for the phone number
6. Station ID/Port Location is hidden if selected to be hidden during set up
7. The Offender ID or Pin is NOT shown on the CDR report

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8. Investigator with CDR view access cannot view the set up in the Global List

**Informant (Inmate) Process**

1. Inmate picks up the phone
2. Inmate enters language selection
3. Inmate enters either Speed Dial Code or Dialed Number as configured

\*system recognizes the call is to an “informant line” and does not ask for a PIN

4. Call goes out to the specified phone number
5. Live Investigator receives the call and is not required to accept the call or any admonishments, it simply connects
6. Informant is now connected with Investigator

7.4.32. Proposer shall work with PULASKI COUNTY to implement a reporting line which complies with the Prison Rape Elimination Act (PREA) of 2003. At a minimum, Proposer shall:

 **Read, agree and will comply.**

Securus’ PREA feature is an offender crime reporting tool that provides offenders with a secure way to provide crime tips and/or leave contact information for follow-up, if they desire. The SCP system anonymously records all messages left on the PREA Hotline, allowing offenders to provide crucial information without being exposed as an informant. Offenders can choose to report:

Information pertaining to possible criminal activity, including narcotics and fraudulent activities

- A crime that has already taken place
- A threat to their safety
- Anything that they feel necessary to the investigative staff

The offender’s identity remains anonymous, or he/she may leave a name for the facility to reward the offender for information leading to the successful prevention of a crime, or the apprehension of any individual caught in the act of committing a reported crime.

The Securus PREA feature includes:

- A pre-arranged telephone number (designated by the facility), provided to all offenders
- An option to listen to all or selected recorded messages
- An option to burn specific information onto CDs for use as evidence

- 
- A way to generate reports of all recorded messages with the date and time of the message
  - A way to leave an anonymous reply message to the offender

7.4.32.1. Route free calls via the ITS to a destination or voicemail box designated by PULASKI COUNTY which may or may not be the same as that used for the PULASKI COUNTY informant line.

✔ **Read, agree and will comply.**

Securus will route free calls via the SCP to a destination provided and designated by the Pulaski County, and which may be the same as that used for the Pulaski County information line.

7.4.32.2. At no cost to COUNTY, provide a free voicemail box on the inmate voicemail system to PULASKI COUNTY dedicated for PREA calls to which the calls will be routed as free.

✔ **Read, agree and will comply.**

Securus' PREA feature provides offenders with a secure way to provide tips and/or leave contact information for follow-up, if they desire. The telephone line for PREA calls will be provided at no cost to Pulaski County, and the calls will be routed as free.

7.4.32.3. ITS shall have the capability of allowing inmates to place PREA calls or leave messages Anonymously.

✔ **Read, agree and will comply.**

The offender's identity remains anonymous, or, he or she may leave a name for the facility to reward the offender for information leading to the successful prevention of a crime, or the apprehension of any individual caught in the act of committing a reported crime.

7.4.32.4. PULASKI COUNTY, at its sole discretion, may or may not choose to monitor and record PREA calls.

✔ **Read, agree and will comply.**

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## **7.5. Security Features**

7.5.1. The ITS shall prohibit:

7.5.1.1. Direct-dialed calls of any type;

✔ **Read, agree and will comply.**

Securus uses an automated operator exclusively and does not allow direct-dialed calls of any type.

7.5.1.2. Access to a live operator for any type of calls;

✔ **Read, agree and will comply.**

Securus uses an automated operator exclusively and does not allow access to a live operator for any type of call.

7.5.1.3. Access to “411” information services unless permitted by PULASKI COUNTY;

✔ **Read, agree and will comply.**

SCP prohibits access to “411” information services.

We currently and will continue to maintain a global call blocking table is established, which immediately prevents inmates from making calls to specific numbers. Typically, the database includes numbers to local judges, sheriffs, facility personnel, jury members, attorneys and witnesses. Because a global call blocking table may contain thousands of entries, Securus’ SCP offers unlimited blocking potential.

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

To provide maximum convenience to facility personnel, authorized facility personnel can administer blocked numbers using our single-point access SCP user interface Web site, or by calling Securus’ Technical Support directly. All blocked numbers have an associated “Note” field stored in the blocked number database to record specific information for future reference.

7.5.1.4. Access to 800, 866, 888, 877, 900, 911, and any other 800 or 900 type services; and

✔ **Read, agree and will comply.**

SCP prohibits access to 800, 888, 877, 900, 911, and any other 900-type services.

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During installation, a global call blocking table is established, which immediately prevents inmates from making calls to specific numbers. Typically, the database includes numbers to local judges, sheriffs, facility personnel, jury members, attorneys and witnesses. Because a global call blocking table may contain thousands of entries, Securus' SCP offers unlimited blocking potential.

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

To provide maximum convenience to facility personnel, authorized facility personnel can administer blocked numbers using our single-point access SCP user interface Web site, or by calling Securus' Technical Support directly. All blocked numbers have an associated "Note" field stored in the blocked number database to record specific information for future reference.

7.5.1.5. Access to multiple long distance carriers via 950, 800 and 10 10-XXX numbers.

 **Read, agree and will comply.**

SCP prohibits access to long distance carriers via 950, 800, and 10 10-XXX numbers.

During installation, a global call blocking table is established, which immediately prevents inmates from making calls to specific numbers. Typically, the database includes numbers to local judges, sheriffs, facility personnel, jury members, attorneys and witnesses. Because a global call blocking table may contain thousands of entries, Securus' SCP offers unlimited blocking potential.

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

To provide maximum convenience to facility personnel, authorized facility personnel can administer blocked numbers using our single-point access SCP user interface Web site, or by calling Securus' Technical Support directly. All blocked numbers have an associated "Note" field stored in the blocked number database to record specific information for future reference.

7.5.2. The ITS shall prevent call collision or conference calling among telephone stations.

 **Read, agree and will comply.**

SCP is designed to prevent call collision or conference calling among telephone stations. Securus can prevent call collision or conference calling among telephone stations through the ICER (Inmate Inter-Communications Evaluation and Reporting) solution.

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ICER technology can detect calls from inmates at your facility to inmates within your County facilities and at other facilities. Inmates commonly make inmate-to-inmate calls using these following methods:

- Called party-enabled three-way calling
- Automated bridge
- Called party using a speaker phone

#### ICER Key Features

- The only system that detects and reports these potentially dangerous calls—free of charge
- Provides comprehensive nationwide coverage – regardless of locations or methods used
- Hundreds of inmate-to-inmate calling events already detected in 10 state and county facilities in just three months
- ICER testing uncovered the significant extent of the invisible inmate-to-inmate calling problem

#### ICER Benefits Made Available Only Through SCP

Only Securus can maximize results for DPSCS – With more than 2,200 facilities, more than 850,000 inmates served by Securus platforms each month, and SCP's centralized network, Securus will provide more powerful ICER results than any other inmate telephone provider.

### Three-Way Conference Calling Fraud Detection

Securus' three-way prevention system has been awarded several patents and is one of the best three-way detection systems in the world. With the release of SCP's (Secure Call Platform) new digitally clean line transmission, our three-way prevention system has increased its capabilities to efficiencies never before achieved.

When a three-way event is noted, the system will do one of three things (based on the facility's choice):

- Disconnect the call with messaging to inmate and called party
- Mark the call with no interruption to the call
- Warn the inmate that third party calls are not allowed

This feature prohibits the major fraud practice possible with other automated and live-operator systems. Inmates could enlist the aid of an outside accomplice to “conference” them, via Central Office-provided three-way calling, to an “unrestricted” line, bypassing the system controls. Without this protection, inmates have in effect, unrestricted access to the outside world, defeating the correctional objectives and policies of the institution along with subjecting the public to inmate harassment and fraud. SCP is unique in its

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ability to detect and foil an accomplice’s attempt to activate the three-way call feature by immediately disconnecting the call upon detection. Securus’ SCP has the unique ability to disable three-way call detection on a particular number or groups of numbers, such as attorneys.

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

Securus’ patented three-way call detection feature has been proven and certified in independent tests.

### Three-Way Detection and Prevention

Simply having the best three-way call detection in the industry was not enough for Securus. Recent advancements in our three-way call detection methodology have led our customers to tell us they believe **our three-way call detection operates nearly flawlessly**. This led Securus to commission an outside firm, SIBRIDGE consulting, to verify the accuracy of the three-way call detection feature.

The SIBRIDGE study collected and audited call recordings and event logs for approximately 6,000 calls. This **independent test** of our new three-way calling detection capability revealed Securus’ overall performance to be near perfect. No other competitor comes close to our performance.

With all three-way call blocking methods, the technology requires “specific usage finessing” as well as science. Its configuration will be customized by Securus to adjust sensitive parameters and thresholds for optimum performance.

### Remote Call Forwarding Detection

Securus leads the industry in fraud detection and prevention and is pleased to offer real-time Remote Call Forwarding Detection (RCFD) specifically designed for our SCP proposed in this response. Our RCFD solution provides the ability to immediately terminate a call in real time if it detects that a called party’s telephone number is call forwarded to another telephone number.

As an added feature, SCP can be configured to not terminate the call, but simply make a “notation” in the database on the specific inmate’s call if false disconnects are a concern. The SCP user interface secure Web site provided by Securus allows authorized users the ability to create Call Detail Reports for those RCFD calls by selecting the “RCF” flag or using the specific termination code “Call Forwarding Detected” as shown in the graphic below.



## Call Forward Detection

*Proprietary and Confidential*

The screenshot displays the Securus Secure Call Platform interface. At the top, the logo 'SECURUS' and 'Secure Call Platform' are visible, along with navigation links for HOME, SYSTEM, MONITOR, TOOLS, ADMIN, and FACILITY PORTAL. The 'Facility Routing Number: 9900' is shown in the top right. Below the navigation bar, there is a 'MANAGEMENT LEVEL' section with dropdown menus for Facility (Securus Demo Site), Site (Kellaway Test Lab-Allen), Phone Group (All Phone Groups), and Phone (All Phones). The main section is titled 'Call Detail Records Search' and contains a search form with various criteria: Country Code, Custody Account #, First Name, Dialect Number, PIN #, Last Name, Destination Zone (set to -- ALL --), Prepaid Account #, Termination Category (Call Forwarding Detected), Blocked Reason (set to -- ALL --), Call Type (set to -- ALL --), Call Status (Complete), Date Criteria (Date/Time Range), Start (06/02/2011 00:00:00), End (06/02/2011 23:59:59), Results Per Page (100), and a Phone list (LP 1, LP 10, LP 11). On the right side, there are checkboxes for International, Watched, Private, 3-way, Voice Biometrics, Test Call, and RCF. At the bottom, there are buttons for Search, EXCEL, PDF, CSV, and Reset, along with a 'Terms and Conditions' link and a copyright notice for Securus Technologies, Inc. All Rights Reserved.

In addition, Securus is offering, as an optional service, continuous voice verification from JLG, which can help to identify if these types of calls are taking place through post call analysis, but does not provide the ability to prevent the calls mandated by this requirement.

7.5.3. The ITS shall be able to shut down and/or disable an individual telephone or telephone group(s) quickly and selectively without affecting other telephones or telephone group(s). PULASKI COUNTY must be able to shut down the ITS via a workstation, the ITS user application and/or by cut-off switches at several locations including, but not limited to:

### ✓ **Read, agree and will comply.**

Securus' SCP provides complete flexibility in disabling telephone use at any time of day through manual intervention. County users can shut down an individual telephone or telephone groups quickly and selectively, without affecting other telephones or telephone groups.

SCP allows authorized users to immediately disable a telephone, group of telephones, or entire facility, using any personal computer with access to the Internet via the SCP user interface. Securus is one of the only providers to offer this capability to authorized users, anytime, from anywhere, 24 hours a day, 7 days a week. This is a major time-

saving convenience for all participating users. This function allows authorized users to either kill the call immediately or allow the current call to finish while not allowing any more calls.

## Disabling Telephones

*Proprietary and Confidential*

Secure Call Platform Facility Routing Number: 99001

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL

Facility: Securus Demo Site Site: Kellway Test Lab Alien Phone Group: All Phone Groups Phone: All Phones

General Global Lists Call Schedules Call Forwards Phone Groups Virtual Groups

GENERAL SITE INFORMATION (\* indicates Required Fields)  
(Use \* for wild card / partial searches)

Name: Kellway Test Lab Alien  
Status: **Enable** (dropdown menu open showing Enable and Disable)  
Maximum Call Duration: Maximum allowed: 60 minutes  
Call Schedule: None Selected  
3-Way Call Detection: ENABLED  
RCF Detection: ENABLED  
RCFD Action: ---  
Calling Restrictions: None Selected  
Voice Biometrics: DEFAULT

Update Cancel

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

7.5.3.1. At demarcation location;

✓ **Read, agree and will comply.**

Users can shut off the SCP system using manual cut-off switches at demarcation location.

7.5.3.2. Central control; and

✓ **Read, agree and will comply.**

Users can shut off the SCP system using manual cut-off switches at central control.

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7.5.4. The ITS shall not accept any incoming calls with the exception of inmate voicemails from allowed users.

**✔ Read, agree and will comply.**

SCP does not allow incoming calls at any time. To assure the Securus system provides maximum security; the trunks in the SCP data center are provisioned outgoing-only, ensuring that no incoming calls can reach the inmate. Securus will perform full testing of these trunks, verifying compliance with this requirement.

The Securus SCP is centralized in a Carrier Class data center and presents caller ID information to all called party local service providers during call setup as required. The default information presented will display “Securus” as the caller ID name and “(800)844-6591” as the caller ID telephone number. The number presented in the caller ID package is the direct access number to the Securus Correctional Billing Services, our wholly owned called party billing provider. The Securus SCP has configurable control over the number presented to the called party and can present this information as required by the Pulaski County Sheriff’s Department; however it’s been our experience that some carrier features will not allow undefined caller ID information calls to terminate on their network.

7.5.5. Proposer shall provide a detailed explanation of the information displayed on the called party’s caller ID each time a call from the Facility(s) is placed (e.g. unknown number, Proposer’s customer service number, B-1, ANI, etc.).

**✔ Read, agree and will comply.**

SCP does not allow incoming calls at any time. To assure the Securus system provides maximum security; the trunks in the SCP data center are provisioned outgoing-only, ensuring that no incoming calls can reach the inmate. Securus will perform full testing of these trunks, verifying compliance with this requirement.

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7.5.6. Upon detection of such, the ITS shall have a fraud prevention feature that can interject pre-recorded announcements, at any time during the conversation, informing the parties that the call is from a correctional facility,



✓ **Read, agree and will comply.**

The SCP -ITS will have a fraud prevention feature configured to randomly interject pre-recorded announcements throughout the duration of the conversation. These announcements may include a recording that the call is from a correctional facility, extra digits were identified, the parties have been silent, etc.

### Voice Overlays

Securus' SCP allows voice overlay messages to be played throughout the call as an additional fraud protection feature. The established message may be programmed to play at one-minute increments or a random setting. An example of a voice overlay message is *"This call is from a correctional facility."*

Voice overlay can be configured by customer in the following ways:

- Play the message randomly or a fixed number of times per call
- Set the number of times to play the message during the call
- Change the time between when the message plays and when to play the next message
- Set the delay between call acceptance and when to play the first message
- Set the amount of time before the end of the call to play the message

7.5.7. The ITS shall allow the called party to block their telephone number during the call acceptance process. The called party should be able to either block calls only from the specific inmate or all calls from the jail.

✓ **Read, agree and will comply.**

SCP plays a prerecorded message when the called party answers the telephone, which announces the call and informs the called party if the call is collect or prepaid, name of the facility, and that the telephone call can be monitored and/or recorded.

For example, the called party hears, "You have a collect call from an inmate, "John Doe," at an East Baton Rouge Corrections facility. This telephone call may be monitored or recorded." They then hear the following menu options:

- *"To accept this call, press 1."*
- *"To refuse this call press 2."*

- 
- *“To hear the rates and charges for this call, press 7.”*
  - *“To block future calls to your number, press 6.”*

The prerecorded message is played to both the inmate and the call recipient. The prerecorded message is available in English and Spanish. SCP can be configured to provide language prompt instructions to the inmate in as many as nine additional language prompts if required by the County.

7.5.8. As specified by PULASKI COUNTY, the ITS shall have the capability to allow calls to specific numbers at specified times during the day. Specific days and multiple periods throughout each day need to be configurable.

✔ **Read, agree and will comply.**

The Securus SCP can allow calls to specified numbers at specified times during the day. Securus' Calling Restrictions enable the control of calling activity, such as call durations by inmate, by port, by multiple phone groups, by customer, or by facility. Calling activity may also include allotted limits and thresholds applied to phone numbers and inmates by attempt or to control an inmate's calling activity.

SCP provides the facility with the capacity to set a maximum time limit for any type of call and/or all calls related to an individual PIN and/or all PINs. In addition, multiple restrictions may be tagged to any PIN or telephone number associated with a PIN.

Examples of restrictions are:

- Maximum duration of a call for PIN
- Maximum number of calls from that PIN per day/week/month, etc.

To relieve facility staff from calling restriction maintenance responsibilities, all imposed calling restrictions are automatically managed by the calling platform.

If court restraining orders or called party financial conditions require a limit to the amount of time or monthly cost of inmate calling to a particular party, the system automatically complies with such restrictions by denying calls when maximum restrictions are met.

**Securus' Calling Restrictions also provide additional PIN suspension features to further assist facility staff in maintaining control of inmate activity.**

**A single inmate's PIN or any number of inmates' PINs may be suspended for a specified time from either the on-site administrative terminal or an authorized remote terminal. This suspension feature, frequently used for punitive reasons, allows the facility to deny telephone privileges to one or more inmates without affecting other inmates who share the same inmate telephones. The length of**

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**time for PIN denial is entered and automatically policed, enforced, and released by the system.** The system will automatically reset the PIN to allow calls on the day requested, with no manual intervention required. This feature allows inmates, if necessary, to make privileged calls even while on suspension from other calls. Direct manual control of this suspension feature is also allowed from the on-site administrative terminals or authorized remote terminals.

7.5.9. The ITS shall be capable of limiting the length of a call, providing service at specified times of the day and allowing a maximum number of calls per inmate, per month. The current call time limit for the Facility(s) is Specified in **Appendix A – Facility Specifications**.

✔ **Read, agree and will comply.**

The SCP can be set to limit the length of a call, providing service/prompts at certain times of the day, and allow a maximum number of minutes or seconds per inmate, per month.

## Calling Restrictions

Securus' Calling Restrictions enable the control of calling activity, such as call durations by inmate, by port, by multiple phone group, by customer, or by facility. Calling activity may also include allotted limits and thresholds applied to phone numbers and inmates by attempt or to control an inmate's calling activity.

SCP provides the facility with the capacity to set a maximum time limit for any type of call and/or all calls related to an individual PIN and/or all PINs. In addition, multiple restrictions may be tagged to any PIN or telephone number associated with a PIN.

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This suspension feature, frequently used for punitive reasons, allows the facility to deny telephone privileges to one or more inmates without affecting other inmates who share the same inmate telephones. The length of time for PIN denial is entered and automatically policed, enforced, and released by the system. The system will automatically reset the PIN to allow calls on the day requested, with no manual intervention required. This feature allows inmates, if necessary, to make privileged calls even while on suspension from other calls. Direct manual control of this suspension feature is also allowed from the on-site administrative terminals or authorized remote terminals.

## Programming Calling Schedules

If the facility needs predetermined schedules to shut off the telephones during certain times of the day or night, automated calling schedules can also be assigned. Automated calling schedules relieve the facility staff from manually performing this task on a daily basis.

Calling schedules control when inmates can place calls by setting multiple on- and off-times of day, within a week, and by day of week. Calling schedules can be configured and applied to individual telephones, groups of telephones, individual inmates, and globally.

## Programming Calling Schedules in SCP

*Proprietary and Confidential*

SECURIX  
Secure Call Platform

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL  
Facility: [Select] Role: [Select]

Security Service Site: [Select] Behavioral Service Site: [Select] All Phone Groups: [Select] All Profiles: [Select]

General Scheduling Calls Call Parameters Phone Groups Workload Groups

CALL SCHEDULES (1 Available Record Page)

Name: Trustee Priv  
Disable Rule: [X] [Y]

CALL SCHEDULES (View Page 1 of 1)

Day	On Time	Off Time	Action
Sunday	08:00	11:00	X
Monday	13:00	18:00	X
Tuesday			X
Wednesday			X
Thursday			X
Friday			X
Saturday			X

ADD HOLIDAY

Start Date/Time: [DD] [MM] [YYYY] [HH:MM] [AM/PM]  
End Date/Time: [DD] [MM] [YYYY] [HH:MM] [AM/PM]

Independence Day AA 04 2010 00:00 AA 04 2010 23:59 X

Update Cancel

SCP's call scheduling feature enables administrators to control when inmates can place calls, including on/off times during the day, week, and day of the week. Additionally, administrators can also configure holiday schedules, call schedule rights, and program hard/soft rules.

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## **7.6. Personal Identification Number Application**

7.6.1. The Personal Identification Number (“PIN”) application shall work with the ITS allowing inmates to use PINs to complete calls via the ITS and include all of the following features and functionalities:

**✓ Read, agree and will comply.**

The PIN application works with our SCP using all of the features and functionalities described herein.

Securus’ SCP enables each inmate telephone to be individually programmed for Personal Identification Number (PIN) or non-PIN operation. This provides the facility with a great amount of leeway in PIN placements. For example, facility personnel may wish to allow PIN operation in maximum security or long-term areas, while allowing an “all calls” option in overnight, work release, or trustee areas. The SCP has no limit or restrictions on the number of PIN or non-PIN inmate telephones operating at the facility.

Some inmate facilities may choose to operate using a PIN system under which each inmate is assigned a PIN. In such cases, the inmate must enter his or her PIN before making a telephone call. PINs also provide an audit trail of the inmate who placed each specific call. Additionally, it allows the facility increased control over which inmates can call which numbers.

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

The following three primary modes may be applied to a single phone or group of phones in a facility:

- **Mode 1 – Open PIN:** This is the most basic mode of operations, and the simplest to administer. Each inmate is assigned a unique PIN to make a phone call; however, no individual phone number restrictions or calling lists are used in this mode. Only global system calling restrictions are applied to the inmates’ calls.
- **Mode 2 – Open PIN with Restrictions:** Mode 2 builds on the Mode 1 Open PIN feature and adds the ability to place call restrictions and limits on specific call types, while allowing all other phone numbers to process as they would in an Open PIN system.

Mode 2 restrictions can include the recording and alarming of numbers and the use of facility or global number lists for special circumstance numbers, such as attorneys and external crime tip numbers.



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- Mode 3 – Closed PIN: Mode 3 provides the most restrictive type of calling privileges. In the system’s standard configuration, each inmate can register from 1 to 20 telephone numbers (for example). The total number of destination numbers available to put on an inmate’s list is unlimited. The facility determines the maximum number of telephone numbers each inmate can register.

Telephone number registration includes the number, name of the party who the inmate wishes to call, and the relationship of that party to the inmate. The telephone numbers that each inmate registers are identified with the inmate’s PIN and reside in the system. Only that PIN may validate calls to those numbers. Updating calling lists is a continuous process as inmates are booked into, or released from the facility, or as the inmates request changes to their calling lists. Note that in a Closed PIN environment, the facility may choose to make certain telephone numbers commonly available to all inmates. The common numbers may be assigned global and/or facility accounts.

The system can set a maximum time limit for any type of call and/or all calls related to an individual PIN and/or all PINs. Many restrictions may be tagged to any PIN or telephone, or telephone number associated with a PIN.

Examples of restrictions are:

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

The calling platform automatically manages calling restrictions, if they are imposed.

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

7.6.1.1. The capability to provide collect, pre-paid and debit, free and speed dial calling utilizing a PIN;

✔ **Read, agree and will comply.**

Securus’ SCP can provide collect, debit, and pre-paid station-to-station calling using a PIN.

7.6.1.2. The capability to interface with the Facility’s Jail Management System (“JMS”) or commissary provider. The provider is Secure Manage, and contact is John Leiner.. It is the

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Proposer's responsibility to contact the JMS or commissary provider, establish a working business relationship and identify the requirements necessary to interface with the JMS or commissary to ensure Proposer will be able to meet the PIN requirements listed below with the initial implementation. PULASKI COUNTY shall not be responsible for paying any amount associated with the required interface. Or with any other (JMS") or commissary provider that PULASKI COUNTY may be using.

✔ **Read, agree and will comply.**

The SCP -ITS will be able to interface with the County's booking/jail management system (JMS) to allow inmate/resident PINs to be automatically transferred, activated and deactivated in the inmate/resident telephone system based on the inmate's/resident's custody status.

Securus will contact the JMS provider, establish a working business relationship and identify the requirements necessary to interface with the JMS to ensure we will be able to meet the auto- PIN requirement with the initial implementation. The County will not be responsible for paying any amounts associated with the required interface.

7.6.1.3. The capability to receive, accept and apply or strip alphanumeric characters in an inmate's ID.

✔ **Read, agree and will comply.**

7.6.1.4. The capability of accommodating any of the following options for how PINs are received and/or generated by the ITS:

✔ **Read, agree and will comply.**

7.6.1.4.1.1. JMS or commissary generates and sends to the ITS an inmate ID. The ITS stores the inmate ID. The ITS stores the inmate ID and generates an additional unique indenter shall be the PIN:

✔ **Read, agree and will comply.**

Securus can accommodate this option for generating and receiving PINs.

Securus is able to transform your data format for insertion into our platform, negating the need for costly code modifications to your system. Securus integration engineers will consult with your facilities IT department or system provider to determine the best integration strategy for your specific application.

Securus has its own dedicated Integration Department that works exclusively on integrating the various systems and products in the correctional environment. Having

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this dedicated Integration Department allows Securus to deliver fast and flexible solutions for our customers. Securus' technology is flexible and does not mandate rigid specifications when working with facility owned systems, JMS, Commissary, vendors, etc. Securus will fully cooperate with your facility and your vendors to automate the systems.

7.6.1.4.1.2. JMS or commissary generates and sends to the ITS an inmate ID along with additional inmate data. The ITS stores the inmate ID and utilizes the additional inmate data to create the complete PIN;

✔ **Read, agree and will comply.**

Securus currently accommodates this option for generating and receiving PINs. We have integrated with both Secure Manage and Stellar Services.

7.6.1.4.1.3. JMS or commissary generates and sends the complete PIN to the ITS. The ITS stores the complete PIN;

✔ **Read, agree and will comply.**

Securus currently accommodates this option for generating and receiving PINs. We have integrated with both Secure Manage and Stellar Service.

7.6.1.4.1.4. The ITS, without an interface with the JMS or commissary, auto-generates the complete PIN;

✔ **Read, agree and will comply.**

SCP enables facilities to setup Personal Identification Numbers (PINs) for each inmate. The system can be configured to require inmates to enter in their PIN prior to making a phone call.

PIN generation may occur by Securus uploading files provided from your JMS provider and/or Commissary using Securus' E-Imports application, or a custom integration from our Integration Team, or by manual input through the SCP user interface.

PIN numbers are created by linking an inmate's Custody Account (all the information about an inmate, plus information such as call schedule, call durations, and more) to an inmate's PIN number. The number can be configured as a number 4 or more digits in length.

Each inmate can be issued a secret PIN. A common practice for issuing PINs is using a combination of fields, such as all or a portion of the permanent inmate identifier plus a

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field that is only known to that inmate so the PIN can be secure. Example: last 4 digits of the jacket ID (permanent inmate identifier) and the birth month and day of the inmate.

Additionally, if the JMS has the capability to randomly generate a PIN at the time of booking and will include it via the integration, that could become the inmates secret PIN. This option is beneficial because it enables the booking officer to easily communicate to the inmate what his or her PIN will be, and not have to communicate later to the inmate his or her PIN. The inmate would have immediate access to make a call using his secret PIN.

Securus is very flexible in this area and will accept any PIN Pulaski County wishes to use. This number can absolutely be configured to be required before an inmate can place calls through the SCP ITS.

7.6.1.4.1.5. The ITS accepts a manually entered PIN.

✔ **Read, agree and will comply.**

SCP will accept a manually entered PIN.

7.6.1.5. If applicable, the interface between the JMS or commissary and ITS shall automatically update the status of the PIN in the ITS based on the inmate's status in the JMS (e.g. newly booked, transferred, released, etc.).

✔ **Read, agree and will comply.**

The Securus SCP system has the capability to interface with the Facility's booking/jail management system (JMS) so that the inmate PINs can be automatically transferred, activated and deactivated in the inmate telephone system based on the inmate's status. If an inmate is released, the inmates PIN information is stored and can be reactivated along with call detail records and inmate recordings if the inmate returns to the facility.

Examples of fields that we may automatically populate in SCP if and when we receive the data from the JMS integration include the following:

- **First Name** – Inmate's first name
- **Middle Name** – Inmate's middle name
- **Last Name** – Inmate's last name
- **Birth Date** – Inmate's date of birth
- **Social Security Number (SSN)** – Inmate social security number

- **Account Number** – Inmate’s custody ID, to be used as the SCP inmate custody account number. This is the number provided to the inmate permanently, that typically does not change when the inmate is released and booked back into the facility.
- **PIN** – 4 to 16 digit code used by the inmate to place phone calls. This number may be provided by the JMS and sent to SCP to allow the inmate to place phone calls.
- **Activate Date** – Date in which the inmate account became active in the system
- **Book Date** – Date in which the inmate was booked into the facility
- **Gender** – Inmate gender
- **Housing** – Location of the inmate
- **Race** – Inmate race
- **Alert Level** – Typically used for security status such as maximum, minimum, low risk, and death row
- **Max Call Duration** – Call duration applied to each phone call placed by this inmate
- **Three-Way Detection** – Setting to enable or disable three-way call detection for this inmate
- **Language Preference** – Language in which the inmate speaks for reporting purposes, does not dictate which prompts are played over the phone
- **Suspended** – Setting to allow or prevent the inmate from placing calls
- **Suspend Start Date** – Start date of calling privileges suspension
- **Suspend End Date** – End date of calling privileges suspension

7.6.1.6. Upon booking, inmates are generated 6-10 digit “jacket” number (inmate ID) via the JMS. Inmates are issued ID Cards containing their name, inmate ID, and picture. The same inmate ID can be assigned to an inmate if re-booked at a later date.

✓ **Read, agree and will comply.**

SCP is compatible with generating 6-10 digit “jacket” number (inmate ID) via the JMS. The same inmate ID can be assigned to an inmate if re-booked at a later date

7.6.1.7. The ITS shall be capable of accepting a numeric PIN between 6 – 14 digits long.

✓ **Read, agree and will comply.**

SCP is compatible with accepting an alpha-numeric PIN between 6 – 14 digits long.

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7.6.1.8. The ITS shall be capable of accepting a bulk data import of existing PIN information from the incumbent ITS

✔ **Read, agree and will comply.**

Being the incumbent, there is no need to receive a bulk data import, however the SCP can accept a bulk data import of existing PIN information from the incumbent provider. Securus' dedicated Integration Department works with multiple vendors to import this information. Securus' technology is flexible and does not mandate rigid specifications when working with other vendors, facility owned systems, JMS, Commissary, etc. Securus will fully cooperate with your facility and your vendors to automate the systems.

The most common technologies Securus uses to integrate with your systems include: HTTP, FTP push or pull of files in any textual format, SOAP Web Services, JSON, XML-RPC, and TCP Sockets. All of these methods are performed over a secure connection.

Securus can transform your data format for insertion into our platform, negating the need for costly code modifications to your system. Securus integration engineers will consult with your facilities IT department or system provider to determine the best integration strategy for your specific application.

7.6.1.9. The ITS shall be capable of providing PINS in the ITS immediately upon booking.

✔ **Read, agree and will comply.**

7.6.1.10. Once a PIN has been activated in the ITS, the inmate shall be allowed to place calls from any of the Facility(s) or from any inmate telephone located at the Facility(s).

✔ **Read, agree and will comply.**

7.6.1.11. The ITS shall be capable of documenting the date/time when an individual PIN was added or modified in the ITS and the user making the change.

✔ **Read, agree and will comply.**

Securus' SCP will document the date/time when an individual PIN entry was added or modified in the ITS and document the user making the change through the Audit and Activity Tracking feature.

Securus' SCP's audit and tracking feature provides the ability to track and log a user's specific activity for investigative purposes. This feature creates an activity log that can

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be accessed by specified site administrators only or by site personnel with authorized security credentials. The system tracks user's activity to ensure complete control and audit capabilities by the client.

These activities are all tracked and logged to ensure system usage integrity is maintained at all times:

- When a user logs in to the system
- How long a user stays in the system
- Which recordings were monitored or played by that specific user
- How the user interacted with a recording

In addition, changes to custody accounts, PANs, global list entries, security templates, etc., are also comprehensively tracked and logged for each event.

7.6.1.12. The ITS shall be capable of deactivating a PIN upon an inmate's release and reactivating the same PIN if the inmate reenters the Facility(s) at a future date.

✔ **Read, agree and will comply.**

7.6.2. The ITS shall have the capability to automatically build and store a list of Personal Allowed Numbers ("PAN") associated with each PIN. PULASKI COUNTY may or may not choose to implement PANs.

✔ **Read, agree and will comply.**

The SCP can provide personal allowed number (PAN) lists associated with each PIN. The PANs will store a set quantity of allowed numbers for each inmate. The PAN feature in the SCP provides an inmate approved calling list.

### **Personal Allowed Number List**

The Personal Allowed Number (PAN) feature in the SCP provides an inmate approved calling list. The PAN restricts inmate calling to only those numbers included on their list. Securus built this feature specifically for the corrections industry with the awareness that each facility has unique needs for implementing allowed calling lists.

Like all other features of SCP, the PAN lists are flexible and may be administered in various ways: PANs can be configured manually, automatically, or by importing through E-Imports. The PAN configuration options include the following:

- **Auto Pan** – Allows the first "X" amount of numbers—amount is defined by Pulaski County—number of called numbers to be added to the inmate's PAN list automatically. The amount of numbers allowed is configurable and will not allow the inmate to exceed that number.

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*This is the most popular method of PAN administration. No staff time is required for this process and numbers are loaded immediately to maximize revenue potential. Currently, the Illinois Department of Corrections is implementing this feature with our SCP.*

- **Inmate Managed PAN** – Allows inmates to manage phone numbers on their list such as adding a new number, removing a number, checking the status of a phone number, or hearing, which phone numbers are on their list. With this system, when an inmate adds a phone number to their list, the automated system conducts a real time Billing Name and Address (BNA) lookup on the phone number. If a valid BNA is found, the automated system calls the phone number requesting to be added and asks the called party if they wish to be placed on the specific inmates PAN list.

*No staff time is required to administer this process. With the extra step of validation, the Pulaski County has maximum control of each added number.*

- **Manual PAN Entry** – Authorized facility personnel have the ability to accept calling lists from inmates, verify the phone numbers, and enter them into SCP's user interface.

*This form of PAN administration allows a hands-on approach to approval and control of each number added to an inmate's allowed number list.*

- **Adding PANs by System Integration** – SCP allows for the importing of personal allowed numbers through our E-Imports application to add number, associate relationships, and deactivate numbers.

*No staff time would be required to administer this process. This is a specialized form of PAN administration, based on specific integration requirements of a facility.*

## **Additional PAN Features**

The SCP allows administrators to use the following additional features to maximize efficiency, control, and inspection of PAN lists:

- Global Allowed List
- Automated List Refresh
- Verified/Not Verified PAN
- Speed Dial for PANs
- Associate PANs to PINs
- PAN Management Report
- PAN Change Log Report
- PAN Frequency Report



The following table provides descriptions of each PAN features and their primary benefit to the Pulaski County.

<b>PAN Feature</b>	<b>Primary Benefit</b>	<b>Description</b>
<b>Global Allowed List</b>	Efficiency	Certain phone numbers, such as attorney numbers, can be allowed by all inmates by including them on SCP's "global allowed list."
<b>Automated List Refresh</b>	Efficiency	With this automated feature, PAN lists can be configured to refresh every month on a certain day, such as the first of every month.
<b>Verified/ Not Verified PAN</b>	Safety and control	This feature flag numbers added to the inmate's PAN list as "verified" or "not verified". If the PAN is "not verified", the inmate has the ability to call the number for a configurable number of days before it is blocked. Once the threshold number is reached and the number is blocked, a facility administrator must verify the number and if appropriate—allow calls to that number again.
<b>Speed Dial for PANs</b>	Safety and control	Setting up speed dial numbers for PANs is a preventative measure that reduces an inmate's ability to steal or use other PINs or PANs.
<b>Associate PANs to PINs</b>	Safety and control	PANs are associated with specific PIN numbers. Restrictions can be applied to PIN numbers giving facilities control of when and where an inmate can place a call, how long they can talk per call, and how many calls they can make by day, week, or month.
<b>PAN Management Report</b>	Efficiency	This user friendly, interactive report provides a dashboard view of all PAN entries in the system. If a PAN entry is entered through the Inmate Managed PAN System, it is indicated on this report. Users can select from over twenty criteria to produce reports with multiple data points. All reports are exportable to Excel, CSV, and PDF.
<b>PAN Change Log Report</b>	Safety and	PAN Change Log functionality records all actions that SCP users make to the verified field in the SCP user interface.

PAN Feature	Primary Benefit	Description
	control	It also allows administrators to examine all PAN list changes; specifically, when changes occur, and by whom, helping administrators and investigators track user accountability.
<b>PAN Frequency Report</b>	Safety and control	Shows phone numbers that appear in multiple PAN lists. Users have the ability to enter threshold numbers to define search criteria. For example, a threshold of “four” will show phone numbers that appears in PAN lists more than four times. This report also allows users to create a detail report with specific detail for each call.

7.6.2.1. PANs shall allow a set quantity of approved telephone numbers for each PIN.

✓ **Read, agree and will comply.**

The PANs will store a set quantity of allowed numbers for each inmate.

7.6.2.1.1. The quantity of approved telephone numbers within a PAN shall be configurable by inmate or PIN.

✓ **Read, agree and will comply.**

The quantity of approved telephone numbers within a PAN is configurable to meet Pulaski County’s needs.

7.6.2.1.1.1. Proposer shall indicate whether the quantity of approved telephone numbers within a PAN can be configured by PIN.

✓ **Read, agree and will comply.**

The quantity of approved telephone numbers within a PAN is configurable by PIN. Authorized Pulaski County users can set the maximum number of PAN entries using the SCP user interface, as shown in the following figure.

## Configurable Number of PAN Entries per PIN

*Proprietary and Confidential*

The screenshot displays the SecurUS Secure Call Platform interface. At the top, the SecurUS logo and 'Secure Call Platform' title are visible. The user is logged in as 'ssullivan@SECUR.TX'. The interface includes a navigation menu with options like HOME, SYSTEM, MONITOR, TOOLS, ADMIN, and FACILITY PORTAL. Below this, there's a 'MANAGEMENT LEVEL' section with dropdowns for Facility, Site, Phone Group, and Phone. The main section is titled 'Custody Accounts' and includes a 'Return to Account List' link. The 'GENERAL ACCOUNT INFORMATION' section contains various fields for account details, including Account #, Gender, Language Pref, Activation Date, Call Schedule, Calling Restrictions, Max Call Dur, PAN List, PIN #, First Name, Race, Housing Unit, Booking Date, 3-Way Detect, Word Spotting, First Calls Free, Middle Name, DOB, Alert Level, Release Date, Virtual Group, Agency Type, RCFD Action, and Last Name. The 'Max Active PAN Entries' field is highlighted in yellow and has a value of 13. A 'Generate' button is located next to this field. At the bottom, there are 'Create', 'Reset', and 'Cancel' buttons, along with a copyright notice for SecurUS Technologies, Inc. 2012.

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7.6.2.1.2. ITS shall be capable of storing the following information (at a minimum) for each telephone number on the PAN: telephone number, called party name, address and history of calls by inmate and jails.

✓ **Read, agree and will comply.**

The SCP can store the telephone number, called party name, address, and relationship to the inmate.

### **7.7. Monitoring and Recording Requirements**

7.7.1. The ITS shall be capable of monitoring and recording all inmate and visitation calls from any telephone within the Facility(s) unless there are restrictions that prohibit the recording and monitoring of certain calls such as attorney-client privilege.

✓ **Read, agree and will comply.**

The SCP -ITS will be capable of permitting full monitoring and recording of all calls, inmate/resident and visitation, from any telephone within the facilities unless there are restrictions that prohibit the recording and monitoring of certain calls such as attorney-client privilege. Additionally, the SCP-ITS shall be able to exclude restricted or privileged calls and clearly designate non-recorded calls within the ITS user application.

## **Secure Call Platform User Interface**

The SCP is a highly featured, flexible, state-of-the-art system designed to provide our customers with the ultimate in inmate call control, fraud control and tracking, security, reporting, and investigative capabilities.

SCP's user interface is Pulaski County's window to all of these features. Because it is entirely Web-based, authorized users access the system at anytime, from any location. We call this anytime/anywhere access. This design delivers investigative recordings with digital clarity and provides easy remote monitoring from any secure Web browser with Internet access.

This system is one of the only single-point-access user interfaces in the industry, built to allow our customers complete control over their systems in a simple, reliable, secure environment. Authorized users can easily apply settings and configurations to turn on a phone to a pod, restrict a phone, change a blocked number, and turn on or off a feature or application—all in real time. All features are completely integrated and can easily be accessed with the click of a mouse. As a result, Pulaski County will experience the following benefits:

- Increased efficiency for staff
- Increased flexibility

- Quicker “on-demand” access to call detail records and call recordings
- Unequaled investigative access to potential criminal activity

To access the SCP interface, users open Internet Explorer (version 6 or higher) and enter the URL: <https://commandcenter.securustech.net>. They then enter a valid user name and password.

Each user is assigned access rights by the administrator, which allows the County to control security based on the facility’s clearance objectives. Administrators can limit individual access to each application, but they can also limit access to each function within each application. To help manage access, a user log is provided that illustrates the username, time of access, and modules accessed.

### Restricting Access

To allow administrators even more security and control, user access can even be programmed to restrict users to specific IP addresses within certain time limits. For example, a user could be restricted to access the SCP user interface from their workstation (and only their workstation) between the hours of 8:00 a.m. and 5:00 p.m.

## SCP User Interface

*Proprietary and Confidential*

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With only a few keystrokes, the user enters their user name and password and will be presented with the menu screen.

### **Remote Access to Recording and Monitoring**

Because the recording and monitoring applications are fully integrated into the system, our Inmate Telephone System is extremely user friendly. The system allows for remote access by other agencies, such as the local PDs, without residing on the County network. Any authorized user with an approved user name and password can easily and remotely access recording and monitoring of inmate calls from any Windows 2000 Service Pack 4 or Windows XP PC with Internet Explorer 6.0 or 7.0.

7.7.2. The ITS shall allow designated users at the Facility(s) to play back a recorded call or a call in progress (e.g. live monitoring) via the ITS user application without the need to download a third-party software.

#### **✓ Read, agree and will comply.**

The SCP ITS will allow designated users at the Facility(s) to play back a recorded call or a call in progress (e.g. live monitoring) via the ITS user application.

### **Recording Search and Retrieval**

Securus allows access from facilities and its investigators to research calls via SCP's User Interface. The SCP User Interface provides a single-point access to all the investigative tools provided in the SCP.

Investigators can specify search criteria for calls, such as called party, calling telephone, date, time, PIN, account, duration, and locations, and search across a site or group of sites based on their security authorization. This search is performed across the CDR records and can include a search for either all call attempts or just completed calls.

The results of this search allow for viewing of detailed information about the call and, whether or not a recording was made. If a recording was made, within the limits of security access granted, the investigator can listen to that recording using a powerful call player that has easy-to-use search capabilities, and features such as, pause and play.

To aid in reducing the time spent performing the search, the call player allows the user to see the wave activity of the call to quickly search through areas of limited talk time or to help identify a particular event.

The act of listening to a recording involves what is known as "streaming" the recording to a program on the computer that can "play" the recording through the attached speakers. While it is possible to make a recording from the speakers, this is only a copy of the original. Chain of Evidence safeguards are in place to prevent access to the actual digital copy of the recording to eliminate any chance of manipulation, whether

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intentional or accidental, that could later be brought as a challenge to the authenticity of the call recording.

### **Call Monitoring**

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

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

The system can also automatically eliminate all monitoring or recording of special calls, such as to legal counsel, by designating the number as a “private” number. SCP prevents all unauthorized attempts to listen to private calls—the user interface will not display the speaker icon that allows users to play non-private calls. In addition, the call record lists the call as “private” on the user interface.

### **Call Monitoring, Silent**

When monitoring is invoked, the system incorporates analog suppression/amplification hardware that allows guard monitoring of calls without inmate or called party detection. To assure complete investigator anonymity, there is absolutely no noise, dB loss, or other indicator when this feature is activated via handset, headset, or an amplification instrument such as speakerphone, orator, magnetic, taping equipment, etc.

7.7.3. The ITS shall provide simultaneous playback and continuous recording of calls and visits.

#### **✓ Read, agree and will comply.**

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

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## Call Monitoring

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## Call Recording

The SCP’S unique, fully integrated recording application works independently of other products so there is never a need for a third-party manufacturer’s product to be integrated into the system. This allows the facility to deal with a sole-source provider if any issues arise.

The SCP uses large capacity hard drives, along with RAID (redundant array of independent disks), that virtually extend the call storage period to meet your specific needs. Recordings are stored on-line for immediate access for 12 months. The SCP can also burn the information to CD and/or DVD for additional back up, if necessary.

The SCP can record all calls simultaneously and also allow personnel to listen to a pre-recorded call, while active calls continue to be recorded—all without loss of information. The system records the entire conversation from call acceptance to termination of the call.



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7.7.4. The ITS shall allow the user to continue to use the interface to search information while listening to a live call or recording.

✔ **Read, agree and will comply.**

7.7.5. The ITS shall allow the user to accelerate the playback of call recordings to at least 1.4 times.

✔ **Read, agree and will comply.**

The SCP ITS will allow designated users at the Facility(s) to play back a recorded call or a call in progress (e.g. live monitoring) via the ITS user application.

## **Recording Search and Retrieval**

Securus allows access from facilities and its investigators to research calls via SCP's User Interface. The SCP User Interface provides a single-point access to all the investigative tools provided in the SCP.

Investigators can specify search criteria for calls, such as called party, calling telephone, date, time, PIN, account, duration, and locations, and search across a site or group of sites based on their security authorization. This search is performed across the CDR records and can include a search for either all call attempts or just completed calls.

The results of this search allow for viewing of detailed information about the call and, whether or not a recording was made. If a recording was made, within the limits of security access granted, the investigator can listen to that recording using a powerful call player that has easy-to-use search capabilities, and features such as, pause and play.

To aid in reducing the time spent performing the search, the call player allows the user to see the wave activity of the call to quickly search through areas of limited talk time or to help identify a particular event.

The act of listening to a recording involves what is known as "streaming" the recording to a program on the computer that can 'play' the recording through the attached speakers. While it is possible to make a recording from the speakers, this is only a copy of the original. Chain of Evidence safeguards are in place to prevent access to the actual digital copy of the recording to eliminate any chance of manipulation, whether intentional or accidental, that could later be brought as a challenge to the authenticity of the call recording.

### **Call Monitoring**

The SCP Live application allows for immediate, real-time monitoring of calls in progress via the multi-media PC workstation. Facility personnel (with appropriate password

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privileges) can monitor live calls by highlighting the call in progress and clicking on the speaker icon.

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

The system can also automatically eliminate all monitoring or recording of special calls, such as to legal counsel, by designating the number as a “private” number. SCP prevents all unauthorized attempts to listen to private calls—the user interface will not display the speaker icon that allows users to play non-private calls. In addition, the call record lists the call as “private” on the user interface.

### **Call Monitoring, Silent**

When monitoring is invoked, the system incorporates analog suppression/amplification hardware that allows guard monitoring of calls without inmate or called party detection. To assure complete investigator anonymity, there is absolutely no noise, dB loss, or other indicator when this feature is activated via handset, headset, or an amplification instrument such as speakerphone, orator, magnetic, taping equipment, etc.

7.7.6. Live monitoring shall allow PULASKI COUNTY to view, at a minimum, the following information in chronological order. Proposer shall indicate whether the live monitoring information can be sorted real-time by any of the items listed below and whether the live recording can be paused while listening.

7.7.6.1. Call Duration;

✔ **Read, agree and will comply.**

7.7.6.2. Facility(s);

✔ **Read, agree and will comply.**

7.7.6.3. Language Type;

✔ **Read, agree and will comply.**

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7.7.6.4. Phone Location Name;

✔ **Read, agree and will comply.**

7.7.6.5. Inmate Name;

✔ **Read, agree and will comply.**

7.7.6.6. Inmate PIN;

✔ **Read, agree and will comply.**

7.7.6.7. Called Number;

✔ **Read, agree and will comply.**

7.7.6.8. Called City, State;

✔ **Read, agree and will comply.**

7.7.6.9. Call Status;

✔ **Read, agree and will comply.**

7.7.6.10. Alerts

✔ **Read, agree and will comply.**

7.7.6.11. Notes; and

✔ **Read, agree and will comply.**

Time and date entries for each recorded conversation will be displayed on a per channel basis and display all conversations in chronological order to facilitate research and playback.

Securus allows access from facilities and its investigators to research calls via a single access portal known as SCP user interface. The SCP user interface provides a single-point access to all the investigative tools provided in the SCP.

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Investigators can specify search criteria for calls, such as called party, calling phone, date, time, PIN, account, duration, and locations, and search across a site or group of sites based on their security authorization. This search is performed across the CDR records and can include a search for either all call attempts or just completed calls.

The results of this search allow for viewing of detailed information about the call and, whether or not a recording was made. If a recording was made, within the limits of security access granted, the investigator can listen to that recording using a powerful call player that has easy-to-use search capabilities, and features such as, pause and play.

To aid in reducing the time spent performing the search, the call player allows the user to see the wave activity of the call to quickly search through areas of limited talk time or to help identify a particular event.

The act of listening to a recording involves what is known as “streaming” the recording to a program on the computer that can ‘play” the recording through the attached speakers. While it is possible to make a recording from the speakers, this is only a copy of the original. Chain of Evidence safeguards are in place to prevent access to the actual digital copy of the recording to eliminate any chance of manipulation, whether intentional or accidental, that could later be brought as a challenge to the authenticity of the call recording.

7.7.7. All CDRs, including all attempted and completed calls, shall be stored online for a minimum period of 3 years or contract term and for a minimum period of 1 year following the expiration of the Agreement. Proposer shall provide a detailed description of its proposed method for storing call recordings, to include information on Proposer’s data redundancy practices.

**✓ Read, agree and will comply.**

Securus will store call recordings for immediate access online for the required length of time, accessed from anywhere/anytime. Call recordings are stored in Securus’ centralized Disaster-Resistant Carrier-Class Data Centers, which are managed under the direct supervision and immediate hands-on maintenance by trained data center personnel. In addition, all equipment used to store recordings is monitored by the Securus’ fully staffed Network Operations Center 24 hours a day, 7 days a week, and 365 days a year.

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7.7.7.1. The provision of remote access shall allow PULASKI COUNTY, as well as other outside personnel whom are authorized users, the same features and functionalities, permitted by the user's level of access, available on a web-enabled computers, laptops, tablets and smart phones.

✓ **Read, agree and will comply.**

Remote access allows Pulaski County users the same features and functionalities permitted by the user's level of access, available on a Securus-provided workstation.

Because the recording and monitoring applications are fully integrated into the system, our Inmate Telephone System is extremely user friendly. The system allows for remote access by other agencies, such as the local PD's, without residing on the Pulaski County network. Any authorized user with an approved user name and password can easily and remotely access recording and monitoring of inmate calls from any Windows 2000 Service Pack 4 or Windows XP PC with Internet Explorer 6.0 or 7.0.



7.7.8. For the term of the Agreement, PULASKI COUNTY shall have access to all CDRs and call recordings from all access computers, based on the user's access level.

✓ **Read, agree and will comply.**

7.7.9. The ITS shall be capable of providing alerts for certain calling events and, at a minimum, allow designated users to receive or be forwarded a live call to a specified destination. Proposer shall include detailed information on the ITS alert application and it shall include, at a minimum, the types of alerts available (cell phone, SMS text, email, etc.), and whether a security PIN for accessing the live call is required.

✓ **Read, agree and will comply.**

The SCP provides an alert system, called Covert Alert. Covert Alert provides the capability to automatically call, and alert authorized designated County staff and offer live call monitoring.

Covert Alert has the capability to bridge a call to an authorized remote number for those dialed numbers, phones, or inmates PIN, that are under surveillance by the investigative unit. The Covert Alert feature allows authorized personnel to monitor a call, from any designated remote location, while the call is in progress.

After a dialed number, phone, or inmate PIN, is assigned a “covert” status, the user simply enters a telephone number (such as cellular, home, or office), which is where he or she wants the call sent to for live monitoring. When a call is placed by an inmate, or to a phone number, or on a phone that has a covert alert trigger, it is then automatically sent to the pre-designated investigator phone number(s). A call can be sent to multiple numbers simultaneously allowing several investigators to listen into the call.

The following figure illustrates the SCP user interface screen used to configure the alert notification.

## Configuring an Alert Notification

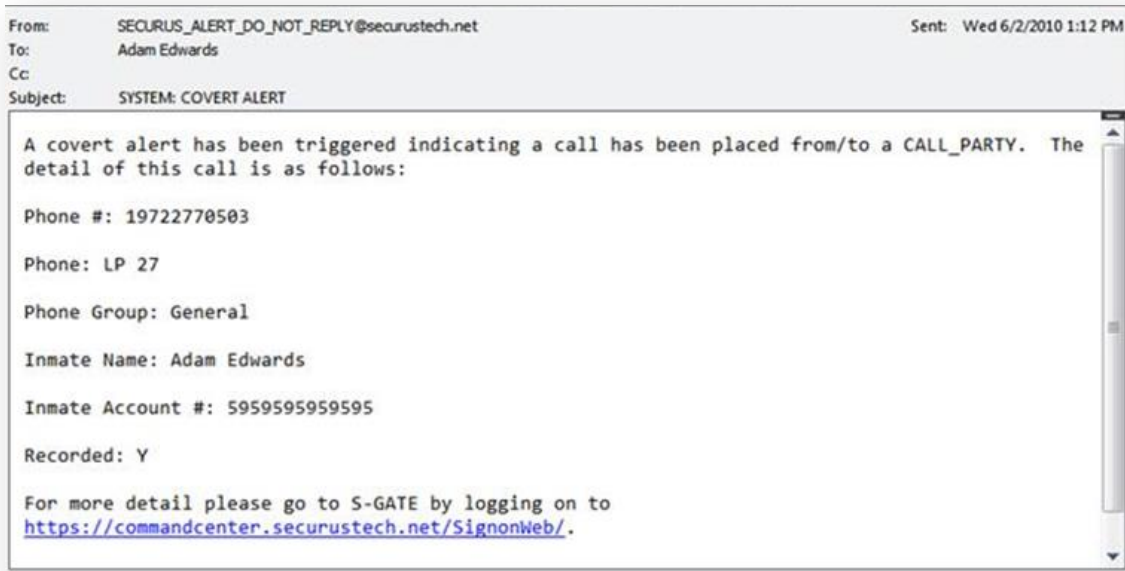
*Proprietary and Confidential*

There are no distance barriers to the retrieval process so the remote telephone number can be located within the facility, or across the country. As an additional benefit, administrators may continue to monitor this call and other calls, through the on-site workstation, while using the SCP user interface Live Monitor, or remote live call-forwarding feature. This allows facility investigators to effectively monitor potential illicit activities regardless of the investigator's location.

In addition, if selected an e-mail is sent to the investigator that will notify the investigator of the date, time, inmate PIN, originating telephone, and dialed number immediately after the called party accepts the call. The following figure provides a sample e-mail alert.

## Alert Notification E-Mail

*Proprietary and Confidential*



### Additional Security Feature

As an added security feature, the investigator will be prompted for a personal identification number (PIN) when he or she receives a call from Covert Alert. The investigator's PIN must be entered and accepted before the call is connected to the investigator. This feature ensures that only the authorized person will receive Covert Alert calls. When the investigator receives a Covert Alert call, he or she will hear a message such as the following:

*"This is a covert alert call from John Smith, an inmate at an East Baton Rouge Corrections facility. To accept this covert alert call, please enter your investigator PIN now."*

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## **“Barge In”**

While on the covert alert call, the investigator can terminate the call between the inmate and the called party by pressing a predetermined code. In addition to being able to disconnect the call, the investigator can also barge into the inmate conversation and speak to both the inmate and the called party by pressing a predefined “Barge In” code and confirming that they want to barge in.

The confirmation helps to eliminate an investigator from accidentally pressing the barge in code with their cheek.

This “Barge In” capability is available through both Covert Alert and on calls forwarded from SCP Live Monitor. When live monitoring a conversation, the call can be forwarded to an investigator cell phone, office phone, or other designation, allowing them to barge into the conversation using the predetermined barge in code and acceptance digit.

## **Covert Alert Call Detail Record Report**

The Covert Alert Call Detail Record Report allows authorized users to search for calls in which a covert alert was triggered. The report provides comprehensive detail regarding the call. The following figure is an example of the SCP user interface call detail record search used to create a covert alert report.



## Covert Alert Call Detail Report

Proprietary and Confidential

### Secure Call Platform

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL  
 Facility: Securus Demo Site | Site: All Sites | Phone Group: All Phone Groups | Phone: All Phones

**Covert Alert Call Detail Records Search**

FILL IN SEARCH CRITERIA (\* Indicates Required Fields)

(Use \* for wild card / partial searches)

Alertee Country Code:  | Alertee Dialed Number:  | Alertee First Name:  | Alertee Last Name:

Country Code:  | Dialed Number:  | Custody Account #:  | PIN #:

First Name:  | Last Name:

Termination Category: -- ALL -- | Call Status: -- ALL --

Date Criteria: Date/Time Range | Start: 05/01/2010 00:00:00 | End: 04/19/2011 23:59:59

Search EXCEL PDF CSV Reset

17 Results PAGE 1 OF 2

SITE	PORT LOC	ALERTEE DIALED #	ALERTEE NAME	TERM CAT	START	END	DUR (S)	DIALED #	ACCT #PIN	NAME	CALL STATUS	PIN ACCEPT
Securus Demo Site	LP 10	2145664417	dee dee	No Investigator Acceptance	05-25-2010 16:33:31	05-25-2010 16:34:12	41	9722770591	dee2508 2508	dee qa	complete	
Securus Demo Site	LP 10	2145664417	dee dee	Parent Call Ended	05-25-2010 18:16:02	05-25-2010 18:16:17	15	9722770591	dee2508 2508	dee qa	complete	
Securus Demo Site	LP 8	2145664417	dee dee	No Investigator Acceptance	05-27-2010 13:15:33	05-27-2010 13:16:24	51	9722770596	dee2508 2508	dee qa	complete	
Securus Demo Site	je test 4	2143345467	James Rogers	No Investigator Acceptance	05-28-2010 10:13:23	05-28-2010 10:14:12	49	9723659243	898989 8899	Helen Huynh	complete	
Securus Demo Site	je test 4	2143345467	James Rogers	Covert Alert Error	05-28-2010 11:04:06	05-28-2010 11:06:38	152	9723659243	898989 8899	Helen Huynh	incomplete	

Covert Alert report results display critical information about each triggered alert such as who was alerted, what happened, call status, call start and end, duration, dialed number and more. By clicking the icon to the left of each record, users can display full call detail information for each call. **SCP's Covert Alert feature and reports have assisted in many criminal investigations throughout the country.**

7.7.10. The ITS user application shall transfer/copy/export recordings with no loss in quality and shall be capable of placing an audio and visual date/time stamp with the recording. Proposer shall provide a detailed description of the process for transferring/copying/exporting recordings.

**✓ Read, agree and will comply.**

Securus' SCP provides users with the capability to copy recorded conversation to any external media device connected to the user's PC such as CD, DVD, mp3 player, thumb drive, etc. This feature allows the mobility of conversations for transporting the information to investigative personnel, court cases, playback on another windows based PC, or simply to have a personal backup of the conversation.

Securus' SCP provides a patented method for ensuring the authenticity of inmate call recordings made through the ITS platform. This patented security feature—the chain of evidence—is a key component of the SCP and is automatically included in all SCP installations. The chain of evidence prevents tampering of the call detail record and the call recording and encrypts, time-stamps, and verifies the authenticity of each recording.

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Securus' goal in creating a system that ensures the security of the call recordings was to meet or exceed the Rules of Evidence used in state and federal courts for the admissibility and authenticity required in a court of law to support a conviction. It was the rigor of these standards to which we developed the SCP's chain of evidence.

In addition to the chain of evidence provided through SCP, Securus will provide expert staff to testify, at no cost to Pulaski County, on the authenticity of the call recordings made on SCP.

## Chain of Evidence

As the technology leader in the inmate telephone system industry, we continue to set the standard by which other vendors must compete—a standard that is impossible to attain without the investment in technology to which Securus commits. It is this investment in technology that allowed Securus to develop a unique process that ensures the chain of evidence is maintained at all times for recorded calls. This process is such an important advancement that it is the subject of a patent pending before the United States Patent Trademark Office. Due to the sensitive and proprietary nature of this information, we have included it as Reference #5 in the envelope marked "Confidential." We respectfully request that this information is removed from public display and inspection after proposal opening.



## Downloading Calls as Evidence

SCP allows authorized users to copy recorded conversation to any external media device connected to the user's PC, such as CD, DVD, mp3 player, or thumb drive. This feature allows the mobility of recordings for transporting the information to investigative personnel or for court cases. To maintain the accuracy of data and recordings during downloading and copying, SCP stores the files—both audio and CDR information—embedded within an industry-standard read-only format that prevents the possibility of tampering.



"I estimate that I request phone records for eight out of every ten subjects I investigate, and of the 100 subjects that I have helped convict over the past four years, probably half of those were because of telephone recordings provided by the Securus platform. Securus has been so successful in assisting with my cases that the US Attorney's office has asked me to get inmate calls for all cases."

**...Master Police Detective Michael Wachsmuth, a Tactical Field Officer working with the Alcohol, Tobacco, and Firearms division of the Federal Justice Department**

7.7.11. The ITS shall be capable of emailing and copying recorded calls onto a CD/DVD or other storage medium in either a ZIP file, WAV, ISO or MP3/data format with tamper free capabilities.

**✓ Read, agree and will comply.**

SCP provides authorized users with the capability to email and copy recorded calls onto a CD/DVD or other storage medium in audio or mp3/data format with tamper-free capabilities. This feature allows the mobility of recordings for transporting the information to investigative personnel, court cases, playback on another windows based PC, or simply to have a personal backup of the conversation.

SCP provides authorized facility users the ability to send an email message to selected individuals with a link to download the recorded conversations, or attach the downloaded .wav recording file to the email. Recipients of the emailed recording can listen to the .wav file from their email device.

The recording management folders allow investigators to view the size of the folder and how that compares to the available capacity of a CD or DVD. This utility also allows authorized users to move recordings between folders to easily manage their recording files. Once downloaded, the recorded conversations may be copied to any external media device connected to the user's PC.

“The North Dakota DOC encourages total cooperation with local law enforcement agencies along multiple jurisdictions in assisting in the investigation of crimes in the community. Securus provides multiple solutions to give access to law enforcement agencies in regards to inmate phone calls. The latest solution is the ability to actually e-mail a phone call(s) to an agency upon request and approval. Our agency works hand-in-hand with state and local police, federal agencies and the local drug task force and we have played an active role in many narcotic investigations and the conviction of many individuals involved in criminal activity. We learned long ago that sending some offenders to prison does not stop their involvement in criminal activity.”

-Patrick Branson, Deputy Warden of Operations, North Dakota Department of Corrections

## Downloading Recordings to External Media

*Proprietary and Confidential*

### Secure Call Platform

Facility Routing Number: 99001

The screenshot displays the 'Recording Management' section of the Secure Call Platform. It features a table with columns for SITE, PORT LOG, CHANNEL, NAME, PIN, START, END, and DURATION. Below the table, there are several callout boxes and a configuration area for downloading recordings to external media.

SITE	PORT LOG	CHANNEL	NAME	PIN	START	END	DURATION
Securus Demo Site	LP 11	(1)			09-10-2011 20:35:42	09-10-2011 20:36:59	77 (s) 1:28(m)
Sveeng	LP 1	(1)			11-03-2010 10:16:37	11-03-2010 10:16:43	6 (s) 0:1(m)
Securus Demo Site	LP 41	(1)			11-02-2010 13:55:36	11-02-2010 13:56:28	52 (s) 0:57(m)
Sveeng	LP 1	(1)			11-02-2010 08:34:30	11-02-2010 08:34:42	12 (s) 0:2(m)

Recording Management identifies file size compared to size available, both graphically and numerically.

Choose from multiple file types

Fast, easy email options available:

- Email with link
- Email with no link
- No email

Selected Files: (2) Total Files (3.34 MB Total) (147) Seconds Total (2:45) Minutes Total

The percentage shown below includes space reserved for the additional files necessary to support and play back the recordings.

Delivery Method: ISO

OGG File (Original Recording):  Wave File (Same size as OGG):  GSM Files (25% size of OGG):  Mp3 Files (50% size of OGG):

Buttons: Create CD Image, Download CD Image, Cancel

When call recordings are copied to removable devices, the ability to continue the chain of evidence is crucial to maintaining integrity of the recording.

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## Chain of Evidence Benchmarks

A phone call made on Securus' SCP creates a record, known as a call detail record (CDR), which includes—at a minimum—the following information:

- Customer name
- Facility name
- Originating station
- Destination number
- Start and stop time of the call
- PIN, if used by the facility

This information provides context about the call. It is this context that differentiates a typical recording from one that can survive an evidentiary challenge of its authenticity. SCP combines this contextual information with the audio data in memory, and writes the information to disk as a continuous data stream. The recording is never modified after it is written onto disk and each recording contains the critical information regarding the authenticity of the data.

Storing this log of data in one combined unit with the ability to quickly pull reports verifying this data from an independent system creates a strong audit trail for identifying and proving the origin of the recorded call.

### Creating the Audio Data

The recording process starts as soon as the called party answers the phone. This provides a record of the entire interaction between the SCP and the called party before the called party accepts the call. This interaction includes everything the called party says and all voice-over announcements, including the following information:

- Location of the originating call
- Inmate name
- Call rates
- Call acceptance
- Notification messages, such as the standard announcement that the call is subject to monitoring and recording

The recording is “complete” in real time and does not depend on the inmate and called party ending the call to have a “header” or other information written into the CDR. This feature is significant because the recording package is constructed real-time throughout the call and is un-editable, or locked, with respect to all of the required data to identify the call. This guarantees that any recording produced for legal purposes is the original data (recording and call details) and could not have been modified. In addition, data cannot be transposed with another recording to confuse the identity of the subject.

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## **7.8. Pre-Paid/Debit Application**

7.8.1. Indicate whether the pre-paid/debit application is part of the ITS or whether an external platform is utilized for the provision of pre-paid/debit calling.

✓ **Read, agree and will comply.**

Securus' debit application called Inmate Debit is a part of the SCP system and is **not** an external platform.

7.8.2. The pre-paid and/or debit application shall allow for pre-payment to a specific telephone number or an inmate's account. Provide a detailed description of all pre-payment/deposit methods available.

✓ **Read, agree and will comply.**

Inmate debit accounts are inmate-owned phone accounts that allow inmates to fund phone calls to

### **Inmate Debit Calling Accounts**

Securus has developed the next generation, industry-leading debit product, called Inmate Debit. Does your facility need to:

- Increase incremental revenue?
- Stop handling cash?
- Eliminate administrative burdens?
- Provide more options for friends and family members to fund?
- Reduce inmate frustration?
- Connect more calls?

Inmate Debit accounts are inmate-owned phone accounts that allow inmates to fund phone calls to numbers they want to call. Because the calls are funded by the inmate, there is no cost to the called party. An inmate can transfer funds from the commissary system to his Inmate Debit calling account. The inmate initiates the funds transfer from the commissary system to his Inmate Debit calling account at the commissary.

The inmate will provide his inmate identification at the point of sale and request the transfer of funds. The transfer amount will be deducted from the inmate's trust or commissary account and added to his Inmate Debit calling account.

Debit transactions will include inmate ID and the dollar amount transferred, and will be sent electronically from the commissary to Securus' secure FTP server. The resulting

electronic data exchange immediately updates the ITS to show the inmate identification and amount of debit time added to the phone account (by each inmate).

As an added advantage, Inmate Debit accounts can also be funded by friends and family members. This creates more revenue—inmates can make more calls because they now have additional funds. In addition, unlike traditional prepaid collect accounts, the inmate owns his Inmate Debit account and is not limited to calling only the numbers specified by friends and family members. Inmate Debit accounts increase the inmate calling opportunities, thereby increasing revenue and commissions for Pulaski County.

### **Pulaski County’s Problems... Solved!**

Inmate Debit will help Pulaski County solve several critical problems and increase efficiency.

<b>Problem Faced by Pulaski County</b>	<b>Inmate Debit Solution</b>
Poor service and support from unreliable vendors	<ul style="list-style-type: none"> <li>• Eliminates the need for commissary staff involvement</li> </ul>
Increasingly overworked facility staff	<ul style="list-style-type: none"> <li>• Relieves the facility staff of cash management</li> <li>• Eliminates the need for manual involvement from the facility staff</li> <li>• Eliminates the need for in-house commissary staff involvement</li> </ul>
Vendor systems that don’t communicate	<ul style="list-style-type: none"> <li>• Eliminates the need for commissary staff involvement</li> </ul>
State pressures to squeeze every dollar	<ul style="list-style-type: none"> <li>• Provides option to allocate Inmate Debit commissions to the inmate fund or general fund</li> </ul>
Pressure to solve crimes with limited investigation resources	<ul style="list-style-type: none"> <li>• Requires inmates to enter a PIN, which provides an audit trail for investigations</li> </ul>
Need to drive commissions or decrease services	<ul style="list-style-type: none"> <li>• Increases funding options, which leads to more funding</li> </ul>
Pressure to ensure inmate, constituent, and employee safety	<ul style="list-style-type: none"> <li>• Requires inmates to enter a PIN, which provides an audit trail for investigations</li> </ul>
Tight or declining budget	<ul style="list-style-type: none"> <li>• Provides option to allocate Inmate Debit commissions to the inmate fund or general fund</li> </ul>

Problem Faced by Pulaski County	Inmate Debit Solution
	<ul style="list-style-type: none"> <li>Increases funding options, which leads to more funding</li> </ul>
Focus on inmate and constituent family members' satisfaction	<ul style="list-style-type: none"> <li>Provides additional funding options for both inmates and family members, and does not require friends and family members to open an account</li> <li>Completes more inmate calls</li> <li>No-charge to the inmate to manage the account</li> <li>Increases inmate control over his account</li> </ul>

### Implementing Inmate Debit

Securus has a dedicated Integration team that is committed to integrating within 30 days. The Integration team will provide Pulaski County with inmate and friends and family marketing materials to promote Inmate Debit and provide a smooth transition for the users. Securus will insert call prompts for inmates and friends and family to assist them in funding an account.

Once implemented, an Inmate Debit account is opened automatically at booking. Accounts for existing inmates can be opened manually through the SCP user interface.

### Adding Funds

Inmates can add funds to their accounts through automated trust transfers, such as Commissary Order by Phone, forms, and kiosks.

Friends and family members can add funds to an Inmate Debit account without opening their own account. Friends and family members can deposit money directly into an inmate's debit account using several convenient points of sale:

- Securus Correctional Billing Services' Website
- Customer service representatives
- United States Post Office—mail the payment to Securus Correctional Billing Services' PO Box.
- Friends and family members also have multiple payment options to fund accounts, including credit or debit card.



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## **Handling Payments, Commissions, and Refunds**

Securus handles all payments, relieving Pulaski County from the cash handling business. As money is added to an Inmate Debit account, SCP recognizes the funding transaction and transfers the funds to Securus.

Securus will then pay commission to Pulaski County based on the monthly usage. Securus will send Pulaski County a commission check each month that can be applied to the general fund or inmate welfare fund based on Pulaski County's direction.

When an inmate is released from the Pulaski County facility, the release information is transmitted to SCP. The Inmate Debit account is closed in SCP and the remaining unused balance is made available for refund to the inmate. Securus can remit the unused funds to Pulaski County to be refunded to the inmate via Pulaski County's refund process. Or, to further relieve Pulaski County of cash-handling, Securus will make the refunds available to the inmates directly via Western Union's more than 470,000 worldwide retail locations.

## **Reporting**

Detailed reporting about Inmate Debit is available through the SCP user interface and the Facility Portal. The SCP Debit Report allows Pulaski County users to:

- Query Inmate Debit call detail records (CDRs) by the user-specified criteria
- View all debits and credits that occurred during a specific time period for an individual inmate; for all inmates within a facility; or for all facilities

## Secure Call Platform Debit Report

*Proprietary and Confidential*

Secure Call Platform

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL

Facility	Site	Phone Group	Area
Securus Detain Site	Securus Detain Site	All Phone Groups	A - Phones

SCP Debit Report Search  
(Negative numbers will be displayed in parenthesis)

ALL IN SEARCH CRITERIA (1) (links, Refresh Plus)

View T for info, edit, delete, search, etc.

Search Form Fields:

- Search Block Name: [ ]
- User Name: [ ]
- User Comment: [ ]
- Date: [ ]
- Amount: [ ]
- Exclude Automated Process:

How Many: [ ] (limit search range to maximum 2000 days)

Start: 10/10/2010 00:00:00 End: 11/18/2010 23:59:59

Search Reset

Site	Account # (PH)	Inmate File / User	Type	Amount	Date/Time (in Central Time)	User	Reference #	Event price	Comments
Securus Detain Site	10220010 18	10220010 1802	CHWEL	\$100.00	10/20/2010 11:12:22	474444207074	20101228111224	10220010	20101228111224

TOTALS

Order Type	Quantity	Amount
Debit	0	\$0.00
Credit	2	\$100.00
Debit	0	\$0.00
Credit	2	\$100.00

By using the criteria in the search area, users can run reports detailing and totaling SCP Debit activity and balances for their facility.

7.8.3. The ITS shall provide the inmate with the balance of the pre-paid or debit account at the time of the call.

✓ **Read, agree and will comply.**

The inmate can press a digit on the keypad during call setup to hear their available balance in the Inmate Debit account, and the cost of the call.

7.8.4. The ITS shall provide the called party with the balance of their pre-paid collect account at the time of the call.

✓ **Read, agree and will comply.**

With the automated operator, called parties can request to hear the available balance of an AdvanceConnect (prepaid) account or available credit of the Direct Bill account.

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7.8.5. The pre-paid and/or debit application shall allow international calls.

✔ **Read, agree and will comply.**

Securus will provide international calls through the pre-paid and/or debit applications.

7.8.6. Proposer shall describe its process for accommodating real-time refunds associated with pre-paid and/or debit accounts.

✔ **Read, agree and will comply.**

Prepaid accounts that have a remaining credit balance will expire 180 days from the date of the last call placed using the account. Account owners can obtain a refund prior to expiration of the account. To obtain a refund on an unexpired account, end-users may contact SCBS by phone at 800-844-6591, or by chat at [www.securustech.net](http://www.securustech.net). For all check and credit card transactions made by phone or website, full and partial refund amounts will be applied to the payment source last used.

For full refunds on accounts where the last payment was made via Western Union, those funds will be refunded to the customer through Western Union. For partial refunds on accounts that were paid via Western Union and for both full and partial refunds on payments mailed to SCBS lockbox, a check will be mailed via regular U.S. Postal Service delivery.

### **Debit Accounts**

When an inmate is released from the Pulaski County facility, the release information is transmitted to SCP. The Inmate Debit account is closed in SCP and the remaining unused balance is made available for refund to the inmate. Securus can remit the unused funds to Pulaski County to be refunded to the inmate via Pulaski County's refund process. Or, to further relieve Pulaski County of cash-handling, Securus will make the refunds available to the inmates directly via Western Union's more than 470,000 worldwide retail locations.

7.8.7. The ITS shall be capable of interfacing with the current commissary and/or JMS provider for ease of transferring money from the inmate's trust fund/commissary account to the ITS debit account as well as refunding any unused funds to the trust fund account upon the inmate's release. The current commissary provider is Stellar Services, contact: Rich Beaumont, and the current JMS provider is Secure Manage, contact: John Leiner. Further, Proposer shall state whether it has an established business arrangement and interface with commissary or JMS provider.

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✓ **Read, agree and will comply.**

Securus has its own dedicated Integration Department that works exclusively on integrating the various systems and products in the correctional environment. Having this dedicated Integration Department allows Securus to deliver fast and flexible solutions for our customers. Securus currently integrates with more than 60 independent facility owned systems/shared databases and with more than 110 vendors worldwide.

Securus' technology is flexible and does not mandate rigid specifications when working with facility owned systems, JMS, Commissary, and Vendors etc. Securus will fully cooperate with Pulaski County to automate the systems.

The most common technologies Securus is able to integrate with your system include: HTTP, FTP push or pull of files in any textual format, SOAP Web Services, JSON, XML-RPC, and TCP Sockets. All of these methods are performed over a secure connection. Securus is able to transform your data format for insertion into our platform, negating the need for costly code modifications to your system. Securus integration engineers will consult with your facilities IT department or system provider to determine the best integration strategy for your specific application.

## **Securus Integration Process**

The dedicated Securus Integration team is the exclusive team that designs, develops, tests and implements all custom integrations with corrections industry and banking systems. Our mission is to deliver fast and flexible solutions for our customers. This process is incorporated into the overall Project Plan for the installation of the Securus SCP inmate telephone system. Major milestones include:

- Collect Preliminary Needs/Requirements
- Contract Signed
- Finalized Requirements document
- Approved Scope Statement
- Finalize Design Document
- Schedule Customer Implementation
- Develop Custom Integration Solution
- Test Custom Integration Solution
- Implement Custom Integration Solution
- Customer Approval and Sign off

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## **7.9. Security**

7.9.1. All Proposer employees shall obtain, at Proposer's cost, the appropriate personnel background security clearance prior to arrival at the Facility(s). All Proposer employees will comply with PULASKI COUNTY's policies and procedures. Entry to the Facility(s) is subject to the approval of PULASKI COUNTY's Site Administrator / Administrator / Warden.

✔ **Read, agree and will comply.**

## **7.10. Certifications and Accreditations**

7.10.1 Please provide a list of all certifications and accreditations of company, including PCI (Payment Card Industry) Certification for credit card security, HUB Zone Certifications, Better Business Bureau Accreditation, MBE/WBE certifications, etc.

✔ **Read, agree and will comply.**

## **7.11. Training**

7.11.1. Proposer shall provide onsite training to PULASKI COUNTY's staff. Additional training (onsite or via the web) shall be provided to new staff at no cost to COUNTY. Training manuals shall be provided to PULASKI COUNTY's staff at all training meetings and will become the property of PULASKI COUNTY.

✔ **Read, agree and will comply.**

Securus provides product training covering all features in the agreement. **Experienced Securus employees conduct all training through online instructor-led classes or onsite one-on-one and classroom training sessions.** Standard training is conducted using both hands-on experience with your data and using instructor demonstrations to ensure you understand concepts. **On-site training will be provided by your Account Manager, Susan Fritz who is located in Rantoul, IL at your request.**

Securus' training programs enable facility staff to use all features the first day of installation. Since products are Web-based, after a 2 to 3 hour training session most officers find it easy to maneuver through the features immediately.

In addition to standard training, Securus will work with you to customize training to meet your unique needs. We offer separate classes focused on different agency functions such as creative investigations, well-organized live call monitoring, efficient system administration, etc. Training for product upgrades, new facility staff, or a general refresher is offered through online instructor-led courses available twice a month throughout the year.

### Training Course Elements

Securus is committed to providing your staff with training that will maximize the potential of the features you selected. Training courses are in a user-friendly task oriented format to teach your officers what they need to know to do their job. Courses are often separated into modules based on the types of duties officers tend to perform using the unique features of the product.

Securus provides the following standard training elements:

Course Module	Learn About
<b>Getting Started</b>	<ul style="list-style-type: none"> <li>• Logging in</li> <li>• Navigating through the features</li> <li>• Managing your password</li> <li>• Contacting Technical Support for Service Calls</li> </ul>
<b>User Administration Activities</b>	<ul style="list-style-type: none"> <li>• Creating and changing user accounts</li> <li>• Defining a user's role and granting access permission</li> <li>• Resetting a user's password</li> <li>• Deactivating / deleting users</li> <li>• Running user management reports</li> </ul>
<b>Inmate Administration Activities</b>	<ul style="list-style-type: none"> <li>• Adding and changing inmate phone accounts</li> <li>• Deactivating inmate phone accounts</li> <li>• Setting up the phones to act the way you want</li> <li>• Using administrative reports</li> </ul>
<b>Monitoring Activities</b>	<ul style="list-style-type: none"> <li>• Reviewing Call Detail Records (CDRs)</li> <li>• Monitoring live calls</li> <li>• Listening to recorded calls</li> <li>• Using monitoring reports</li> <li>• Saving calls and burning to CD</li> </ul>

Course Module	Learn About
<b>Investigation Activities</b>	<ul style="list-style-type: none"> <li>• Using CDRs for investigations</li> <li>• Recognizing trends in inmate activity</li> <li>• Using other investigative tools to collect information for evidence</li> <li>• Digging into the details</li> </ul>
<b>Super User Activities</b>	<ul style="list-style-type: none"> <li>• Learning time-saving tips and tricks</li> <li>• Discussing actual facility situations and turning evidence into intelligence</li> <li>• Troubleshooting for operational and maintenance staff to minimize unnecessary service calls</li> </ul>

### Self-Help Elements and Documentation

Securus also provides an online self-help system available at all times from a Help menu in the product. Keyword searching offers immediate access to the information you are seeking or you can follow the table of contents for a full learning experience. Officers can print one topic or the entire help system if a User Manual is preferred. This method of “print what you need when you need it” ensures printed material is updated with the current released product.

Features include the following:

**Welcome Pages** – Provides high level descriptions of functions and features.

**How To** – Offers task-based procedures to efficiently use the product. Each topic has a direct link to email Technical Support or Training for further assistance.

**What’s New** – Describes changes in the new release with links to more details.

**Pop-up Definitions** – Defines Glossary Terms and Index words without having to leave the topic. This assists with quickly assimilating new concepts and technology.

**Tips and Tricks** – Provides short cuts, helpful hints, and advanced topics.

**Solutions in the SCP User Interface** – Shares real world examples of how to use SCP user interface to help you setup stings and solve/prevent crime.

**Troubleshooting** – Assists officers in figuring out unexpected results and what to do to get back on track.

**Reference** – Provides handy reference material such as international dialing codes and other resources for your convenience.

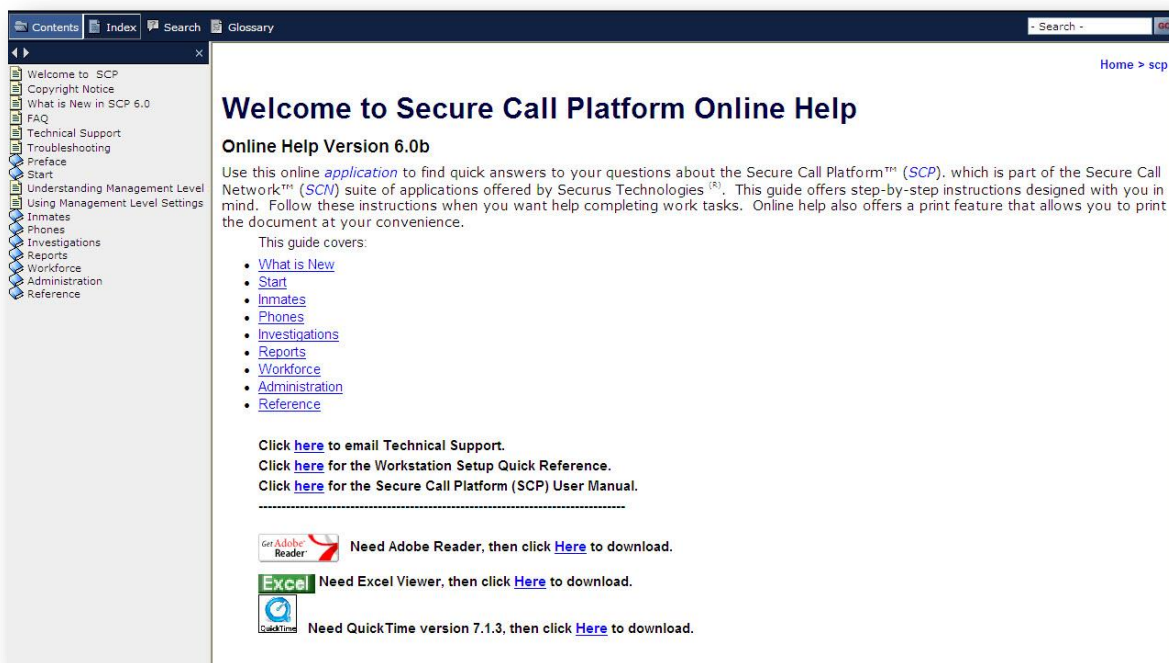
Features that are in development include:

- **Show Me Tutorials** – Video clips to support officers in learning more complicated tasks.
- **Feedback Mechanism** – “Was this Helpful?” and “Did you Find what you’re Looking for?” surveys for authors to improve content based on what officers want to know.
- **Advanced Management Functions** – Reports that track how often officers access specific items in the help system assist Securus in identifying areas where usability improvements or more focused training might be helpful.

The following figure illustrates a SCP Online Help user interface.

## SCP Online Help

*Proprietary and Confidential*



7.11.2. When requested by PULASKI COUNTY, informational pamphlets shall be available to inmates and shall describe the applicable features and functionalities of the ITS.

✓ **Read, agree and will comply.**



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# APPENDICIES

## Appendix A-Facility Specifications

Pulaski County Detention Center  
20 Justice Dr.  
Ullin, IL 62992

PULASKI COUNTY presently operates its County prison with an average daily population of 206 + inmates, approximately 190 of which are ICE detainees

### JAIL SPECIFICATIONS

ADP:	206
Number of Beds:	250
Call Time Limit:	Unlimited
Hours of Availability for Inmate Telephones:	N/A
# of Inmate Telephones Currently:	30
<b># of Inmate Telephones Desired:</b>	<b>30</b>
Required Telephone Cord Length (Inmate Telephones):	18"
Visitation Sets Currently:	13
Required Telephone Cord Length (Visitation Telephones):	18"
Portable/Cart Phones Required:	2

# Fees

## Appendix B

List of Non-commissionable Fees	Fees
Account Set-Up Fee (IVR or Web)	\$0
Account Set-Up Fee for additional line	\$0
Recharge Fee(Live Agent)	\$9.95
Recharge Fee (IVR or Web)	\$9.95-IVR/\$7.95-Web
Monthly Administrative Fee(s)	\$0
Refund Fee(Securus)	\$0
Carrier Recover Fee	\$0
Bill Statement Fee	\$0
Regulatory Assessment Fee	\$0
Biometric Fee (IPRO)	\$0.02/minute (optional)
Other Fees (Listed Below)	
Return Check Charge	\$25.00
Wireless Administration Fee	\$3.99
Federal Regulatory Recovery Fee	\$3.49
Money Gram (Third Party Payment Processing fee - if utilized)	Up to \$12.95
Western Union (Third Party Payment Processing fee - if utilized)	Up to \$12.95

**Please review our Financial Offer in Attachment M.**

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## APPENDIX C – SITE EVALUATION REGISTRATION FORM

This site evaluation registration Form must be completed and returned to the RFP contact specified in **Section 2.5-Questions or Comments** on or before the date specified in the Schedule of Events. The Facility(s) will provide an escort.

Provide the following information for the Proposer Representative (s) that will be attending the site evaluation which will be held on the date specified in the Schedule of Events.

### Pulaski County Detention Center

Vendor Name: Securus Technologies  
Address: 14651 Dallas Parkway  
Sixth Floor  
Dallas, Texas 75254  
Main Contact Phone Number: 972-277-0300

Attendee Name: Jon Glauer  
Attendee Title: Field Service Technician II  
Attendee Office Contact Number: N/A  
Attendee Mobile Contact Number: 731-514-2228  
Attendee Email Address: [jglauer@securustech.net](mailto:jglauer@securustech.net)

Attendee Name: Susan Fritz  
Attendee Title: Major Account Manager  
Attendee Office Contact Number: 217-282-9054  
Attendee Mobile Contact Number: 217-549-5304  
Attendee Email Address: [sfritz@securustech.net](mailto:sfritz@securustech.net)

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**FAILURE TO SIGN BELOW WILL DISQUALIFY PROPOSER'S PROPSAL**

To the best of my knowledge and belief, the information presented in this proposal is true and complete. I further acknowledge and continuing obligation to update the proposal if material discrepancies are discovered. Failure to do so may result in this proposal being disqualified from further consideration.

**VENDOR NAME:** Securus Technologies, Inc.

**AUTHORIZED REPRESENTATIVE:** Robert E. Pickens, President

**SIGNATURE:** \_\_\_\_\_

**DATE:** \_\_\_\_\_

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# ATTACHMENTS:

Attachment A: SCP Highlights

Attachment B: Securus Team Profiles

Attachment C: Illinois Amended Certificate of Authority

Attachment D: Illinois Commerce Commission Certificate

Attachment E: Securus Rate Commission & Terms of Service

Attachment F: Financials and Moody's Report

Attachment G: Project Plan

Attachment H: 5-year List of Former Clients

Attachment I: Letters of Recommendation

Attachment J: ICE Certificate

Attachment K: Sample Commission Report

Attachment L: Certificate of Insurance Coverage

Attachment M: Securus Financial Offer

***Attachment A***

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***Secure Call Platform (SCP) Features***

# Secure Call Platform (SCP) Features

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- **Secure Instant Mail (SIM)**

SIM can provide Pulaski County with additional revenue while automating a manual process. There is **no cost** to the County to implement SIM.

- **Secure Voicemail**

Securus is one of the only inmate telecommunication vendors to provide secure voicemail opportunities to the facility. Voicemail provides a new path of communication for the inmates, their friends and family members, and attorneys. In addition to communication options, it provides investigative opportunities.

Securus' Voice Mail has the capability for two-way messages, meaning the inmate can leave messages for their attorney or friends and family, and receive a response by voice mail. This benefits inmates and other involved parties because it allows communication even when the called party isn't at the phone to receive the call.

### **How It Works**

Securus has simplified the process for using Voice Mail. Any caller that has a Voice Mail account with the existing platform can leave a voice message. Messages can be left for individual inmates or multiple inmates in multiple facilities. Pulaski County provides a secure password-protected account for inmates to use this feature and designates specific inmate telephones in which Voice Mail can be retrieved.

### **System Security**

Since messaging runs on Securus' SCP, facilities have the same control of recording and monitoring as with their inmate telephone system. Only the inmate, the sender, and approved facility personnel can access Voice Mail messages.

### **Features and Benefits**

The messaging application provides an additional communication channel to friends and family members, increases investigative capability, and can have a positive impact on calling revenue.

### **Increased Investigating Capabilities**

Messaging provides investigators with the same recording and monitoring capabilities as any call. However, with friends and family member's new capability to call and leave a message, investigative possibilities are increased substantially.

### **Hardware/Software Requirements**

There is no need for a computer because messaging is handled in the same way as a call on the facility's SCP system.



- **THREADS**

THREADS is an analytical tool that examines billions of records to provide focused leads by detecting patterns, anomalies, linkages, and correlations both inside and outside of prison walls.

Securus understands the lifecycle of intelligence and investigating communications data and the challenges investigators, detectives, and corrections facility staff face in both time and resources, such as the following:

- Pulling reports
- Exporting information
- Sending information to someone else
- Contacting other facilities for information
- Combining all the information together
- Receiving information in many different formats
- The daunting task of identifying suspicious behavior in the information provided to uncover focused leads

Even when key information is gathered, investigators have to determine where all of the data will go as well as the time consuming method of analysis.

- What if you had a 24x7 analyst that you didn't have to provide a salary to or benefits?
- How much time and money would be saved?
- What if you had a sense of liability protection knowing access to the data is controlled, logged, tracked, and available to only authorized users?

The Securus THREADS product provides the means to answer these questions. The unique algorithms used within THREADS were designed by real investigators with many years of experience analyzing communications data and training other investigative units on how to analyze data.

- **Automated Information Services (AIS)**

AIS is the industry's first and only hosted, interactive voice response (IVR) system that automatically provides general facility information and inmate-specific information to detainees and outside callers over the phone.

In addition to this core functionality, AIS can be configured to enable friends and family to open or fund a prepaid telephone account and fund an inmate's trust account over the phone. These additional funding options make it easier and more convenient for friends and family to contribute funds while increasing your facility's potential commissionable revenue. All of this functionality is available around the clock, which means constituents can always get the information they need when they need it.





AIS can automate information, such as:

- Criminal charges
- Bond amounts and types
- Court dates, times, and locations
- Projected release date
- Commissary balance
- Visitation eligibility
- General facility information
  - Facility location
  - Directions
  - Hours
  - Mailing policies
  - Visitation policies
  - Money deposit policies

AIS provides unmatched secure access into facility and inmate information. This information is pulled from a facility's various Management Information Systems (MIS) including your jail management system and court systems every 15 minutes. The service offers an English and Spanish interface, text-to-speech playback of inmate names, and touchtone and speech recognition interface. Friends and family can access AIS by calling your normal telephone number; inmates access their information by dialing a speed dial code from any inmate telephone.

- **Location Based Services**

With more than 50 percent of all inmate telephone calls being completed to cell phones, the ability to locate these cell phones have never been more important. With LBS, Securus has the ability to locate the proximity of calls made to cell phones when they are answered and when the calls are terminated.

With Securus' proprietary LBS, Pulaski County can determine the true location of a cellular phone. LBS provides the following to your facility:

- Provide the called party's true location at the time of an inmate's call via a link in the call detail record (CDR)
- Establishes a "Geo-Fence" perimeter around a location to notify investigators when an inmate calls a cell phone that is within the geo-fence
- Identifies the real-time location, on demand, of a suspect's cell phone (requires appropriate warrant documentation)

Reports generated from the CDR contain an icon that identifies calls to a wireless number. LBS provides an additional link that maps the location of a wireless number when the inmate placed the call.



- **Geo Fencing**

With geo-fencing, the County can set up a perimeter around facilities that identifies when an inmate calls a cell phone that is located within that perimeter at the time of the call. Geo-Fencing can generate a Covert Alert notification to investigators that allow them to act quickly on real-time information. This valuable capability helps protect your perimeter and is helpful in preventing escape attempts.

- **Voice Biometrics**

As an optional feature, Securus uses advanced voiceprint technology as a powerful biometric authentication of a person's identity. Compared to other biometric techniques, it is quick, natural, non-intrusive, and cost-effective. Our voice biometric does not require a technology upgrade for each telephone because it works with the existing SCP technology and features, such as inmate name recording. Further, our solution does not require the introduction of hazardous or communicable germ-spreading apparatus into the inmate common areas. Inmates can break thumbprint readers, presenting a hazard for both staff and other inmates; the use of a retina scanner can spread conjunctivitis. With our solution, both of these are avoided.

The technology works because each person's voice contains a unique signature. As a means of identification, a person's voice is as reliable as his or her fingerprint. Our biometric voiceprint technology compares a digitized speech sample of an inmate to a previously processed and stored template of the inmate's voice.

When using voiceprint technology, an inmate is asked to say his/her name (and/or password) during the first call into the preprogrammed telephone four times. These repeated utterances of his/her name teach the system the subtle variations of the targets voice and when fully educated, enrolls the inmate into the system. The initial voiceprint becomes the basis for the inmate's personal voice verification file. This method of identification may be used in different parts of the prison to allow or prevent access to different areas.

- **S.T.O.P. Electronic Monitoring**

Satellite Tracking of People LLC, a Securus-owned company, provides GPS and RF monitoring equipment and services to more than 400 government agencies and independent service providers who are responsible for supervising adult and/or juvenile defendants, parolees, and/or probationers in the community. For more than nine years government agencies across the U.S. have used BLUtag, the original one-piece GPS monitoring device to track and record the locations and movements of adult and juvenile enrollees in their local communities, which is longer than any other provider of a one-piece GPS monitoring device. We also offer optional auxiliary equipment to expand BLUtag's monitoring capabilities in impaired environments.

Satellite Tracking of People LLC also provides optional Monitoring Center services to help agencies streamline the workload of their agents and the management of events. The flexible service allows agencies to use this service during specific hours of the day (e.g., overnight hours); on specific days (e.g., weekends and holidays) or with specific events (e.g., equipment tamperers). Agencies provide our Monitoring Center staff with the protocols for properly managing events.



- **Inmate Debit**

Inmate Debit accounts are inmate-owned phone accounts that allow inmates to fund phone calls to numbers they want to call. Because the calls are funded by the inmate, there is no cost to the called party. An inmate can transfer funds from the commissary system to his Inmate Debit calling account. The inmate initiates the funds transfer from the commissary system to his Inmate Debit calling account at the commissary. The inmate will provide his inmate identification at the point of sale and request the transfer of funds. The transfer amount will be deducted from the inmate's trust or commissary account and added to his Inmate Debit calling account.

Debit transactions will include inmate ID and the dollar amount transferred, and will be sent electronically from the commissary to Securus' secure FTP server. The resulting electronic data exchange immediately updates the ITS to show the inmate identification and amount of debit time added to the phone account (by each inmate).

As an added advantage, Inmate Debit accounts can also be funded by friends and family members. This creates more revenue—inmates can make more calls because they now have additional funds. In addition, unlike traditional prepaid collect accounts, the inmate owns his Inmate Debit account and is not limited to calling only the numbers specified by friends and family members. Inmate Debit accounts increase the inmate calling opportunities, thereby increasing revenue and commissions for Pulaski County.

- **Archonix**

Archonix, a Securus-owned company, offers a complete suite of public safety software solutions, which are sophisticated, yet simple to use. Archonix has benefited from the acquisition and integration of software from several industry players in recent years as well as their own significant expenditures on technology. The result is that Archonix has taken the best features from each of their products and molded them into a uniform package for their customers.

Archonix XJail system is a complete package for jails and prisons to manage their workflow, adhere to policies and procedure to maintain compliance with the jail standards, and one of the only proactive system that warns the operators on tasks pending for them to do or important issues to resolve or things that are going wrong within the jail functions managed by XJail. It is software built with current information management and technical needs in mind..

- **Continuous Voice Verification**

Investigator Pro, implements voice biometric technology developed for the US Department of Defense to investigate call recordings and determine what inmate voice(s) appear on the call, detect certain three-way call violations, identify PIN theft, and help investigators find correlations between calls that might otherwise go undetected.

If you are experiencing any of these issues, the ***Investigator Pro*** solves them:

- Inmates stealing other inmates debit funds
- Inmate's sharing PIN to hide their identity
- Multiple inmates talking on the same call
- Frustration in trying to positively identify each inmate on the call
- Garbled and difficult to understand call recording voices
- No way to make notes on evidentiary call segments



- Frustration trying to retrieve investigator notes on call segments
- No electronic way to send important call segments and notes to interested parties
- No automated method for identifying suspicious phone calls
- Not enough time to review the important phone calls

The ***Investigator Pro*** is a crime detection and prevention system that integrates with your inmate telephone system with it's own set of capabilities to solve these problems and has been in successful operation in 175 correctional facilities since its development in 2005.

- **Word Spotting**

Word Spotting is designed to provide investigators with focused leads based on the audio spoken during calls originating from their facilities. Word Spotting does this by finding pre-specified keywords and short phrases within selected recorded inmate conversations. Call is identified in automated SCP reports.

- **PREA**

The **PREA Compliance Suite** is designed to enable Pulaski County to be compliant with the Prison Rape Elimination Act (PREA) by assisting your agency in the collection, tracking and reporting of alleged PREA incidents.

- **Securus Video Visitation System**

The Securus Video Visitation System delivers features not found in any other video visitation system. Securus evaluated the systems available today to determine what was available, what was missing, and how long it took to implement them. The results indicated that the total video visitation system that could address all aspects of a corrections facility's needs did not exist. Securus worked meticulously to develop the best system in the industry—combining *hardware, software, features, ease of use, reliability, customer service, and time to deliver and implement.*

Securus Video Visitation is specifically designed for correctional facilities of all sizes and will surpass Pulaski County's expectations for this technology. This visitation solution alleviates financial and staff time constraints while enhancing facility security. The inmate proof system terminals and applications allow inmate's friends and family members, corrections professionals, and attorneys to securely schedule and communicate with an inmate directly in their housing unit from on-site at the facility or anywhere a broadband Internet connection is available. In addition to providing operational benefits, the system will provide:

- Visitation registration and scheduling
- Chat features for internal communication between the County's users, such as attorneys, probation officers, and jail administrators
- Inmate information application
- Sick call application
- Securus' Secure Instant Mail (electronic mail)



- Commissary order application
- Storage of recorded visitation sessions
- Emergency video application
- Automated retrieval and playback of sessions
- Visitation reporting

The Securus Video Visitation solution will drive efficiency benefits for Pulaski County and your officers while also providing a means for visitation between inmates and their friends and families that will not require them to visit the facility. We propose this capability at no cost to Pulaski County.

***Attachment B***

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***Securus Team Profiles***



**Susan D Fritz**  
**Major Account Manager**

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**Summary**

Susan has been with Securus for one year, but has twenty six years' experience managing Inmate Telephone accounts throughout Illinois, Texas and Arkansas. During her career, she has been in the telephony business and understands the intricacies of what it takes to implement an inmate telephone system as well as the customer service it takes to keep a customer satisfied. She has had extensive knowledge in the customer service fields of the business and that is why she understands her customers.

---

**Experience**

**Securus Technologies, Inc.**  
**Major Account Manager**

**2013 to Present**

- Support Customer Sites to make their day-to-day operation run smoothly
- Bring new products to Customers to enhance their experience with Securus
- New business opportunities to allow Securus to continue to be a major vendor to the Inmate Communications business

**Consolidated Communications, Inc.**  
**Product and Business Development Manager**

**1988 – 2013**

- Responsible for growing CCPS business in a profitable manner.
- Key player to implementing the new offender telephone systems.
- On-site assistance with conversion of sites and conducts training for system users as needed.
- Training project leader during the implementation phase making sure all points of the training process are followed.
- Administered test calls at each site conversion; the analysis and feedback from these test calls provided CCPS field technicians with pertinent information to help the transition/conversion run smoothly.

---

**Training/  
Certifications**

- Franklin Covey Training
- Sales Training
- Telephony Training

---

**Education**

- Webber Township High School, Bluford, IL 1982
- General Studies





## **Tura Hallblade**

### **Sales Vice President – Midwest Region**

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Tura has spent the past 13 years of her career in the technology industry and most recently has brought her knowledge to Securus where she serves the Midwest Region in her role as Sales Vice President. Her varied background on both the sales and support side brings a wide array of technical and customer support experience.

Heather sat on the Board of Directors for the Texas Jail Association and understands the highly specialized needs of those serving in the corrections and law enforcement environment.

---

### **Experience**

- Responsible for Minnesota, Iowa, Missouri, Arkansas, Illinois, Indiana, Wisconsin, Michigan, Ohio, Kentucky
  - Assists in the introduction of new technology to increase revenues and efficiencies in county jail facilities
  - Provides management and support for Account Managers for both new business acquisition and existing account support
  - Provides a point of escalation and guidance to the Account Management team to ensure overall customer satisfaction and support for ongoing account support
  - Consults closely with various counties to ensure best technological solutions are implemented to help create a more efficient working environment
  - Works in partnership with the Field Services team to handle any escalations and resolve customers issues
  - Train customers on existing and new equipment to help best meet the needs of their operation
- 

### **Training/Certifications**

- University Educator – Marketing & Sales
  - Sales Training
  - Professional Speaking Training
  - Franklin Covey Training
- 

### **Education**

- Concordia University – St. Paul, MN – BA – Marketing Management
- Concordia University – St. Paul, MN - MBA





## **Kelly Elza**

### **Escalations Specialist**

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Ms. Elza has 17 years' experience with account management, project management, and customer support. She has excellent communications and relationship building abilities. She has experience in skillfully listening to customer needs and developing solutions, facilitating through completion and continuing ownership. Ability to sell new solutions to existing clients based on specific account knowledge. Ability to multi task and self-manage in an intense, fast paced environment. She has several years' experience working in or closely with call center environments. Constant desire to learn about all aspects of an organization and be engaged respectively to meet customer needs. She has experience visiting customers and performing sales presentations, as well as attending trade shows. She is proficient in MS Office products and Microsoft Dynamics CRM.

---

### **Experience**

- Act as advocate within Securus for customers experiencing severe or chronic issues.
  - Research and resolve critical issues involving all organizations both internal to Securus and external vendors.
  - Own, engage, and drive escalated issues to completion.
  - Identify root cause of presented issues and identify opportunities for improvement.
  - Design and implement solutions that are time and cost effective, following through to resolution to ensure customer satisfaction.
  - Audit activities, propose changes, and work with key members to implement solutions in a cross-functional environment affecting all areas of the organization.
  - Gather data and prepare monthly metrics presentations for review with the Executive Council and other key organizational members.
- 

### **Education**

- Letourneau University,  
Bachelor's in Business Administration, Summa Cum Laude



## **Jon Glauer**

### **Field Service Technician**

Jon has been with Securus for 14 years and brings more than 16 years of experience in the corrections industry. His responsibility is to install, maintain, repair telecommunications, associated computer, networking and electronic equipment and wiring per specifications and operational procedures at correctional facilities.

---

### **Experience**

- Administers Securus accounts and repairs all related equipment
- Installs and repairs telephones
- Pulls and terminates wire, trace wire, and troubleshoot wiring issues
- Installs power supplies, modems, and other hardware components
- Troubleshoots network and computer hardware and software troubles
- Upgrades and repairs all phone and wiring on system
- Trains customers on the proper use of phone system
- Worked for two years at the Washington County Detention Center in Jonesborough, TN

---

### **Training/Certifications**

- Networking and Telephony Certification, Global Knowledge
- Basic Jailers Training
- HVAC Certification
- VAC Certification

---

### **Education**

- Daniel Boone High School, Gary, TN, 1980



## **Jeremy Rohr**

### **Sales Engineer**

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Jeremy has been in the telecommunications field for nine years. Jeremy is responsible for supporting account managers in the upper Midwest. He helps account managers add value through ancillary products like AIS, Vizvox, Debit Calling, and Archonix JMS.

---

### **Experience**

- Supports eight account managers in Midwest territory with new technology products
  - Responsible for field training of sales associates on product capabilities and how they solve customer problems
  - Produces multi-media customer and sales presentations
  - Provides technical expertise for sales team members
  - Assists with the development and delivery of customer demos
  - Supports the development of customer proposals with technical specifications and innovative solutions
  - Prepares accurate technical order information and assist with implementation as necessary
  - Created curriculum for parish-based marriage groups
  - Marketed and promoted marriage ministry
  - Acquired new home improvement contractors in a six-state territory for utilization of home improvement financing options.
  - Developed business among existing customers
  - Self employed as the Minnesota dealer for On-Hold Marketing & Communications
  - Responsible for sales, installation. and service
  - Responsible for selling local phone service, internet access and long distance services
- 

### **Training/Certifications**

- Tentmakers Youth Ministry
  - Sandler Sales Systems
- 

### **Education**

- Saint John's University – Collegeville, Minnesota  
Bachelor of Arts Communication



## **Craig Charboneau**

### **Field Service Manager**

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#### **Summary**

Craig has been in the telecommunications field for eight years and in the construction and electrical industries for 18 years. He is responsible for making sure that the technicians achieve their goal of maintaining and fixing equipment in a timely and professional manner.

---

#### **Experience**

- Manages 10 remote employees in five states: Wisconsin, Michigan, Illinois, Indiana, and Ohio
  - Manages \$2.3 million budget
  - Oversees installs, maintenance, programs, and repair telecommunication hardware
  - Installs LAN/WAN/networking hardware/software, various electronic equipment and wiring per specifications and operational procedures
  - Works on one-on-one basis with sworn facility staff, civilian staff, the inmate population, and family members of inmates to resolve questions and concerns
  - Monitors and tests equipment according to equipment standards
  - Assesses and responds to situations where standard procedures have failed in isolating or resolving problems
  - Trains and gives technical support to sworn facility staff, civilian staff
- 

#### **Training/Certification**

- Trained in A+ and Network +.
- 

#### **Education**

- University of Wisconsin Marathon Campus 1994 - 1996

***Attachment C***

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***Illinois Amended Certificate of Authority***



## OFFICE OF THE SECRETARY OF STATE

JESSE WHITE • Secretary of State

SEPTEMBER 30, 2010

5958-771-4

NATIONAL CORPORATE RESEARCH, LTD.  
520 S. SECOND ST, STE 403  
SPRINGFIELD, IL 62701

RE SECURUS TECHNOLOGIES, INC.

DEAR SIR OR MADAM:

ENCLOSED YOU WILL FIND THE AMENDED AUTHORITY FOR THE  
ABOVE CORPORATION.

FEES IN THIS CONNECTION HAVE BEEN RECEIVED AND CREDITED.

THIS DOCUMENT MUST BE RECORDED IN THE OFFICE OF THE RECORDER OF THE  
COUNTY IN WHICH THE REGISTERED OFFICE OF THE CORPORATION IS LOCATED.

SINCERELY YOURS,

A handwritten signature in cursive script that reads "Jesse White".

JESSE WHITE  
SECRETARY OF STATE

DEPARTMENT OF BUSINESS SERVICES  
CORPORATION DIVISION  
TELEPHONE (217) 782-6961

JW:CD

FORM **BCA 13.40** (rev. Dec. 2003)  
APPLICATION FOR AMENDED  
AUTHORITY TO TRANSACT  
BUSINESS IN ILLINOIS  
Business Corporation Act

Jesse White, Secretary of State  
Department of Business Services  
Springfield, IL 62756  
Telephone (217) 782-6961  
http://www.cyberdriveillinois.com

**FILED**  
**SEP 30 2010**  
JESSE WHITE  
SECRETARY OF STATE

Remit payment in the form of a  
check or money order payable  
to the Secretary of State.

File # 59587714 Filing Fee: \$25.00 Approved JK  
Submit in duplicate \_\_\_\_\_ Type or Print clearly in black ink \_\_\_\_\_ Do not write on this line \_\_\_\_\_

1. (a) CORPORATE NAME: Evercom Systems, Inc.  
(b) If changed, NEW CORPORATE NAME: Securus Technologies, Inc.  
(c) (Complete only if the new corporate name is not available in this state.)  
ASSUMED CORPORATE NAME: \_\_\_\_\_  
(By electing this assumed name, the corporation hereby agrees NOT to use its corporate name in the transaction of business in Illinois. Form BCA 4.15 is attached.)

2. (a) State or Country of Incorporation: Delaware (b) If changed, Period of Duration: \_\_\_\_\_

3. If changed, Purpose or Purposes proposed to be pursued in transacting business in this State:  
(If not sufficient space to cover this point, use reverse side or add one or more sheets of this size.)

4. This application is accompanied by a copy of the articles of Amendment to the Articles of Incorporation, if any, as evidence of any change of name, duration or purpose reported herein, such copy being duly authenticated by the proper officer of the state or country wherein the corporation is incorporated, which certification is not more than ninety (90) days old. The filing fee for the certified copy of the Articles of Amendment is \$50 unless the amendment acts as a restatement of the Articles of Incorporation, in which case the filing fee is \$150. In the event the statutory change was effected in a merger, a certified copy of the merger is required, plus applicable fee. The fees outlined in this paragraph are in addition to the \$25 filing fee in the upper right hand corner of this form.

5. The undersigned corporation has caused this application to be signed by a duly authorized officer who affirms, under penalties of perjury, that the facts stated herein are true. (All signatures must be in **BLACK INK**.)

Dated September 20, 2010 Evercom Systems, Inc.  
(Month/Day) (Year) (Exact Name of Corporation)  
D. J. Reinhold  
(Any Authorized Officer's Signature)  
Dennis J. Reinhold-VP, Gen Counsel and S  
(Type or Print Name and Title)

# Delaware

The First State

PAGE

1460

13.30  
VJR

59587714  
FILED

SEP 30 2010

JESSE WHITE  
SECRETARY OF STATE

I, JEFFREY W. BULLOCK, SECRETARY OF STATE OF THE STATE OF DELAWARE, DO HEREBY CERTIFY THE ATTACHED IS A TRUE AND CORRECT COPY OF THE CERTIFICATE OF AMENDMENT OF "EVERCOM SYSTEMS, INC.", CHANGING ITS NAME FROM "EVERCOM SYSTEMS, INC." TO "SECURUS TECHNOLOGIES, INC.", FILED IN THIS OFFICE ON THE SECOND DAY OF AUGUST, A.D. 2010, AT 4:13 O'CLOCK P.M.

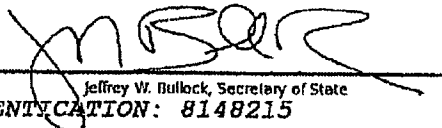
A FILED COPY OF THIS CERTIFICATE HAS BEEN FORWARDED TO THE KENT COUNTY RECORDER OF DEEDS.

2788631 8100

100793626

You may verify this certificate online  
at [corp.delaware.gov/authver.shtml](http://corp.delaware.gov/authver.shtml)



  
Jeffrey W. Bullock, Secretary of State  
AUTHENTICATION: 8148215

DATE: 08-02-10



State of Delaware  
Secretary of State  
Division of Corporations  
Delivered 04:12 PM 08/02/2010  
FILED 04:13 PM 08/02/2010  
SRV 100793626 - 2788631 FILE

CERTIFICATE OF AMENDMENT OF CERTIFICATE OF INCORPORATION  
OF  
EVERCOM SYSTEMS, INC.

(hereinafter called the "corporation"), a corporation organized and existing under and by virtue of the General Corporation Law of the State of Delaware, does hereby certify:

1. The name of the corporation is Evercom Systems, Inc.
  
2. The certificate of incorporation of the corporation is hereby amended by changing the First Article thereof so that, as amended, said Article shall be and read as follows:  
  
First: The name of the corporation is Securus Technologies, Inc.
  
3. The amendment of the certificate of incorporation herein certified has been duly adopted in accordance with the provisions of Sections 228 and 242 of the General Corporation Law of the State of Delaware.

Executed on this 28<sup>th</sup> day of July, 2010.

/s/ Dennis J. Reinhold  
Dennis J. Reinhold, Vice President, General  
Counsel and Secretary

***Attachment D***

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***Illinois Commerce Commission Certificate***



November 2, 2010

**VIA OVERNIGHT DELIVERY**

**Ms. Elizabeth Rolando, Chief Clerk**  
Illinois Commerce Commission  
527 E. Capitol Avenue  
Springfield, Illinois 62701

**RECEIVED**

NOV - 3 2010

CHIEF CLERK'S OFFICE  
Illinois Commerce Commission

Re: Evercom Systems, Inc.  
Company Name Change Notification

**RETURN COPY**

Dear Ms. Rolando:

Please find enclosed an original and one copy of materials regarding a name change for Evercom Systems, Inc. ("Evercom"). The Company has included the following documents: the Company's Illinois C.C. Tariff No. 1 in its entirety reflecting the new name and including all original pages, Secretary of State amended authority to do business reflecting the new name, the Company's Regulatory contact list, and sample letter notifying the facilities the Company serves of the change in name.

Evercom Systems, Inc. holds a Certificate of Service Authority granted by the Illinois Commerce Commission in Docket No. 99-0012, authorizing the Company to provide customer-owned pay telephone service, including inmate telecommunications services, within the State of Illinois. By this correspondence Evercom is providing notification to the Commission that it is changing its name to Securus Technologies, Inc. This name change does not constitute a change in management, merger, transfer of assets or sale of the Company, nor will Illinois customers experience any change in their rates or service as a result of the change in name. The Company respectfully requests that this filing become effective on November 4, 2010.

Evercom sincerely appreciates your attention to this matter. Please date stamp the enclosed additional copy of this correspondence and return it in the enclosed pre-addressed stamped envelope. Should you have questions regarding this filing, please contact Erin L. Curry, Regulatory Analyst, at (972) 277-0395 or [ecurry@securustech.net](mailto:ecurry@securustech.net). You may also contact the undersigned at (972) 277-0319.

Respectfully submitted,

A handwritten signature in black ink, appearing to read 'Curtis L. Hopfinger'.

Curtis L. Hopfinger  
Director, Regulatory & Government Affairs

STATE OF ILLINOIS

ILLINOIS COMMERCE COMMISSION

Evercom Systems, Inc. :  
: :  
Application for a Certificate of : :  
Service Authority to Provide : : 99-0012  
Customer-Owned Pay Telephone : :  
Service and for Authorization to : :  
Provide Competitive : :  
Telecommunications Resale Service. :

ORDER

By the Commission:

On January 12, 1999, Evercom Systems, Inc. ("Petitioner"), filed a verified application with the Illinois Commerce Commission ("Commission") seeking a Certificate of Service Authority to provide pay telephone service in areas deemed "public" within the State of Illinois. No petitions to intervene were filed in this proceeding.

Pursuant to proper legal notice, a hearing was held in this matter before a duly authorized Hearing Examiner of the Commission at its offices in Springfield, Illinois on February 10, 1999. An appearance was entered by counsel on behalf of Petitioner. Ron Duzenach, Petitioner's Manager of Business Development, and Mike Smith, Petitioner's Manager of Regulatory Affairs, testified of behalf of Petitioner. The prepared Direct Testimony of Jeffrey D. Cushman, Chief Financial Officer, Vice-President, and Treasurer and Secretary of Evercom, Inc., was adopted by Mr. Duzenach at the hearing and entered into the record as Exhibit 1. At the conclusion of the hearing, the record was marked "Heard and Taken."

Petitioner is based in Irving, Texas and incorporated in the State of Delaware. A copy of Petitioner's Certificate of Authority to Transact Business in Illinois has been entered into the record as Exhibit E. According to Mr. Duzenach, Petitioner was formed through the merger of several subsidiaries of Talton Invision, Inc. on December 31, 1998. Thereafter, the name of Talton Invision, Inc. was changed to Evercom Systems, Inc. Petitioner is a wholly owned subsidiary of Evercom, Inc., which is a holding company that does not directly own telephone, telecommunications, or other property used for the provision of utility services in Illinois. Exhibit A is a copy of the Agreement of Merger.

Mr. Duzenach testified that Petitioner, by any name, has never been certificated in Illinois. Mr. Smith added that Petitioner, by any name, has never been denied a

certificate nor had one revoked. The record shows that Petitioner currently provides telecommunications services through private pay telephones in correctional facilities in Illinois. Petitioner seeks a Certificate of Service Authority in this docket because it would like to offer pay telephone services in the public areas of courthouses and other associated facilities throughout the State of Illinois. Pending issuance of a Certificate of Service Authority, Petitioner intends to operate public pay telephones in such facilities in Adams County, the Champaign County Courthouse, and the St. Clair County Jail. Mr. Duzenach indicated that Petitioner's current business plan calls for roughly thirty to thirty-five public pay telephones in Illinois, but noted that expansion is possible.

According to the application, following the merger, Petitioner assumed the operation of the customer-owned pay telephones previously owned and operated by the subsidiaries of Talton Invision, Inc. Said subsidiaries and, from the date of the merger, Petitioner, provided private pay telephone services in Illinois since October of 1997. Mr. Duzenach further testified that as of September 30, 1997, Evercom, Inc.'s subsidiaries provided inmate telecommunications services to over seventy-five percent of the county correctional facilities in Illinois. Moreover, Evercom Inc.'s operating companies owned and operated inmate telephones in 1,781 correctional facilities in forty-three states. In addition to Illinois, Evercom Inc.'s subsidiaries provided inmate telecommunications services to over seventy-five percent of the county correctional facilities in Alabama, Iowa, Kansas, Missouri, Nebraska, and Utah, and to over fifty percent of the county correctional facilities in Colorado, Idaho, Indiana, Kentucky, Minnesota, Mississippi, Montana, Ohio, Oklahoma, South Dakota, and Tennessee. Petitioner also provides public pay telephone services in some of these states. Mr. Duzenach testified that Petitioner will benefit from the financial, managerial, and technical expertise gained from such past operations.

Decisions as far as Petitioner's day-to-day operations in Illinois will be made by those identified as Executive Officers in Exhibit D. These are the same individuals who served as Directors and Officers of Talton Invision, Inc.'s subsidiaries before the merger. As for customer complaints and inquiries, Mr. Smith stated that those made during regular business hours will be handled by customer service representatives as they are received. Complaints and inquiries made at other times will be taken by an automated voice mail box. According to Mr. Duzenach, repairs to Petitioner's pay telephones will be made by an employee or direct contractor.

With regard to financial ability, Mr. Duzenach testified that Evercom, Inc. had assets as of December 31, 1997 totaling approximately \$189 million, operating revenue of approximately \$92 million, and net operating loss for calendar year 1997 totaling \$16.9 million. Mr. Duzenach added that despite the loss, Evercom, Inc. realized positive cash flow from its operations. The majority of these resources, with the exception of Evercom, Inc.'s corporate office, would be devoted to Petitioner as the primary subsidiary of Evercom, Inc., according to Mr. Duzenach. A copy of Evercom, Inc.'s audited financial statements for year ending December 31, 1997 has been entered into the record as Exhibit B.

Petitioner plans to use pay telephones which meet the requirements set forth by the Federal Communications Commission. The telephones will provide the following features: (a) touch dialing; (b) access to 9-1-1 emergency service and "0" Operator dialing without the use of coins to place calls to public safety agencies or direct access such agencies without prior insertion of coins or use of credit cards; (c) compliance with statutes and rules concerning use of pay stations by disabled persons; (d) ability to complete both local and long-distance calls; (e) unlimited duration for local calls through the deposit of additional coins or otherwise; and (f) a message explaining the telephone's general operations, dialing instructions for obtaining emergency assistance, owner's name, method of reporting service problems, and method of receiving credit for faulty calls. These features comply with the requirements set forth in Finding (9) of the Order entered in Docket No. 84-0442 on June 11, 1986.

Petitioner has also requested that the Commission grant certain waivers and modifications from the rules and regulations of the Commission. Specifically, Petitioner seeks an exemption from 83 Ill. Adm. Code 710 and 735. Section 13-502 of the Public Utilities Act ("Act"), 220 ILCS 5/1-101 et seq., provides that telecommunications carriers can file tariffs for the offering or provision of competitive services. 83 Ill. Adm. Code 745 prescribes the procedure for telecommunications carriers to declare their service competitive. To the extent that Petitioner complies with Part 745, in particular Section 745.200, Filing Requirements for Competitive Tariffs Generally, many of the provisions of the Act as well as regulations adopted by the Commission will be inapplicable to competitive services. The Application indicates that Petitioner intends to designate the services offered in its tariff as competitive in accordance with Part 745.

A waiver of Part 710, governing the Uniform System of Accounts, should be granted pursuant to Section 13-402 of the Act and the Order entered in Docket Nos. 84-0538 and 84-0539, in order to reduce the economic burdens of regulation on a telecommunications carrier which only provides competitive services. Further, Petitioner should be granted a waiver of Part 735, governing credit, billing, deposits, and termination of service, for the reason stated hereinabove.

Petitioner also seeks authorization from the Commission to keep its books and records outside of Illinois under 83 Ill. Adm. Code 250.20. Specifically, Petitioner would like to maintain its books and records at 8201 Tristar Drive, Irving, Texas, 75063. Mr. Duzenach stated that Petitioner will keep its books and records concerning public pay telephones in Illinois separate from its other business ventures.

The Commission, after reviewing the entire record and being fully advised in the premises, is of the opinion and finds that:

- (1) Petitioner is seeking a Certificate of Service Authority, and, as such seeks to become a telecommunications carrier within the meaning of Section 13-202 of the Public Utilities Act;

- (2) the Commission has jurisdiction over Petitioner and the subject matter herein;
- (3) the recitals of fact set forth in the prefatory portion of this Order are supported by the record and are hereby adopted as findings of fact;
- (4) as required by Section 13-404 of the Act, Petitioner possesses sufficient technical, financial, and managerial resources and abilities to provide the resale of local exchange and interexchange telecommunications services by means of pay telephones owned or operated by it at public locations as determined by the Interim Order in Docket Nos. 84-0464 and 84-0442;
- (5) pursuant to Section 13-402 of the Act, a waiver should be granted to Petitioner of Parts 710 and 735 of 83 Ill. Adm. Code; such waiver will reduce the economic burden of regulation and is not inconsistent with the Act or the purposes and policies of Article XIII;
- (6) Petitioner should operate its coin pay telephones in conformance with the guidelines set forth in Finding (9) of the Commission's Order in Docket No. 84-0442, and any guidelines set forth in subsequent Orders entered therein; such requirements include providing free access to "911" emergency service in areas where said service is available;
- (7) Petitioner should establish books of account such that revenues from its public pay telephones, subject to the public utility revenue tax, are segregated from the revenues derived from its private pay telephones and other business ventures;
- (8) Petitioner should be authorized to keep its books and records outside of the State of Illinois pursuant to 83 Ill. Adm. Code Part 250; and
- (9) the application of Petitioner should be granted as hereinafter set forth.

IT IS THEREFORE ORDERED by the Illinois Commerce Commission that Evercom Systems, Inc. is hereby granted a Certificate of Service Authority for the provision of pay telephone service at public locations.

IT IS FURTHER ORDERED that the Certificate of Service Authority hereinabove granted shall be the following:

CERTIFICATE OF SERVICE AUTHORITY

IT IS HEREBY CERTIFIED that Evercom Systems, Inc. is authorized to provide public pay telephone services through the resale of local exchange and interexchange services from public locations (as

defined in the Orders entered in Docket Nos. 84-0464 and 84-0442, and in any subsequent orders therein) in the State of Illinois.

IT IS FURTHER ORDERED that 83 Ill. Adm. Code 710 and 735 are hereby waived as set out in Finding (5) hereinabove.

IT IS FURTHER ORDERED that as a condition of this Certificate, Evercom Systems, Inc. is hereby directed to operate its public pay telephones in conformance with the guidelines set forth in Finding (9) of the Commission's Order in Docket No. 84-0442, and any guidelines set forth in subsequent orders therein, including providing free access to "911" emergency service.

IT IS FURTHER ORDERED that as a condition of this Certificate, Evercom Systems, Inc. is hereby directed to establish books of account such that revenues from its public pay telephones, subject to the public utility revenue tax, are segregated from the revenues derived from its private pay telephones and other business ventures.

IT IS FURTHER ORDERED that Evercom Systems, Inc. is authorized to keep its books and records outside of the State of Illinois pursuant to 83 Ill. Adm. Code Part 250.

IT IS FURTHER ORDERED that Evercom Systems, Inc. shall file rates and tariffs applicable to the proposed service herein certificated, and that said service shall not be commenced until these rates and tariffs are in effect.

IT IS FURTHER ORDERED that subject to the provisions of Section 10-113 of the Public Utilities Act and 83 Ill. Adm. Code 200.880, this Order is final; it is not subject to the Administrative Review Law.

By order of the Commission this 10<sup>th</sup> day of March, 1999.

(SIGNED) RICHARD L. MATHIAS

Chairman

(SEAL)



***Attachment E***

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***Securus Rate Commission & Terms of Service***

Securus Technologies, Inc.

Illinois C.C. Tariff No. 1

Original Sheet No. 1

Cancels Evercom Systems, Inc. Illinois C.C. Tariff No. 1 in its entirety.

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COMPETITIVE TELECOMMUNICATIONS SERVICE TARIFF

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TITLE SHEET

ILLINOIS CUSTOMER OWNED PAY TELEPHONE SERVICE TARIFF

OF

SECURUS TECHNOLOGIES, INC.

This tariff is filed in accordance with the Illinois Public Utilities Act of 1985 Illinois Rev. Stat. Chapter 111 2/3 paragraph 13-502(b). All services contained in this tariff are competitive.

This tariff contains the descriptions, regulations, and rates applicable to the furnishing of resold local exchange and interexchange services from public locations by Securus Technologies, Inc. ("Securus") within the State of Illinois. This tariff is on file with the Illinois Commerce Commission. Copies may be inspected during normal business hours at the Company's principal place of business.

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Issued: November 3, 2010

Effective: November 4, 2010

Issued by: Curtis L. Hopfinger, Director – Regulatory & Government Affairs  
14651 Dallas Parkway, Suite 600  
Dallas, Texas 75254

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COMPETITIVE TELECOMMUNICATIONS SERVICE TARIFF

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Section 2 – Rules and Regulations.....9

Section 3 – Description of Service..... 16

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**COMPETITIVE TELECOMMUNICATIONS SERVICE TARIFF**

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**CHECK SHEET**

Sheets 1 through 30, inclusive, of this tariff are effective as of the date shown at the bottom of the respective sheet(s). Original and revised sheets as named below comprise all changes from the original tariff and are currently in effect as of the date on the bottom of this page.

<b>SHEET</b>	<b>REVISION</b>
<b>1</b>	<b>Original</b>
<b>2</b>	<b>Original</b>
<b>3</b>	<b>Eighth*</b>
<b>4</b>	<b>Original</b>
<b>5</b>	<b>Original</b>
<b>6</b>	<b>Original</b>
<b>7</b>	<b>Original</b>
<b>8</b>	<b>Original</b>
<b>9</b>	<b>Original</b>
<b>10</b>	<b>Original</b>
<b>11</b>	<b>Original</b>
<b>12</b>	<b>Original</b>
<b>13</b>	<b>Original</b>
<b>14</b>	<b>Original</b>
<b>15</b>	<b>Original</b>
<b>16</b>	<b>Original</b>
<b>17</b>	<b>Original</b>
<b>18</b>	<b>Original</b>
<b>19</b>	<b>Original</b>
<b>20</b>	<b>Original</b>
<b>21</b>	<b>Original</b>
<b>22</b>	<b>Original</b>
<b>23</b>	<b>Original</b>
<b>24</b>	<b>Seventh*</b>
<b>25</b>	<b>Original</b>
<b>26</b>	<b>Original</b>
<b>27</b>	<b>First</b>
<b>28</b>	<b>Third</b>
<b>29</b>	<b>First</b>
<b>30</b>	<b>Original</b>

\* Denotes changes made with this filing

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 COMPETITIVE TELECOMMUNICATIONS SERVICE TARIFF
 

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**TARIFF FORMAT**

- A. Sheet Numbering** – Sheet numbers appear in the upper right corner of the page. Sheets are numbered sequentially. When a new sheet is added between sheets already in effect, a decimal is added. For example, a new sheet added between sheets 14 and 15 would be 14.1.
- B. Paragraph Numbering Sequence** – There are nine levels of paragraph coding. Each level of coding is subservient to its next higher level:
- 2.
  - 2.1
  - 2.1.1.
  - 2.1.1.A.
  - 2.1.1.A.1.
  - 2.1.1.A.1.(a).
  - 2.1.1.A.1.(a).I
  - 2.1.1.A.1.(a).I.(i)
  - 2.1.1.A.1.(a).I.(i).(1).
- C. Check Sheets** – When a tariff filing is made with the Commission, an updated Check Sheet accompanies the tariff filing. The Check Sheet lists the sheets contained in the tariff, with a cross reference to the current revision number. When new sheets are added, the Check Sheet is changed to reflect the revision. All revisions made in a given filing are designated by an asterisk (\*). There will be no other symbols used on this sheet if these are the only changes made to it (i.e., the format, etc. remain the same, just revised revision levels on some sheets).
- D. Explanation of Symbols** – When changes are made in any tariff sheet, a revised sheet will be issued replacing the tariff sheet affected. Changes will be identified on the revised sheet(s) through the use of the following symbols:
- (C) - Identifies a changed regulation.
  - (D) - Identifies a discontinued rate or regulation.
  - (I) - Identifies an increase in rate.
  - (M) - Moved from another tariff location without change.
  - (N) - Identifies a new rate or regulation.
  - (R) - Identifies a reduction in rate.
  - (T) - Identifies a change in text only.
  - (Z) - Identifies a correction in text only.

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COMPETITIVE TELECOMMUNICATIONS SERVICE TARIFF

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**Application of Tariff**

This tariff contains the regulations and rates applicable to the provision of intrastate sale telecommunications services provided by Securus Technologies, Inc. between points within the State of Illinois to Inmates at Confinement Facilities at which the Company's Pay Telephones are located, and at certain Confinement Facilities or other locations within the State of Illinois, to users of the Company's publicly-accessible Pay Telephones.

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Issued by: Curtis L. Hopfinger, Director – Regulatory & Government Affairs  
14651 Dallas Parkway, Suite 600  
Dallas, Texas 75254

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COMPETITIVE TELECOMMUNICATIONS SERVICE TARIFF

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**SECTION 1 – TECHNICAL TERMS AND ABBREVIATIONS**

**Authorization Code** – A pre-defined series of numbers to be dialed by the Inmate User or Authorized User upon access to the Company’s system to identify the caller and validate the caller’s authorization to use the services provided.

**Automated Collect Call** – Calls made by dialing “0” or “1” and the Called Station number and completed through an automated call processing system that prompts the call originator and End User. The End User accepts responsibility for payment of the charges for use of the Company’s services.

**Authorized User** – A person, firm, partnership, corporation or other entity who is authorized by the Confinement Facility to be connected to and utilize the Company’s services under the terms and regulations of this tariff.

**Called Party** – The person, individual, corporation or other entity whose telephone number is called by the Inmate User or Authorized User. The Called Party accepts responsibility for payment of the charges for use of the Company’s services.

**Called Station** – The terminating point (i.e. called number) for a call.

**Coin Pay Customer** – A person, firm, partnership, corporation or other entity that uses the Company’s coin operated pay phones.

**Commission** – The Illinois Commerce Commission.

**Company or Carrier** – Securus Technologies, Inc. unless otherwise clearly indicated by the context.

**Confinement Facility** – Used throughout this tariff to refer to any place designated by law for the confinement of persons held in custody under process of law, under lawful arrest or under mental treatment, including a facility for the detention of juveniles.

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COMPETITIVE TELECOMMUNICATIONS SERVICE TARIFF

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**SECTION 1 – TECHNICAL TERMS AND ABBREVIATIONS**

**Customer** – A non-inmate person, firm, partnership, corporation or other entity which arranges for the Company to provide, discontinue or rearrange telecommunications services on behalf of itself or others; uses the Company’s telecommunications services; all under the provision and terms of this tariff.

**Day** – From 8:00 AM up to but not including 5:00 PM local time Monday through Friday.

**Evening** – From 5:00 PM up to but not including 11:00 PM local time Sunday through Friday.

**End User** – The person, individual, corporation, or other entity whose telephone number is called by the Inmate User. Other than for Prepaid Service, the End User accepts responsibility for payment of the charges for use of the Company’s services.

**Holidays** – The Company observes the following holidays: New Year’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day.

**Inmates** – Persons incarcerated in a Confinement Facility.

**Inmate Called Party** – (End-User, for Inmate Automated Collect Calls) – The person, individual, corporation or other entity whose telephone number is called by the Inmate. The Inmate Called Party accepts responsibility for payment of the charges for use of Securus’s service.

**Inmate User** – A person incarcerated in a facility serviced by the Company who is authorized by the Confinement Facility to be connected to and utilize the Company’s services under the terms and regulations of this tariff.



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COMPETITIVE TELECOMMUNICATIONS SERVICE TARIFF

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**SECTION 1 – TECHNICAL TERMS AND ABBREVIATIONS, CONTINUED**

**LEC** – Local Exchange Company or other company authorized to provide local telephone service.

**Night/Weekend** – From 11:00 PM up to but not including 8:00 AM Sunday through Friday, and 8:00 AM Saturday up to but not including 5:00 PM Sunday.

**Pay Telephone** – Any pay station instrument through which the Company's services may be accessed.

**Prepaid Balance** – A balance that is established with an initial payment by an Inmate User or Authorized User for Prepaid Service. Charges are deducted from the Prepaid Balance on a per minute, real time basis.

**Prepaid Card** – A card issued by the Company which provides the Inmate User or Authorized User with a Prepaid Balance, an Authorization Code, and instruction for accessing the Company's services. The Inmate User or Authorized User purchases usage on a set prepaid basis.

**Prepaid Service** – A service whereby the Inmate User or Authorized User accepts responsibility for payment of the charges for the use of the Company's service. Service is accessed via a toll-free access number or other access dialing sequence.

**Public Location** – Used throughout this tariff to refer to locations accessible to the general public as defined in Orders entered in Dockets 84-0464 and 84-0442 by the Illinois Commerce Commission.

**Securus** – Securus Technologies, Inc.

**Subscriber** – The Confinement Facilities to which the Company provides the Services specified in this tariff.

**V & H Coordinates** – Geographic points which define the originating and terminating points of a call in mathematical terms so that the airline mileage of the call may be determined. Call mileage is used for the purpose of rating calls.

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COMPETITIVE TELECOMMUNICATIONS SERVICE TARIFF

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**SECTION 2 – RULES AND REGULATIONS**

**2.1 Undertaking of Securus Technologies, Inc.**

Securus's services and facilities are furnished for communications originating at Public Locations within the State of Illinois under terms of this tariff.

Securus installs, operates, and maintains the communications services provided hereunder in accordance with the terms and conditions set forth under this tariff. Securus may act as the Subscriber's agent for ordering access connection facilities provided by other carriers or entities, when authorized by the Subscriber, to allow connection to the Securus network.

The Company's services and facilities are provided on a monthly basis unless otherwise provided.

**2.2 Limitations**

**2.2.1** Service is offered subject to the availability of the necessary facilities and equipment, or both facilities and equipment, and subject to the provisions of this tariff.

**2.2.2** Securus reserves the right to discontinue or limit service when necessitated by conditions beyond its control, or when the Subscriber or End User is using service in violation of provisions of this tariff, or in violation of the law.

**2.2.3** The Company does not undertake to transmit messages, but offers the use of its facilities when available, and will not be liable for errors in transmission or for failure to establish connections.

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COMPETITIVE TELECOMMUNICATIONS SERVICE TARIFF

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**SECTION 2 – RULES AND REGULATIONS, CONTINUED**

**2.2 Limitations, con't**

- 2.2.4** All facilities provided under this tariff are directly controlled by Securus Technologies, Inc. and the Subscriber may not transfer or assign the use of service for facilities without the express written consent of the Company. Such transfer or assignment shall only apply where there is no interruption of the use or location of the service or facilities.
- 2.2.5** Prior written permission from the Company is required before any assignment or transfer. All regulations and conditions contained in this tariff shall apply to all such permitted assignees or transferees, as well as all conditions of service.
- 2.2.6** Service may otherwise be limited at the request of the Subscriber or by rules of the Commission to decrease fraud.

**2.3 Use**

Service provided under this tariff may be used for any lawful purpose for which the service is technically suited, limited to the provisions of the tariff.

**2.4 Liabilities of the Company**

- 2.4.1** Securus's liability for damages arising out of mistakes, interruptions, omissions, delays, errors, or defects in transmission which occur in the course of furnishing service or facilities, in no event shall exceed an amount equivalent to the proportionate charge to the party that paid for the call for the period during which the faults in transmission occur.

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COMPETITIVE TELECOMMUNICATIONS SERVICE TARIFF

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**SECTION 2 – RULES AND REGULATIONS, CONTINUED**

**2.4 Liabilities of Company, con't.**

- 2.4.2** The Company shall not be liable for claim or loss, expense or damage (including indirect, special or consequential damage), for any interruption, delay, error, omission, or defect in any service, facility or transmission provided under this tariff, if caused by any person or entity other than the Company, by any malfunction of any service or facility provided by any other carrier, by an act of God, fire, war, civil disturbance, or act of government, or by any other cause beyond the Company's direct control.
- 2.4.3** The Company shall not be liable for, and shall be fully indemnified and held harmless by Subscriber, Inmate User or Authorized User, and End Users against any claim or loss, expense, or damage (including indirect, special or consequential damage) for defamation, libel, slander, invasion, infringement of copy-right or patent, unauthorized use of any trademark, trade name or service mark, unfair competition, interference with or misappropriation or violation of any contract, proprietary or creative right, or any other injury to any person, property or entity arising out of the material, data, information, or other content revealed to, transmitted, or used by the Company under this tariff; or for any act or omission of the Subscriber, Inmate User or Authorized User, or End User; or for any personal injury or death of any person caused directly or indirectly by the installation, maintenance, location, condition, operation, failure, presence, use or removal of equipment or wiring provided by the Company, if not directly caused by negligence of the Company.
- 2.4.4** The Company shall not be liable for any defacement of or damage to the premises of a Subscriber resulting from the furnishing of service which is not the direct result of the Company's negligence.

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COMPETITIVE TELECOMMUNICATIONS SERVICE TARIFF

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**SECTION 2 – RULES AND REGULATIONS, CONTINUED**

**2.5 Deposits**

The Company does not require deposits or advance payments from Subscribers or End Users.

**2.6 Taxes**

All state and local taxes (i.e., gross receipts tax, sales tax, municipal utilities tax) are listed as separate line items and are not included in the quoted rates.

**2.7 Installation and Termination**

Service is installed upon mutual agreement between the Subscriber and the Company. Unless such agreement is filed pursuant to Sec. 13-509 of the Illinois Public Utilities Act, the service agreement does not alter rates specified in this tariff.

**2.8 Payment for Service**

Except for Prepaid Service, responsibility for payment of all charges for services furnished must be accepted by the End User (i.e. collect calls). All charges due by the End User are payable to the Company or the Company's authorized billing agent (such as local exchange telephone company). Terms of payment shall be according to the rules and regulations of the billing agent and subject to the rules of regulatory agencies, such as the Illinois Commerce Commission. Any objections to billed charges must be reported to the Company or its billing agent within thirty days after receipt of bill. Adjustments to bills shall be made to the extent that circumstances exist which reasonable indicate that such changes are appropriate.

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**COMPETITIVE TELECOMMUNICATIONS SERVICE TARIFF**

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**SECTION 2 – RULES AND REGULATIONS, CONTINUED****2.9 Interconnection**

Service furnished by Securus may be connected with the service or facilities of other carriers. Such service or facilities, if used, are provided under the terms, rates and conditions of the other carrier.

**2.10 Refusal or Discontinuance by Company**

Securus may refuse or discontinue service under the following conditions. Unless otherwise stated, the Subscriber or End User may be given notice and allowed a reasonable time to comply with any rule or remedy any deficiency.

- (a) For non-compliance with and/or violation of any State or municipal law, ordinance or regulation pertaining to telephone service.
- (b) For the use of telephone service for any other property or purpose other than that described in the application.
- (c) For neglect or refusal to provide reasonable access to the Company for the purpose of inspection and maintenance of equipment owned by the Company.
- (d) For non-compliance with and/or violation of the Commission's regulations or the Company's rules and regulations on file with the Commission.
- (e) Without notice in the event of use of equipment in such a manner as to adversely affect the Company's equipment or the Company's service to others.

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COMPETITIVE TELECOMMUNICATIONS SERVICE TARIFF

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**SECTION 2 – RULES AND REGULATIONS, CONTINUED**

**2.11 Refusal or Discontinuance by Company (Continued)**

- (f) Without notice in the event of tampering with the equipment furnished and owned by the Company.
- (g) Without notice in the event of unauthorized or fraudulent use of service.
- (h) For Subscriber's breach of the contract for service between the Company and the Subscriber.
- (i) When necessary for the Company to comply with any order or request of any governmental authority having jurisdiction.

**2.12 Inspection, Testing and Adjustment**

Upon reasonable notice, the facilities provided by the Carrier shall be made available to the Carrier for tests and adjustments as may be deemed necessary by the Carrier for maintenance. No interruption allowance will be granted for the time during which such tests and adjustments are made.

**2.13 Tests, Pilots, Promotional Campaigns and Contests**

The Carrier may conduct special tests, pilot programs, and promotions at its discretion to demonstrate the ease of use, quality of service and to promote the sale of its services.

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COMPETITIVE TELECOMMUNICATIONS SERVICE TARIFF

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**SECTION 2 – RULES AND REGULATIONS, CONTINUED**

**2.14 Interruption of Service**

Credit allowances for interruptions of service which are not due to the Carrier's testing or adjusting, to the negligence of the Subscriber or End User, or to the failure of channels, equipment or communications systems provided by the Subscriber, are subject to the general liability provisions set forth in Section 2.4 herein. It shall be the obligation of the End User or Subscriber to notify Carrier immediately of any interruption in service for which a credit allowance is desired.



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**COMPETITIVE TELECOMMUNICATIONS SERVICE TARIFF**

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**SECTION 3 – DESCRIPTION OF SERVICE****3.1 General**

Securus Technologies, Inc. provides automated operator assisted calling for collect calls from Inmates at Confinement Facilities. With the exception of Prepaid Service, responsibility for payment of charges for calls must be accepted by the End User. Service is available 24 hours per day, seven days a week.

**3.2 Timing of Calls**

- 3.2.1** Long distance usage charges are based on actual usage of Securus's network. Timing of a call begins when the End User makes a positive acceptance of the charges for the call.
- 3.2.2** Chargeable time for a call ends upon disconnection by either party.
- 3.2.3** The minimum call duration and initial period for billing purposes is one minute.
- 3.2.4** Unless otherwise specified in this tariff, for billing purposes usage is measured and rounded to the next higher full minute.
- 3.2.5** No charges apply for incomplete calls or for calls to End Users who do not make a positive acceptance of the charges for the call (calls are terminated upon the End User's refusal to accept responsibility for charges).

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 COMPETITIVE TELECOMMUNICATIONS SERVICE TARIFF
 

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**SECTION 3 – DESCRIPTION OF SERVICE, CONTINUED**
**3.3 Calculation of Distance**

Usage charges for all mileage sensitive products are based on the airline distance between the serving wire center locations associated with the originating and terminating points of the call.

The distance between the originating and terminating points is calculated by using the "V" and "H" coordinates of the serving wire centers as defined by BellCore (Bell Communications Research), in the following manner:

Step 1 - Obtain the "V" and "H" coordinates for the serving wire center of the originating and the destination point.

Step 2 - Obtain the difference between the "V" coordinates of each of the wire centers. Obtain the Difference between the "H" coordinates.

Step 3 - Square the differences obtained in Step 2.

Step 4 - Add the squares of the "V" difference and "H" difference obtained in Step 3.

Step 5 - Divide the sum of the square obtained in Step 4 by ten (10). Round to the next higher whole number if any fraction results from the division.

Step 6 - Obtain the square root of the whole number obtained in Step 5. Round to the next higher whole number if any fraction is obtained. This is the distance between the originating and terminating serving wire centers of the call.

Formula:

$$\sqrt{\frac{(V_1V_2)^2 + (H_1H_2)^2}{10}}$$

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**COMPETITIVE TELECOMMUNICATIONS SERVICE TARIFF**

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**SECTION 4 – RATES****4.1 General**

Charges for calls on Securus's service are computed and billed individually for each call placed through the Company. Charges are computed on an airline mileage basis as described in Section 3.3 of this tariff.

Rates vary by mileage band, time of day, and day of week. Charges also vary based on call duration.

Calls are billed based on usage of Securus Technologies, Inc.'s service. No installation charges or fixed monthly recurring charges apply.

**4.1.1 Pay Telephone Use Charge**

An undiscountable per call charge of \$0.60 is applicable to all intrastate, interstate and international calls that originate from any domestic pay telephone used to access the Company's services. This surcharge, which is in addition to standard usage charges and any applicable service charges and surcharges associated with the Company's services, applies for the use of the instrument used to access the Company's service and is unrelated to the service accessed from the pay telephone. This charge does not apply to calls placed from pay telephones which the caller pays for the call by inserting coins during the progress of the call.

**4.1.2 SECUREvoice™**

This charge may apply to automated calls place by inmates of confinement facilities when such calls are provided through Securus Technologies, Inc.'s own processing equipment. SECUREvoice™ provides validation of inmate personal identification numbers (PINs) through voice verification technology for purposes of improved security and reduced potential of fraud and consumer harassment by inmates. Where installation of SECUREvoice™ is requested by confinement facilities, a per call service charge of \$0.25 applies in addition to all applicable message charges, operator assistance service charges and other miscellaneous service charges.

**4.1.3 Return Check Charge**

A return check charge of \$25.00 will be assessed for checks returned for insufficient funds.

**4.1.4 Credit Card/Check-by-Phone Payment Processing Fee**

A payment processing fee in the amount of \$6.95 is applicable to credit card payments and check-by-phone payments submitted to the Company. This fee does not apply to payments mailed to the company or submitted via a customer's online banking service.

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COMPETITIVE TELECOMMUNICATIONS SERVICE TARIFF

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**SECTION 4 – RATES, CONTINUED**

**4.1 General (Continued)**

4.1.5 Automated Information Services

Automated Information Services (AIS) allows outside callers the ability to get inmate specific information through an interactive voice response (IVR) system. AIS is also available to inmates by using any standard inmate telephone. Where installation of AIS is requested by confinement facilities, a per call service charge of up to \$0.60 applies to all calls in addition to all applicable message charges, operator service charges and any other miscellaneous per call service charges.

COMPETITIVE TELECOMMUNICATIONS SERVICE TARIFF

**SECTION 4 – RATES, CONTINUED**

**4.2 Time of Day Rate Periods**

The appropriate rates apply for day, evening and night/weekend calls based on the following charge:

	MON	TUES	WED	THUR	FRI	SAT	SUN
8:00 AM TO 5:00 PM*	DAYTIME RATE PERIOD						
5:00 PM TO 11:00 PM*	EVENING RATE PERIOD						EVE
11:00 PM TO 8:00 AM*	NIGHT/WEEKEND RATE PERIOD						

\* up to, but not including

**4.3 Holiday Rates**

The evening rate applies to the following holidays unless a lower rate would normally apply.

- New Year’s Day – January 1
- Independence Day – July 4
- Labor Day – As nationally observed
- Thanksgiving Day – As nationally observed
- Christmas Day – December 25

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COMPETITIVE TELECOMMUNICATIONS SERVICE TARIFF

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**SECTION 4 – RATES, CONTINUED**

**4.4 Contractual Offerings**

In accordance with Sec. 13-509 of the Illinois Public Utilities Act, Securus may negotiate with Subscribers or prospective Subscribers for the provision of any competitive telecommunications service and may offer or agree to provide such service on such terms and for such rates and charges as it deems reasonable, without regard to this tariff. Within ten (10) days of concluding such agreement, the Company shall file with the ICC any contract or memorandum of understanding which will include the rates, charges, practices, rules or regulations applicable to the service.

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Issued by: Curtis L. Hopfinger, Director – Regulatory & Government Affairs  
14651 Dallas Parkway, Suite 600  
Dallas, Texas 75254

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**COMPETITIVE TELECOMMUNICATIONS SERVICE TARIFF**


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**SECTION 4 – RATES, CONTINUED****4.5 Automated Collect-Only**

<u>Call Type</u>	<u>Mileage</u>	<u>1<sup>st</sup> Minute</u>	<u>Additional Minute</u>
<b><u>Local (DAY)</u></b>			
	1-10	\$0.1445	\$0.1275
	11-16	\$0.1530	\$0.1445
	17-22	\$0.1530	\$0.1445
	23-40	\$0.1615	\$0.1530
	41+	\$0.1615	\$0.1530
<b><u>Local (EVENING)</u></b>			
	1-10	\$0.1105	\$0.1020
	11-16	\$0.1190	\$0.1105
	17-22	\$0.1190	\$0.1190
	23-40	\$0.1275	\$0.1190
	41+	\$0.1275	\$0.1190
<b><u>Local (NIGHT)</u></b>			
	1-10	\$0.0935	\$0.0765
	11-16	\$0.0935	\$0.0935
	17-22	\$0.0935	\$0.0935
	23-40	\$0.1020	\$0.0935
	41+	\$0.1020	\$0.0935
<b><u>IntraLATA (ALL PERIODS)</u></b>			
	1-10	\$0.2000	\$0.2000
	11-22	\$0.2000	\$0.2000
	23-55	\$0.2400	\$0.2400
	56-124	\$0.2400	\$0.2400
	125-292	\$0.2900	\$0.2900
	293-430	\$0.2900	\$0.2900

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 Issued: November 3, 2010

Effective: November 4, 2010

 Issued by: Curtis L. Hopfinger, Director – Regulatory & Government Affairs  
 14651 Dallas Parkway, Suite 600  
 Dallas, Texas 75254

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 COMPETITIVE TELECOMMUNICATIONS SERVICE TARIFF
 

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**SECTION 4 – RATES, CONTINUED****InterLATA (ALL PERIODS)**

1-10	\$0.2000	\$0.2000
11-22	0.2000	0.2000
23-55	0.2400	0.2400
56-124	0.2400	0.2400
125-292	0.2900	0.2900
293-430	0.2900	0.2900

**Surcharges:**

Local	\$2.50
IntraLATA	*\$2.81
Intrastate	*\$2.81
InterLATA	*\$2.81

\*Includes \$0.30 public Payphone Surcharge.

**Correctional Facility – Collect Only****Local, IntraLATA, InterLATA rates:**

1-10	\$0.2508	\$0.2214
11-22	0.2655	0.2508
23-55	0.2805	0.2655
56-124	0.3100	0.2951
125-292	0.3391	0.3245
293-430	0.3541	0.3394

**Surcharges:**

Local	\$3.35
IntraLATA	\$3.35
InterLATA	\$3.35

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 Issued: November 3, 2010

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**COMPETITIVE TELECOMMUNICATIONS SERVICE TARIFF**

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**SECTION 4 – RATES, CONTINUED.****Correctional Facility – Collect Only**

**Standardized Instate Inmate Rates** – the following standardized rate options are available to facilities. Surcharges and per minute rates apply regardless of time of day or type of call.

	<b>Per Call Surcharge</b>	<b>Per Minute Rate</b>
1	\$3.50	\$0.3010
2	\$3.50	\$0.5010
3	\$2.75	\$0.2750
4	\$3.25	\$0.2010
5	\$3.35	\$0.3000
6	\$3.50	\$0.3200
7	\$2.90	\$0.3000
8	\$3.00	\$0.1800

(N)

**Instate Inmate Rates** – the following rate options are available to facilities. Surcharges and per minute rates apply regardless of time of day.

	<b>Per Call Surcharge</b>	<b>Per Minute Local</b>	<b>Per Minute Instate</b>
1	\$3.50	\$0.2500	\$0.3000

**Bill Statement Fee**

An undiscountable bill statement fee of \$3.49 may be applied to an End User's LEC bill in each month in which collect calls from Confinement Facilities are billed, regardless of the number of calls accepted. The bill statement fee is a monthly charge to recover some of the Company's expenses associated with calls from Confinement Facilities served by the Company and that are billed through LECs. No fee will be assessed in any month if no collect calls are accepted. This fee will not be assessed on End Users that prepay for their services or those that are directly billed by the Company.

**Public Pay Telephone Rates**

Sent paid (i.e., coin) calls – Local: This charge has been deregulated by the Federal Communications Commission.

Sent paid (i.e., coin) calls – Long Distance: The rate is \$0.25 per minute, with a four minute minimum.

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**COMPETITIVE TELECOMMUNICATIONS SERVICE TARIFF**

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**SECTION 5 – PREPAID SERVICE****5.0 Prepaid Service****5.1 Prepaid Calling Cards and Debit Accounts**

Where offered by the Confinement Facility, Inmates may either purchase a Prepaid Calling Card or set up a Prepaid Debit Account for calls made by the Inmate User or Authorized User. Prepaid Calling Cards and Debit Accounts provide an alternative method to make calls and are designed for those Inmates who prefer to prepay for their calls. Calls are made by dialing a special access dialing sequence that connects directly to the Company's network at the Confinement Facility. A valid Authorization Code must be entered to access the account.

The Company's system automatically informs the Inmate User or Authorized User of the Prepaid Balance remaining on the Prepaid Calling Card or in the Prepaid Debit Account, and provides prompts to place the call by entering the destination telephone number with area code. Network usage is deducted from the Prepaid Balance on a real time basis as the call progresses. Applicable state taxes and fees are included in the rates and charges for the calls made. On Prepaid Calling Card and Prepaid Debit Account calls, when the Prepaid Balance is one minute prior to depletion, the Inmate User or Authorized User will be interrupted with such an announcement.

Prepaid Calling Card and Debit Account services are available twenty-four (24) hours a day, seven (7) days per week to all terminating locations serviced. Access to such telephone services by an Inmate User may be subject to time-of-day usage restrictions imposed by individual Confinement Facilities. No minimum service period applies. For debiting purposes, call timing is rounded up to the nearest one (1) minute increment. Usage charges are computed and rounded up to the nearest one (1) cent on a per call basis. Prepaid Balances are not charged for incomplete calls.

**5.1.1 Prepaid Calling Cards**

The Confinement Facilities that offer the option of Prepaid Calling Cards may purchase Prepaid Calling Cards directly from the Company. Inmates then purchase the Cards from authorized personnel at the Confinement Facilities. The Company does not engage in direct monetary transactions with the Inmate. The Inmate may purchase a Prepaid Calling Card in denominations determined by the Confinement Facility. Prepaid Calling Cards are offered only to Inmates at Confinement Facilities and not to the general public. Prepaid Calling Cards are valid for one hundred eighty (180) days from the date of first usage. Unused Prepaid Balances may be used by the Inmate User or Authorized User following release from the Confinement Facility only through the Company's network by dialing a special toll free access number which automatically connects the call to

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**COMPETITIVE TELECOMMUNICATIONS SERVICE TARIFF**

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**SECTION 5 – PREPAID SERVICE, CONTINUED****5.0 Prepaid Service (Continued)****5.1 Prepaid Calling Cards and Debit Accounts, Continued****5.1.1 Prepaid Calling Cards, Continued**

the Company's network. Unused Prepaid Balances are not refundable nor may Prepaid Calling Cards be replenished upon the depletion of the Prepaid Balance. Inmates may purchase additional cards, as permitted by their Confinement Facility.

**5.1.2 Prepaid Debit Accounts**

For a Prepaid Debit Account, the Inmate may set up the account through the Confinement Facility administrators with an initial payment typically through the Inmate's commissary account, in those Confinement Facilities where this service is available. Upon the depletion of the Prepaid Balance, the Prepaid Debit Account may be replenished by depositing funds into the Account via the Confinement Facility administrator. Prepaid Debit Accounts are considered dormant if there is no activity for one hundred eighty (180) days following the last call made. Inactive accounts will be removed from the Company's system. In conjunction with their release from the Confinement Facility, the Inmate may request a refund from the Confinement Facility administrator.

**5.2 AdvanceConnect Accounts**

End Users who prefer to pay in advance for Collect Calls that originate from Confinement Facilities, or else if the End User's local exchange carrier does not have a billing and collection agreement with the Company or its intermediary, may set up an AdvanceConnect Account with the Company with a minimum initial fifty dollar (\$50) payment. The Account is set up with the initial payment and may be replenished by the End User. Applicable state taxes and fees are calculated and deducted from the balance at the conclusion of the call.

When the balance in an AdvanceConnect Account reaches twenty dollars (\$20) or below, the End User will receive an automated courtesy call from the Company notifying the End User with such an announcement. If the End User's balance reaches zero prior to replenishment of the Account, the End User will be blocked from receiving further calls from any Confinement Facility served by the Company until the balance is replenished or an alternative billing arrangement is made.

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**COMPETITIVE TELECOMMUNICATIONS SERVICE TARIFF**

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**SECTION 5 – PREPAID SERVICE, CONTINUED****5.0 Prepaid Service (Continued)****5.2 AdvanceConnect Accounts, Con't**

The End User may request a refund of the available balance in the AdvanceConnect Account either by written request to the Company or by contacting the Company at its toll free telephone number once the End User verifies certain account information. Any such unused balances will expire in one hundred eighty (180) days following the last call made, unless the balance is either fully depleted or a refund has been requested. Refunds are subject to a processing fee of up to \$4.95 and no refunds will be issued for accounts reflecting a balance of \$4.95 or less; this policy applies only to accounts established on or after November 1, 2008. No refunds of unused balances will be issued after the expiration date.

AdvanceConnect Account service is available twenty-four (24) hours a day, seven (7) days a week to all terminating locations served. Access to such services by the Inmate User may be subject to time-of-day and usage restrictions imposed by individual Confinement Facilities. No minimum service period applies. For debiting purposes, call timing is rounded up to the nearest one (1) minute increment. Usage charges are computed and rounded up to the nearest one (1) cent on a per call basis. Balances are not charged for incomplete calls.

**Wireless Administration Fee** – a monthly fee of up to \$2.99 is applicable to any AdvanceConnect account with a wireless telephone number included as a number authorized to receive calls. This fee applies once per month, per account regardless of the number of wireless telephone numbers authorized. The fee amount will be deducted from the AdvanceConnect account balance on a monthly basis as long as a wireless number remains on the AdvanceConnect account. As of the initial effective date of this fee, existing AdvanceConnect accounts with existing authorized wireless numbers will be Grandfathered and the Wireless Administration Fee will not apply. If an existing AdvanceConnect account adds or changes a wireless number on the account, the Wireless Administration Fee will apply going forward. (I)

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COMPETITIVE TELECOMMUNICATIONS SERVICE TARIFF

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**SECTION 5 – PREPAID SERVICE, CONTINUED.****5.0 Prepaid Service (Continued)****5.3 Inmate Debit**

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Inmate Debit is a prepaid telephone account offering made available to Inmates by the Company when permitted by the Confinement Facility. Inmate Debit provides an alternative method for Inmates to prepay for and make calls. An Inmate Debit account associated with the Inmate's Personal Identification Number (PIN) is automatically established by the Company. Inmates fund and replenish their Inmate Debit account through electing to transfer funds from either their facility's inmate trust fund or commissary account to their Inmate Debit account. Inmate Debit accounts may also be funded by inmate friends and family members via the Company's points-of-sale. Funds placed in this account become the property of the inmate.

Inmate Debit calls are processed by dialing a special access dialing sequence that connects directly to the Company's network at the Confinement Facility. Inmates must enter a valid Authorization Code to access their Inmate Debit account. The Company's system automatically informs the Inmate of the prepaid balance remaining on the Inmate Debit account prior to each call, provides prompts to place the call by entering the destination telephone number, and informs the Inmate of the rates for the call being attempted. Call charges are deducted from the prepaid account balance on a real-time basis as the call progresses. Applicable state taxes and fees are in addition to the rates and charges for calling service. During an Inmate Debit call, when the prepaid account balance is one minute prior to depletion, the Inmate will be interrupted with such an announcement.

Inmate Debit services are available twenty-four (24) hours a day, seven (7) days per week to all terminating locations serviced. Access to such telephone services by an Inmate may be subject to time-of-day and usage restrictions imposed by individual Confinement Facilities. No minimum service period applies. For debiting purposes, call timing is rounded up to the nearest one (1) minute increment. Usage charges are computed and rounded up to the nearest one (1) cent on a per call basis. Prepaid balances are not charged for incomplete calls.

Refunds of unused Inmate Debit account balances are issued by the entity controlling the actual cash deposits, which is either the Company, the commissary, the Confinement Facility or its agent, depending on the specific arrangements, unless otherwise directed by state law. Depending on the entity issuing the refund, refund fees and/or minimum refund amounts may apply. The prepaid balance expires ninety (90) days from the date of the last call placed on the Inmate Debit account unless alternative arrangements are expressly requested by the Confinement Facility. No refunds of unused balances will be issued after the expiration date.

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COMPETITIVE TELECOMMUNICATIONS SERVICE TARIFF

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**SECTION 5 – PREPAID SERVICE, CONTINUED.****5.0 Prepaid Service (Continued)**5.4 Rates5.4.1 Prepaid Calling Cards and Debit Accounts**Option 1**

PER MINUTE USAGE CHARGE	\$0.50
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**Option 2**

Rates and charges for prepaid calling services are provided at a ten percent discount off standard operator assisted collect call rates.

**Option 3**

Facilities may select one of the following per minute rates. No per call surcharge applies.

PER MINUTE USAGE CHARGE	\$0.60
PER MINUTE USAGE CHARGE	\$0.75

**Option 4**

Rates and charges for prepaid calling services are provided at the standard contracted collect call rates applicable to the facility requesting prepaid services.

**Option 5**

Local:	\$0.25 per minute
Intra/InterLATA:	\$0.30 per minute
Per call surcharge applicable to all call types:	\$3.50

**Option 6**

Local/IntraLATA/InterLATA:	\$0.30 per minute
Per call surcharge applicable to all call types:	\$3.35

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COMPETITIVE TELECOMMUNICATIONS SERVICE TARIFF

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**5.0 Prepaid Service (Continued)**

5.4 Rates

5.4.1 Prepaid Calling Cards and Debit Accounts (Continued)

**Option 7**

Local:	\$0.50 per minute
Per call surcharge applicable to local calls:	\$1.00
Intra/InterLATA:	\$0.30 per minute
Per call surcharge applicable to all call types:	\$3.35

**Option 8**

Local/IntraLATA/InterLATA:	\$0.32 per minute
Per call surcharge applicable to all call types:	\$3.50

**Option 9**

Local/IntraLATA/InterLATA:	\$0.30 per minute
Per call surcharge applicable to all call types:	\$2.90

5.4.2 AdvanceConnect Accounts

The rates for AdvanceConnect Accounts are the same as those for automated Collect Call service.

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***Attachment F***

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***Securus Financials & Moody's Report***





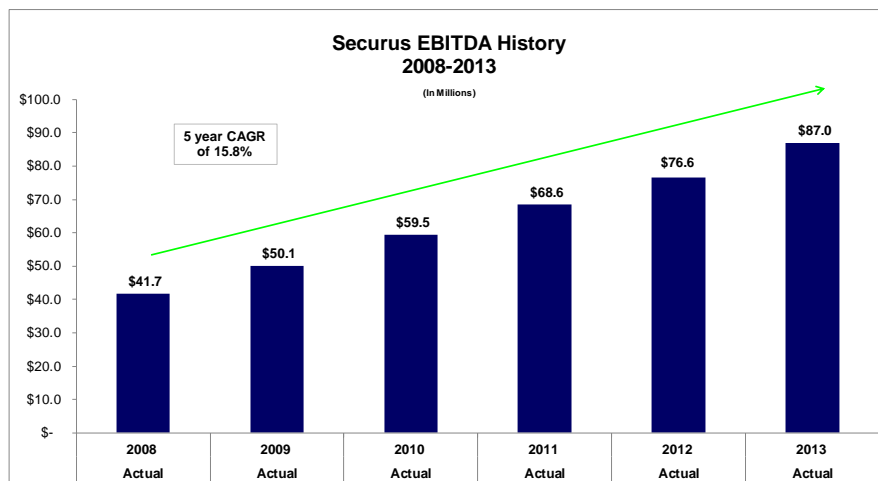
November 13, 2014

Gayla Jones  
Pulaski County Contract Manager  
Pulaski County Detention Center  
20 Justice Drive  
Ullin, IL 62992

Dear MS Jones,

Per RFP requirements, we are providing the audited financial statements of Securus Technologies, Inc. ("Securus"). In addition, as the CFO of the company I would like to explain more fully the strong financial performance that Securus has achieved over the past few years that is not always apparent when looking at financial statements prepared under generally accepted accounting principles (GAAP). We have the utmost confidence in our financial ability to serve your facility. I hope you will find this letter and the information contained in it useful.

We believe that the three best measures of our company's health are: 1) revenue; 2) EBITDA (earnings before interest, taxes, depreciation, and amortization) and; 3) free cash flow (EBITDA minus capital expenditures). These measures are what financial analysts and investors typically use to evaluate the quality of our financial results and financial strength of our company. For the last three years, our revenue, EBITDA and free cash flow have achieved a compound annual growth rate of 3.6%, 15.8% and 16.7% respectively. The chart below shows our EBITDA since 2008.



You may question why our audited financial statements reflect negative net income in 2013. The short answer is that we changed equity sponsors in April of 2013 and improved our balance sheet in the process. In a transaction that valued Securus at \$640 million, ABRY Partners, a large and well-respected private equity firm based in Boston, acquired our company with an equity investment of \$168.5 million. As part of that transaction, we refinanced our debt with more flexible bank credit facilities that not only improved our interest rate but also gave us additional capacity to pursue strategic acquisitions.

As additional information, the table below provides a reconciliation of our EBITDA to net income for our most recent audit period ending December 31, 2013.

	<b>Actual 2013</b>
<b>EBITDA</b>	<b>\$ 87.0</b>
Depreciation and amortization	(51.1)
Interest expense	(36.7)
Debt retirement costs	(21.7)
ABRY transaction costs	(13.1)
Bank covenant add-backs	(2.9)
Share based compensation	(1.4)
Income tax benefit	12.2
<b>Net income</b>	<b><u>\$ (27.6)</u></b>

A few more noteworthy financial points to consider include:

- 1) Our past majority equity sponsors have all indicated that "Securus was the best managed company in their investment portfolio."
- 2) Securus and our predecessor companies have been in business for over 25 years and we never have filed for bankruptcy. We continue to be financially strong.
- 3) We invest approximately two times more capital back in the business than our largest competitor (GTL) in our industry. We do this to make sure that all areas of our business are performing at a high level.
- 4) We pay commissions promptly according to contractual terms, have never missed a payment while paying over 1800 customers each month and have extensive software and accounting controls to ensure accurate commissions payments.
- 5) We are the only carrier in the industry that is Sarbanes-Oxley and SAS-70 (now called SOC-1) compliant displaying good financial practices and controls.

If you would like to discuss our financial results or condition with me, my CEO (Richard A. Smith), or our accounting firm (McGladrey), please let me know and I will arrange a meeting.

Thank you again for your time and please let us know if there are any additional clarifications we can provide.

Sincerely,

Geoffrey M. Boyd  
Chief Financial Officer  
Securus Technologies, Inc.  
972-277-0449  
gboyd@securustech.net

## Securus Technologies Holdings, Inc. and Subsidiaries

### Consolidated Balance Sheets (Dollars in thousands, except per share amounts)

	Successor December 31, 2013	Predecessor December 31, 2012
<b>Assets</b>		
Current assets:		
Cash and cash equivalents	\$ 2,334	\$ 67
Restricted cash	4,153	4,107
Account receivable, net	29,346	25,560
Prepaid expenses	7,172	7,021
Current deferred income taxes	6,830	6,067
<b>Total current assets</b>	<b>49,835</b>	<b>42,822</b>
Property and equipment, net	39,554	30,850
Intangibles and other assets, net	406,833	249,382
Goodwill	409,939	232,600
<b>Total assets</b>	<b>\$ 906,161</b>	<b>\$ 555,654</b>
<b>Liabilities and Stockholder's Equity</b>		
Current liabilities:		
Accounts payable	\$ 18,020	\$ 14,451
Accrued liabilities	29,054	26,639
Deferred revenue and customer advances	16,315	14,304
Current portion of long-term debt	4,100	2,930
<b>Total current liabilities</b>	<b>67,489</b>	<b>58,324</b>
Deferred income taxes	63,516	30,639
Long-term debt	582,368	403,056
Other long-term liabilities	5,503	3,603
<b>Total liabilities</b>	<b>718,876</b>	<b>495,622</b>
Commitments and contingencies		
Stockholder's equity:		
Common stock, \$0.01 and \$0.001 stated value at December 31, 2013 and 2012, respectively; 1,000 and 159,389 shares authorized, issued and outstanding at December 31, 2013 and 2012, respectively	-	-
Additional paid-in capital	195,475	64,755
Accumulated deficit	(8,190)	(4,723)
<b>Total stockholder's equity</b>	<b>187,285</b>	<b>60,032</b>
<b>Total liabilities and stockholder's equity</b>	<b>\$ 906,161</b>	<b>\$ 555,654</b>

See Notes to Consolidated Financial Statements.

**Securus Technologies Holdings, Inc. and Subsidiaries**

**Consolidated Statements of Operations**  
**(Dollars in thousands)**

	<b>Successor</b>	<b>Predecessor</b>	
	<b>For the Period from May 1, 2013 to December 31, 2013</b>	<b>For the Period from January 1, 2013 to April 30, 2013</b>	<b>For the Year Ended December 31, 2012</b>
Revenue:			
Direct call provisioning	\$ 220,029	\$ 121,958	\$ 319,330
Wholesale services	15,655	7,472	20,895
Software sales	759	-	-
Offender monitoring systems and services	798	-	-
<b>Total revenue</b>	<b>237,241</b>	<b>129,430</b>	<b>340,225</b>
Operating costs and expenses:			
Cost of service	136,953	70,474	194,783
Selling, general and administrative expenses	50,274	26,247	74,393
Depreciation and amortization	36,365	14,713	39,648
Transaction expenses	680	12,384	323
<b>Total operating costs and expenses</b>	<b>224,272</b>	<b>123,818</b>	<b>309,147</b>
<b>Operating income</b>	<b>12,969</b>	<b>5,612</b>	<b>31,078</b>
Interest and other expenses, net	(25,487)	(11,177)	(29,799)
Loss on extinguishment of debt	-	(21,748)	-
<b>Income (loss) before income taxes</b>	<b>(12,518)</b>	<b>(27,313)</b>	<b>1,279</b>
Income tax expense (benefit)	(4,328)	(7,868)	280
<b>Net income (loss)</b>	<b>\$ (8,190)</b>	<b>\$ (19,445)</b>	<b>\$ 999</b>

See Notes to Consolidated Financial Statements.

## Securus Technologies Holdings, Inc. and Subsidiaries

### Consolidated Statements of Stockholder's Equity (Dollars in thousands)

	Common Stock		Additional Paid-in Capital	Retained Earnings	Total Stockholder's Equity
	Shares	Amount			
Predecessor:					
Balance, December 31, 2011	159,389	\$ -	\$ 138,232	\$ 346	\$ 138,578
Dividends paid to parent	-	-	(73,477)	(6,068)	(79,545)
Net income (loss)	-	-	-	999	999
Balance, December 31, 2012	159,389	-	64,755	(4,723)	60,032
Net income (loss)	-	-	-	(19,445)	(19,445)
Balance, April 30, 2013	159,389	\$ -	\$ 64,755	\$ (24,168)	\$ 40,587
Successor:					
Balance, May 1, 2013	1,000	\$ -	\$ 168,507	\$ -	\$ 168,507
Contribution from parent	-	-	25,560	-	25,560
Share-based compensation	-	-	1,408	-	1,408
Net income (loss)	-	-	-	(8,190)	(8,190)
<b>Balance, December 31, 2013</b>	<b>1,000</b>	<b>\$ -</b>	<b>\$ 195,475</b>	<b>\$ (8,190)</b>	<b>\$ 187,285</b>

See Notes to Consolidated Financial Statements.

**Securus Technologies Holdings, Inc. and Subsidiaries**

**Consolidated Statements of Cash Flows  
(Dollars in thousands)**

	<u>Successor</u>	<u>Predecessor</u>	
	For the Period from May 1, 2013 to December 31, 2013	For the Period from January 1, 2013 to April 30, 2013	For the Year Ended December 31, 2012
Cash flows from operating activities:			
Net income (loss)	\$ (8,190)	\$ (19,445)	\$ 999
Adjustments to reconcile net income (loss) to net cash provided by operating activities:			
Depreciation and amortization	36,365	14,713	39,648
Deferred income taxes	(4,426)	(7,984)	(489)
Share-based compensation	1,408	-	-
Loss on extinguishment of debt	-	21,748	-
Amortization of deferred financing costs and discounts	2,433	914	2,108
Change in fair value of derivatives	2,804	7	221
Interest income from amortization of notes receivable	(304)	(155)	(430)
Other operating activities, net			
Changes in operating assets and liabilities:			
Restricted cash	(2)	(1)	(3,006)
Accounts receivable	(176)	1,941	589
Prepaid expenses and other current assets	5,004	(4,637)	1,046
Intangible and other assets	2,207	(250)	(1,404)
Accounts payable	(1,893)	1,013	1,208
Accrued and other liabilities	(1,298)	2,032	3,417
<b>Net cash provided by operating activities</b>	<b>33,932</b>	<b>9,896</b>	<b>43,907</b>
Cash flows from investing activities:			
Purchase of property and equipment	(8,045)	(5,464)	(12,348)
Additions of intangible assets	(19,194)	(3,312)	(22,214)
Business acquisitions, net of cash acquired	(126,665)	-	(21,379)
<b>Net cash used in investing activities</b>	<b>(153,904)</b>	<b>(8,776)</b>	<b>(55,941)</b>
Cash flows from financing activities:			
Related party activities, net	-	405,103	-
Capital contributions	25,560	-	-
Net activity on revolver, net of issuance costs	18,000	(16,000)	15,326
Long-term debt borrowings, net of issuance costs	81,819	-	64,451
Payments on and repurchases of long-term debt	(1,025)	(394,555)	(2,780)
Cash overdraft	(2,048)	4,265	3,645
Dividends paid to shareholder	-	-	(79,545)
<b>Net cash provided by (used in) financing activities</b>	<b>122,306</b>	<b>(1,187)</b>	<b>1,097</b>
Increase (decrease) in cash and cash equivalents	2,334	(67)	(10,937)
Cash and cash equivalents, beginning of period	-	67	11,004
Cash and cash equivalents, end of period	<b>\$ 2,334</b>	<b>\$ -</b>	<b>\$ 67</b>
Supplemental disclosures:			
Cash paid during the period for:			
Interest	\$ 20,608	\$ 10,232	\$ 27,918
Income taxes, net of refunds	\$ 442	\$ (7)	\$ 1,217

See Notes to Consolidated Financial Statements.

**Rating Action: Moody's affirms Securus' B3 corporate family rating**

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Global Credit Research - 19 Dec 2013

New York, December 19, 2013 -- Moody's Investors Service has affirmed the B3 corporate family rating (CFR) and B3-PD probability of default rating (PDR) of Securus Technologies Holdings, Inc. ("Securus" or "the company") following the company's announcement to acquire Satellite Tracking of People ("STOP"). The company plans to use a modest amount of cash on hand and the proceeds from an incremental \$60 million senior secured 1st lien term loan and \$25 million senior secured 2nd lien term loan-add on to finance the acquisition. The outlook is stable.

Affirmations:

..Issuer: Securus Technologies Holdings, Inc.

.... Corporate Family Rating, Affirmed B3

.... Probability of Default Rating, Affirmed B3-PD

....Senior Secured Bank Credit Facility, Affirmed B2

....Senior Secured Bank Credit Facility, Affirmed Caa2, Downgraded to a range of LGD5, 88 % from a range of LGD5, 87 %

Outlook Actions:

....Outlook, Remains Stable

**RATING RATIONALE**

Securus' B3 corporate family rating reflects its small scale, high leverage and narrow business focus relative to other rated telecommunications companies. The ratings are supported by the company's sophisticated, proprietary technology platform and its multi-year contracts with over 2,200 correctional facilities in the US and Canada. The ratings are also supported by improvements in operating margin and cash flow which have been achieved through cost containment and lower bad debt expense. These initiatives were critical in the company's turnaround, as providing communications services to corrections facilities is a low margin business characterized by competitive bidding for new and existing contracts and high commission payments to prison operators. The rating also incorporates the company's private equity ownership and its historical use of leverage to maximize equity returns as well as the growing regulatory threat posed by potential FCC price caps which could disrupt the industry structure.

Moody's believes that there is limited growth opportunity within the prison phone market segment and future cash flow generation will be primarily dependent upon cost saving measures and the company's ability to win business from competitors. However, adjacent areas such as monitoring services, data analytics and telemedicine offer a path to continued revenue growth for Securus. Because of this, Securus has expanded into areas like jail management systems and GPS offender monitoring services with the recent acquisition of Archonix and STOP to gradually diversify its revenue stream away from the traditional prison phone business.

Moody's anticipates that Securus will have good liquidity over the next 12 months, supported by the company's modest free cash flow generation and approximately \$20 million of revolver capacity. The company had approximately \$0.1 million of cash on hand at the end of Q3 2013. Moody's expects the company to generate approximately \$15 million to \$20 million of free cash flow in 2014 given its low capital intensity.

The stable outlook reflects Moody's view that Securus will continue to generate organic revenue growth in the low single digit percentage range and improve EBITDA margin through cost reduction which will result in falling leverage.

Moody's could upgrade the ratings if Securus maintains good liquidity and positive free cash flow and grows EBITDA such that leverage is on track to fall below 5x. Moody's could lower Securus' ratings if leverage exceeds

6.5x (Moody's adjusted) and free cash flow turns negative, both on a sustained basis.

The principal methodology used in this rating was the Global Telecommunications Industry published in December 2010. Other methodologies used include Loss Given Default for Speculative-Grade Non-Financial Companies in the U.S., Canada and EMEA published in June 2009. Please see the Credit Policy page on [www.moody.com](http://www.moody.com) for a copy of these methodologies.

Based in Dallas, TX, Securus Technologies Holdings, Inc. is one of the largest providers of inmate telecommunication services to correctional facilities, with a presence in 45 states, Washington D.C., and Canada. The company generated approximately \$363 million of revenue for the twelve months ending September 30, 2013.

## REGULATORY DISCLOSURES

For ratings issued on a program, series or category/class of debt, this announcement provides certain regulatory disclosures in relation to each rating of a subsequently issued bond or note of the same series or category/class of debt or pursuant to a program for which the ratings are derived exclusively from existing ratings in accordance with Moody's rating practices. For ratings issued on a support provider, this announcement provides certain regulatory disclosures in relation to the rating action on the support provider and in relation to each particular rating action for securities that derive their credit ratings from the support provider's credit rating. For provisional ratings, this announcement provides certain regulatory disclosures in relation to the provisional rating assigned, and in relation to a definitive rating that may be assigned subsequent to the final issuance of the debt, in each case where the transaction structure and terms have not changed prior to the assignment of the definitive rating in a manner that would have affected the rating. For further information please see the ratings tab on the issuer/entity page for the respective issuer on [www.moody.com](http://www.moody.com).

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Regulatory disclosures contained in this press release apply to the credit rating and, if applicable, the related rating outlook or rating review.

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***Attachment G***

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***Project Plan***

ID	Task Name	Start	Finish
1	<b>SECURUS Inmate Telephone System Installation Project Plan for Pulaski County, IL</b>	<b>Mon 12/15/14</b>	<b>Thu 1/15/15</b>
2	<b>Inmate Phone System Installation &amp; Cut-Over</b>	<b>Mon 12/15/14</b>	<b>Wed 1/14/15</b>
3	<b>Project Initiation Phase</b>	<b>Mon 12/15/14</b>	<b>Tue 12/16/14</b>
4	Host internal project review and kick-off meeting	Mon 12/15/14	Mon 12/15/14
5	Team with Sales Account Manager to host kick-off call with SECURUS Inmate Telephone System Installation Project Plan for Pulaski County, IL Project Team	Mon 12/15/14	Mon 12/15/14
6	Complete Telephone Equipment Inspection for Inmate Locations	Tue 12/16/14	Tue 12/16/14
7	<b>Project Planning Phase</b>	<b>Wed 12/17/14</b>	<b>Tue 12/23/14</b>
8	Update Engineering based on site survey information	Wed 12/17/14	Wed 12/17/14
9	Identify resources needed to complete tasks and objectives	Wed 12/17/14	Wed 12/17/14
10	Create ticket assignments for necessary departments	Wed 12/17/14	Wed 12/17/14
11	Host internal review to determine scheduling options	Wed 12/17/14	Wed 12/17/14
12	Host review with current services provider to discuss transition plan	Wed 12/17/14	Wed 12/17/14
13	Create project in the Install Portal and setup notifications/alerts	Wed 12/17/14	Wed 12/17/14
14	Review field service access/scheduling & telecom vendor scheduling options with Pulaski County, IL Project Team	Fri 12/19/14	Fri 12/19/14
15	Produce updated project schedule	Fri 12/19/14	Fri 12/19/14
16	Project Team and Pulaski County, IL Project Plan / Schedule Review	Fri 12/19/14	Fri 12/19/14
17	<b>Securus &amp; Pulaski County, IL Project Team Meeting - Touch Point</b>	<b>Mon 12/22/14</b>	<b>Mon 12/22/14</b>
18	Review telecom and hardware delivery schedules (If necessary)	Mon 12/22/14	Mon 12/22/14
19	Produce updated project plan and review with Pulaski County, IL Project Team (If necessary)	Mon 12/22/14	Mon 12/22/14
20	<b>Customer Data Management</b>	<b>Tue 12/23/14</b>	<b>Tue 12/23/14</b>
21	Site specific voice prompts & tag lines (If necessary)	Tue 12/23/14	Tue 12/23/14
22	Upload blocked number files (If necessary)	Tue 12/23/14	Tue 12/23/14
23	Upload free and privileged number files (If necessary)	Tue 12/23/14	Tue 12/23/14
24	<b>Project Execution Phase</b>	<b>Wed 12/17/14</b>	<b>Fri 1/9/15</b>
25	<b>Hardware installations</b>	<b>Wed 12/17/14</b>	<b>Wed 12/31/14</b>
26	Hardware delivery time frame	Wed 12/17/14	Wed 12/31/14
27	<b>OMS/JMS Integration / E-Imports Activities</b>	<b>Mon 12/22/14</b>	<b>Fri 1/9/15</b>
28	Inmate PIN account configuration and management	Mon 12/22/14	Wed 12/24/14
29	Automated file delivery for account management	Thu 12/25/14	Thu 12/25/14
30	Configure Inmate Debit for Pulaski County, IL through the Secure Call Platform	Mon 12/29/14	Fri 1/9/15
31	<b>Installation - Pulaski County, IL</b>	<b>Wed 1/14/15</b>	<b>Wed 1/14/15</b>
32	Cut Over - Turn up of Product and Features with Pulaski County, IL	Wed 1/14/15	Wed 1/14/15
33	<b>Quality Control / Checklist Reviews</b>	<b>Thu 1/15/15</b>	<b>Thu 1/15/15</b>
34	Re-Verify all Features working properly	Thu 1/15/15	Thu 1/15/15

ID	Task Name	Start	Finish
35	Re-Verify phones work, port assignments/call groups set	Thu 1/15/15	Thu 1/15/15
36	Post Cutover QA Checklist & Test Calls Completed	Thu 1/15/15	Thu 1/15/15
37	Notify Facility ITS of cutover - system is functioning correctly	Thu 1/15/15	Thu 1/15/15
38	Verification of Products and Features with Pulaski County, IL	Thu 1/15/15	Thu 1/15/15

***Attachment H***

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***5-year List of Former Clients***

## Five-Year List of Former Securus Clients

Year	Customer Name	ST	Win/Loss
2009	Fresno County	CA	Loss
2009	Chesapeake City	VA	Loss
2009	Lehigh County	PA	Loss
2009	Collin County	TX	Loss
2009	Norfolk County	MA	Loss
2009	South Louisiana	LA	Loss
2009	Denver City & County	CO	Loss
2009	Peoria County	IL	Loss
2009	Hamilton County	TN	Loss
2009	Daviess County	KY	Loss
2009	Charles County	MD	Loss
2009	Greene County	MO	Loss
2009	Lancaster County	NE	Loss
2009	Lycoming County	PA	Loss
2009	St. Mary's County	MD	Loss
2009	Howard County	MD	Loss
2009	Southside Regional	VA	Loss
2009	Bridewell Detention	MO	Loss
2009	Integrity Correctional	MO	Loss
2009	Saline County	NE	Loss
2009	Skagit County	WA	Loss
2009	Cecil County & WR	MD	Loss
2009	Walton County	FL	Loss
2009	Montgomery County	KS	Loss
2009	Platte County	NE	Loss
2009	Coffee County	TN	Loss
2009	Clay County	IN	Loss
2009	Lyon County	KS	Loss
2009	Polk County	TX	Loss
2009	Ray County	MO	Loss
2009	Crawford County	IN	Loss
2009	Cheshire County	NH	Loss
2009	Garfield County	OK	Loss
2009	Onslow County	NC	Loss
2009	Sequoyah County	OK	Loss
2009	Shreveport City	LA	Loss
2009	Sevier County	UT	Loss
2009	Lincoln County	TN	Loss

2009	Atchison County	KS	Loss
2009	East Baton Rouge WR	LA	Loss
2009	Cook County	GA	Loss
2009	Rabun County	GA	Loss
2009	Dallas County	AL	Loss
2009	Tillamook County	OR	Loss
2009	Fayette County	TN	Loss
2009	Fayette County	AL	Loss
2009	Somerset County	MD	Loss
2009	Dade County	GA	Loss
2009	Meade County	SD	Loss
2009	Kent County	MD	Loss
2009	Ballard County	KY	Loss
2009	Burnett County	WI	Loss
2009	Ouachita Parish WR	LA	Loss
2009	Texas County	MO	Loss
2009	Plymouth County	IA	Loss
2009	Edgar County	IL	Loss
2009	Runnels County	TX	Loss
2009	Miami County	KS	Loss
2009	Union County	KY	Loss
2009	Polk County	MO	Loss
2009	Hamilton County	IA	Loss
2009	Drew County	AR	Loss
2009	Jerome County	ID	Loss
2009	Childress County	TX	Loss
2009	Winston County	AL	Loss
2009	Monroe County	KY	Loss
2009	Esmore Correctional	TX	Loss
2009	Florissant PD	MO	Loss
2009	Gage County	NE	Loss
2009	Skamania County	WI	Loss
2009	Republic county	KS	Loss
2009	Foley City PD	AL	Loss
2009	Crane County	TX	Loss
2009	Mitchell County	TX	Loss
2009	Nemaha County	KS	Loss
2009	Jackson County	AR	Loss
2009	Haskell County	KS	Loss

## Five-Year List of Former Securus Clients

2009	Pike County	AR	Loss
2009	Abode Treatment	TX	Loss
2009	Huntington Park PD	CA	Loss
2009	Sanpete County	UT	Loss
2009	Koochiching County	MN	Loss
2009	Moore County	TN	Loss
2009	Louisa County	IA	Loss
2009	Sac County	IA	Loss
2009	Dixon County	NE	Loss
2009	Taylor County	IA	Loss
2009	Greenwood County	KS	Loss
2009	Linn County	KS	Loss
2009	Moss Point PD	MS	Loss
2009	Leesville City	LA	Loss
2009	Kane County Juvy	IL	Loss
2009	Cedar County	NE	Loss
2009	Palo Alto County	IA	Loss
2009	Clinch County	GA	Loss
2009	Candler County	GA	Loss
2009	Cook County	MN	Loss
2009	Haskell County	OK	Loss
2010	Santa Clara County	CA	Loss
2010	Alleghany County	PA	Loss
2010	Oakland County	MI	Loss
2010	Brevard County	FL	Loss
2010	Santa Barbara County	CA	Loss
2010	Winnebago County	IL	Loss
2010	Baltimore County (MD DOC)	MD	Loss
2010	Grayson County	KY	Loss
2010	Richwood Correctional	LA	Loss
2010	Anne Arundel County	MD	Loss
2010	CCA Hernando	FL	Loss
2010	GEO Broward County Transition	FL	Loss
2010	Cameron County	TX	Loss
2010	Washington County	TN	Loss
2010	Harford County	MD	Loss
2010	Tom Green County	TX	Loss
2010	Canyon County	ID	Loss
2010	Humboldt County	CA	Loss

2010	Pine Prairie Correctional (05532)	LA	Loss
2010	Athens-Clarke	GA	Loss
2010	Washington County	MD	Loss
2010	Grant County	KY	Loss
2010	Brooks Detention (05530)	TX	Loss
2010	Scotts Bluff County	NE	Loss
2010	Oldham County	KY	Loss
2010	Wise County	TX	Loss
2010	Bannock County	ID	Loss
2010	Chaves County	NM	Loss
2010	Brown County	TX	Loss
2010	Luna County	NM	Loss
2010	Martinsville City & Jail	VA	Loss
2010	Waushara County	WI	Loss
2010	Stephens County	OK	Loss
2010	Pittsylvania County	VA	Loss
2010	Franklin County	WA	Loss
2010	Lafayette County	MO	Loss
2010	Uintah County	UT	Loss
2010	Mini-Cassia County	ID	Loss
2010	Grays Harbor County	WA	Loss
2010	Lumpkin County	GA	Loss
2010	Buffalo County	NE	Loss
2010	Walker County	TX	Loss
2010	Beckham County	OK	Loss
2010	Bradford County	FL	Loss
2010	Montgomery County	MO	Loss
2010	Somerset County	PA	Loss
2010	Cherokee County	AL	Loss
2010	Taney County	MO	Loss
2010	Geneva County	AL	Loss
2010	Marion County	TN	Loss
2010	Franklin County	KS	Loss
2010	Tensas Evans Correctional (05501)	LA	Loss
2010	Burnett County	WI	Loss
2010	Adair County	MO	Loss
2010	Saluda County	SC	Loss
2010	Fayette County	IL	Loss
2010	Hale County	AL	Loss



## Five-Year List of Former Securus Clients

2010	Coosa County	AL	Loss
2010	Winner PD	SD	Loss
2010	Trempealeau County	WI	Loss
2010	Kalkaska County	MI	Loss
2010	Leelanau County	MI	Loss
2010	Andrew County	MO	Loss
2010	Crockett County	TN	Loss
2010	Crawford County	MI	Loss
2010	Douglas County	MO	Loss
2010	Thurston County	NE	Loss
2010	Lyon County	IA	Loss
2010	Butler County	KY	Loss
2010	Buchanan County	SD	Loss
2010	Washington County	AL	Loss
2010	Butler County	IA	Loss
2010	Lewis County	MO	Loss
2010	Jasper County	IL	Loss
2010	Clay County	TX	Loss
2010	Reynolds County	MO	Loss
2010	Union County	IA	Loss
2010	Southeast KS Juvy	KS	Loss
2010	Schuyler county	MO	Loss
2010	Brazoria County Juvy	TX	Loss
2010	Calloway County	KY	Loss
2010	Christian County	KY	Loss
2010	Douglas County	MN	Loss
2010	Franklin County	AL	Loss
2010	Hickman County	KY	Loss
2010	Marion County	IN	Loss
2010	Miami County	IN	Loss
2010	Clark County & City of Las Vegas	NV	Loss
2011	Hillsborough County	FL	Loss
2011	Bexar County	TX	Loss
2011	Plymouth County	MA	Loss
2011	Pulaski County	AR	Loss
2011	Benton County	WA	Loss
2011	Bexar County GEO	TX	Loss
2011	Kootenai County	ID	Loss
2011	Tippamcanoe County	IN	Loss

2011	Clark County	IN	Loss
2011	Dekalb County	AL	Loss
2011	Hopkins County	KY	Loss
2011	Muscatine County	IA	Loss
2011	Laurel County	KY	Loss
2011	Carter County	KY	Loss
2011	Shelby County	KY	Loss
2011	Muhlenberg County	KY	Loss
2011	Scotts Bluff County	NE	Loss
2011	Boyle County	KY	Loss
2011	Delano CCF	CA	Loss
2011	Simpson County	KY	Loss
2011	Garfield County	CO	Loss
2011	Okanogan County	WA	Loss
2011	Harrison County	IN	Loss
2011	Jessamine County	KY	Loss
2011	Cass County	NE	Loss
2011	Moore County	NC	Loss
2011	Hart County	KY	Loss
2011	Sarpy County	NE	Loss
2011	Crittenden County	AR	Loss
2011	Leavenworth County	KS	Loss
2011	Huron County	MI	Loss
2011	Chester County	SC	Loss
2011	Union County	AR	Loss
2011	Fulton County	IL	Loss
2011	Coos County	OR	Loss
2011	Madison County	ID	Loss
2011	Santa Cruz County	AZ	Loss
2011	Jay County	IN	Loss
2011	Scott County	MS	Loss
2011	Clay County	MN	Loss
2011	Sussex County	VA	Loss
2011	Marion County	AL	Loss
2011	Randolph County	IN	Loss
2011	Mary Frances Center	NC	Loss
2011	Charlevoix County	MI	Loss
2011	Independence County	AR	Loss
2011	Oceana County	MI	Loss

## Five-Year List of Former Securus Clients

2011	Yazoo County	MS	Loss
2011	Iowa County	IA	Loss
2011	Conejos County	CO	Loss
2011	Shelby County	TX	Loss
2011	Moultrie County	IL	Loss
2011	Carson County	TX	Loss
2011	Alcorn County	MS	Loss
2011	Sioux City	IA	Loss
2011	Johnson County	MO	Loss
2011	Grant County	KS	Loss
2011	Gooding County	ID	Loss
2011	Evergreen Rehab	NC	Loss
2011	Beadle County	SD	Loss
2011	Boone County	IA	Loss
2011	Perry County	IN	Loss
2011	Redwood County	MN	Loss
2011	Montgomery County Restitution	TX	Loss
2011	Izard County	AR	Loss
2011	Butler County	NE	Loss
2011	Iron County	MO	Loss
2011	Thomas County	KS	Loss
2011	Yuma County	CO	Loss
2011	Ringgold County	IA	Loss
2011	Rio Blanco County	CO	Loss
2011	Beaver County	OK	Loss
2011	San Miguel County	CO	Loss
2011	Kearney County	KS	Loss
2011	Clatsop Community	OR	Loss
2011	Southgate PD	CA	Loss
2011	Jefferson County	IA	Loss
2011	Brule County	SD	Loss
2011	Hamilton County	KS	Loss
2011	Emmett County	IA	Loss
2011	Arab PD	AL	Loss
2011	Doraville PD	GA	Loss
2011	Keokuk County	IA	Loss
2011	Morton County	KS	Loss
2011	Faulk County	SD	Loss
2011	Hickory County	MO	Loss

2011	Wilkinson County	MS	Loss
2011	Valley County	MT	Loss
2011	Davis County	IA	Loss
2011	Glendora PD	CA	Loss
2011	Valley County	NE	Loss
2011	Frontier County	NE	Loss
2011	Garden County	NE	Loss
2011	Costilla County	CO	Loss
2012	MD DOC	MD	Loss
2012	Hampden County	MA	Loss
2012	St. Tammany Parish	LA	Loss
2012	Macomb County	MI	Loss
2012	Hidalgo County	TX	Loss
2012	Washoe County	NV	Loss
2012	Merced County	CA	Loss
2012	Catahoula Correctional	LA	Loss
2012	Kane County	IL	Loss
2012	Jackson County	MO	Loss
2012	Ascension Parish	LA	Loss
2012	Livingston Parish	LA	Loss
2012	Parker County	TX	Loss
2012	Rutherford County	TN	Loss
2012	Yuma County	AZ	Loss
2012	St. Charles County	MO	Loss
2012	LaSalle Correctional	LA	Loss
2012	Glynn County	GA	Loss
2012	Hunt	TX	Loss
2012	Tangipahoa Parish	LA	Loss
2012	Lenawee County	MI	Loss
2012	Wicomico	MD	Loss
2012	Pike County	KY	Loss
2012	Jackson Parish	LA	Loss
2012	Casey County	KY	Loss
2012	Howard County	IN	Loss
2012	Bayou Correctional	LA	Loss
2012	Seneca County	OH	Loss
2012	Sweetwater County	WY	Loss
2012	Lenoir County	NC	Loss
2012	Franklin County	OH	Loss

## Five-Year List of Former Securus Clients

2012	Effingham County	GA	Loss
2012	Tensas Parish	LA	Loss
2012	Newberry County	SC	Loss
2012	Craig County	OK	Loss
2012	Mecklenberg County	VA	Loss
2012	Fremont County	WY	Loss
2012	Jefferson Davis Parish	LA	Loss
2012	Blount County	AL	Loss
2012	Boone County	IN	Loss
2012	Barry County	MI	Loss
2012	Palo Pinto County	TX	Loss
2012	McDowell County	NC	Loss
2012	Geauga County	OH	Loss
2012	Brunswick County	VA	Loss
2012	Seminole County	OK	Loss
2012	Joplin PD	MO	Loss
2012	Ouachita County	AR	Loss
2012	Wells County	IN	Loss
2012	Colbert	AL	Loss
2012	Cole County	MO	Loss
2012	St. Francis County	AR	Loss
2012	Randolph County	AL	Loss
2012	Hickman County	TN	Loss
2012	Hockley County	TX	Loss
2012	Caribou County	ID	Loss
2012	Wayne County	MS	Loss
2012	Pacific County	WA	Loss
2012	Carroll County	IN	Loss
2012	Clinton County	IA	Loss
2012	Lowndes County	AL	Loss
2012	Latah County	ID	Loss
2012	Washington County	IA	Loss
2012	Latimer County	OK	Loss
2012	Cullman County	AL	Loss
2012	St. Helena Parish	LA	Loss
2012	Kossuth County	IA	Loss
2012	Hughes County	OK	Loss
2012	Harper County	KS	Loss
2012	Fountain County	IN	Loss

2012	Clearwater County	ID	Loss
2012	Tama County	IA	Loss
2012	Russell County	KS	Loss
2012	Jefferson County	KS	Loss
2012	Merced County Juvy	CA	Loss
2012	Northeast TX Intervention	TX	Loss
2012	Adams County	IA	Loss
2012	Pawnee County	KS	Loss
2012	Sumter County	AL	Loss
2012	Decatur County	KS	Loss
2012	Guntersville PD	AL	Loss
2012	Power County	ID	Loss
2012	Mitchell County	KS	Loss
2012	Columbia County	WA	Loss
2012	Nevada County Juvy	CA	Loss
2012	Hocking Valley	OH	Loss
2012	Graham County	NC	Loss
2012	Coosa Valley Youth	AL	Loss
2012	Crowly County	CO	Loss
2012	Calhoun County	AR	Loss
2012	Johnson County	NE	Loss
2012	Cheyenne County	CO	Loss
2012	Hodgeman County	KS	Loss
2012	Fort Payne PD	AL	Loss
2012	Bridgeton PD	MO	Loss
2012	Johnson County Juvy	IN	Loss
2012	VOA - San Diego	CA	Loss
2012	Jefferson County	OK	Loss
2013	LAFAYETTE PARISH PARENT	LA	Loss
2013	Hunt County	TX	Loss
2013	St Bernard Parish	LA	Loss
2013	NORTHERN OREGON CORRECTIONS FACILITY (NORCOR)	OR	Loss
2013	Franklin County	IL	Loss
2013	JEFFERSON COUNTY JAIL	KS	Loss
2013	Mineral County	MT	Loss
2013	Shelby County	IA	Loss
2013	Page County	IA	Loss
2013	Humboldt County	IA	Loss
2013	Biloxi County	MS	Loss

## Five-Year List of Former Securus Clients

2013	St Charles Parish	LA	Loss
2013	St John Parish	LA	Loss
2013	St Martin Parish	LA	Loss
2013	St Mary Parish	LA	Loss
2013	Odessa PD	TX	Loss
2013	Mecosta	MI	Loss
2013	St James Parish	LA	Loss
2013	Cloud County	KS	Loss
2013	Furnas County	NE	Loss
2013	MILLE LACS COUNTY JAIL	MN	Loss
2013	TODD COUNTY JAIL	KY	Loss
2013	MECKLENBURG COUNTY JAIL- (HLS)	VA	Loss
2013	MURRAY COUNTY JAIL	OK	Loss
2013	GREENE COUNTY JAIL	AL	Loss
2013	FRANKLIN COUNTY JAIL	AR	Loss
2013	STANTON COUNTY JAIL	KS	Loss
2013	LEWIS COUNTY SHERIFF'S OFFICE	ID	Loss
2013	KIOWA COUNTY JAIL	OK	Loss
2013	GLACIER CO Jail	MT	Loss
2013	Breckenridge County	KY	Loss
2013	Nodaway County	MO	Loss
2013	Morris County	TX	Loss
2013	Trego County	KS	Loss
2013	Clay County	KS	Loss
2013	MADISON COUNTY DETENTION FACILITY	AL	Loss
2013	JACKSON COUNTY JAIL	AL	Loss
2013	SANDUSKY COUNTY JAIL	OH	Loss
2013	SHOSHONE COUNTY SHERIFFS OFFICE	ID	Loss
2013	BREATHITT COUNTY JUVENILE DETENTION	KY	Loss
2013	Minnehaha	SD	Loss
2013	MARSHALL COUNTY JAIL	KY	Loss
2013	MARION COUNTY JAIL	MO	Loss
2013	COWLEY COUNTY JAIL	KS	Loss
2013	CARROLLTON CITY JAIL	TX	Loss
2013	JASPER CITY JAIL	AL	Loss
2013	OZARK COUNTY JAIL	MO	Loss
2013	NEMAHA COUNTY JAIL	NE	Loss

2013	TWO RIVERS AUTHORITY DETENTION CENTER	MT	Loss
2013	Polk County	GA	Loss
2013	Newton County	MO	Loss
2013	Crawford County	KS	Loss
2013	Gilpin County	CO	Loss
2013	Dimmit County	TX	Loss
2013	Sevier County	AR	Loss
2013	Logan County	AR	Loss
2013	Clark County	MO	Loss
2013	Osage County	KS	Loss
2013	Merrick County	NE	Loss
2013	East Baton Rouge	LA	Loss
2013	Ellis County	TX	Loss
2013	Webb County	TX	Loss
2013	Natchitoches County	LA	Loss
2013	Graham County	AZ	Loss
2013	Escambia County	AL	Loss
2013	WV Industrial Youth	WV	Loss
2013	Sherman County	KS	Loss
2013	Pierce County	NE	Loss
2013	Alcorn County	MS	Loss
2013	Taylor	KY	Loss
2013	Christian County	MO	Loss
2013	Marshall County	TN	Loss
2013	Calloway County	MO	Loss
2013	Wayne County	MO	Loss
2013	Neosho County	KS	Loss
2013	Bollinger County	MO	Loss
2013	Jefferson County	NE	Loss
2013	Winnebago County	WI	Loss
2013	Champaign County	IL	Loss
2013	Orange Beach PD	AL	Loss
2013	Cheyenne County	NE	Loss
2013	CCA Bridgeport	TX	Loss
2013	Grand County	CO	Loss
2013	Stewart County	TN	Loss
2013	Zapata County	TX	Loss
2013	Terrell County	GA	Loss
2013	Randolph County	MO	Loss

## Five-Year List of Former Securus Clients

2013	Stoddard County	MO	Loss
2013	Wheeler County	GA	Loss
2013	Jasper County	GA	Loss
2013	Santa Clara County Juvy	CA	Loss
2013	Cass County	MO	Loss
2013	Northeast OH Community	OH	Loss
2013	Cass County	IN	Loss
2013	Pemiscot County	MO	Loss
2013	Madison Parish	LA	Loss
2013	Washington County	OH	Loss
2013	Allegan County	MI	Loss
2013	CCA Bay Correctional	FL	Loss
2013	LaFourche Parish	LA	Loss
2013	CCA Graceville	FL	Loss
2013	Kalamazoo County	MI	Loss
2013	CCA California City	CA	Loss
2014	VERNON COUNTY SHERIFF'S DEPT	MO	Loss
2014	LAKE COUNTY SHERIFF'S OFFICE	OR	Loss
2014	LINCOLN COUNTY SHERIFF'S OFFICE	WY	Loss
2014	SPRING FOREST BP - PAYPHONE	NC	Loss
2014	LIVE OAK COUNTY CRIMINAL JUSTICE CENTER	TX	Loss
2014	STARKE COUNT JAIL- (HLS)	IN	Loss
2014	HINDS COUNTY	MS	Loss
2014	WILSON COUNTY JAIL	KS	Loss
2014	CLEBURNE COUNTY DETENTION CENTER	AR	Loss
2014	COFFEY COUNTY JAIL	KS	Loss
2014	WILCOX COUNTY JAIL	AL	Loss
2014	BONNEVILLE COUNTY	ID	Loss
2014	CRAWFORD COUNTY SHERIFF'S DEPT	WI	Loss
2014	HABERSHAM COUNTY SHERIFF'S DEPT	GA	Loss
2014	PLATTE COUNTY SHERIFF'S DEPT	MO	Loss
2014	VAN BUREN COUNTY DETENTION CENTER	AR	Loss
2014	BENTON COUNTY JAIL	MO	Loss
2014	OTOE COUNTY JAIL	NE	Loss
2014	MONTEREY	CA	Loss
2014	BEAUFORT COUNTY	SC	Loss

2014	JACKSON COUNTY JAIL	IA	Loss
2014	PLUMAS COUNTY JAIL	CA	Loss
2014	YORK COUNTY JAIL	NE	Loss
2014	DAKOTA COUNTY SHERIFF'S DEPT	MN	Loss
2014	MADISON COUNTY JAIL	NE	Loss
2014	GENEVA CITY POLICE DEPT	OH	Loss
2014	LINCOLN COUNTY JAIL	MO	Loss
2014	PEPIN COUNTY JAIL	WI	Loss
2014	SHERIDAN COUNTY JAIL	NE	Loss
2014	UMATILLA COUNTY CRIMINAL JUSTICE CENTER	OR	Loss
2014	WARREN COUNTY JAIL	MO	Loss
2014	YAZOO COUNTY YOUTH DETENTION CENTER - JSI	MS	Loss
2014	COLES COUNTY JAIL	IL	Loss
2014	KEARNEY COUNTY JAIL	NE	Loss
2014	BARTON COUNTY JAIL	MO	Loss
2014	ATLANTA CITY DETENTION CENTER	GA	Loss
2014	EUCLID CITY JAIL	OH	Loss
2014	JACKSON COUNTY JAIL	KS	Loss
2014	JEFFERSON COUNTY RESTITUTION	TX	Loss
2014	LARAMIE COUNTY DETENTION FACILITY	WY	Loss
2014	KIOWA COUNTY SHERIFF'S DEPT	KS	Loss
2014	CAMP COUNTY JAIL	TX	Loss
2014	JEWELL COUNTY JAIL	KS	Loss
2014	CEDAR COUNTY JAIL	MO	Loss
2014	BESSEMER CITY JAIL	AL	Loss
2014	TAFT CORRECTIONAL INSTITUTION	CA	Loss
2014	ZAPATA COUNTY	TX	Loss
2014	CALHOUN COUNTY SHERIFF'S OFFICE	GA	Loss
2014	STONE COUNTY JAIL	AR	Loss
2014	TALLADEGA COUNTY JAIL	AL	Loss
2014	MONTGOMERY COUNTY JAIL	AL	Loss
2014	BERRIEN COUNTY JAIL	MI	Loss
2014	OSCEOLA COUNTY JAIL	MI	Loss
2014	CHRISTIAN COUNTY JAIL	IL	Loss
2014	WILLIAMSON COUNTY	TX	Loss
2014	BULLOCH COUNTY CORRECTIONS INSTITUTE	GA	Loss

## Five-Year List of Former Securus Clients

2014	LONG BEACH CITY JAIL	CA	Loss
2014	CALHOUN COUNTY JUSTICE CENTER	MI	Loss
2014	AZ DOC	AZ	Loss
2014	BROWN COUNTY SHERIFF'S DEPT	NE	Loss
2014	DAWSON COUNTY CORRECTIONAL CENTER	NE	Loss
2014	LAWRENCE COUNTY SHERIFF'S DEPT	AL	Loss
2014	NAVARRO COUNTY JUSTICE CENTER	TX	Loss
2014	PITKIN COUNTY SHERIFF'S OFFICE	CO	Loss
2014	PUTNAM COUNTY JAIL	TN	Loss
2014	STEPHENS COUNTY LAW ENFORCEMENT CENTER	TX	Loss
2014	KANE COUNTY SHERIFF'S OFFICE	UT	Loss
2014	RUSSELL COUNTY - PRENTISS L GRIFFITH DETENTION FACILITY	AL	Loss
2014	YOUNG COUNTY SHERIFFS DEPT	TX	Loss

***Attachment I***

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***Letters of Recommendation***

**Williamson County Sheriff's Office  
Corrections Division**

TO: Whom it concerns

FROM: Jail Administration

DATE: 11/12/14

SUBJECT: Letter of Recommendation -Susan Fritz - Securus

This letter is to express the overall views and opinions on Susan Fritz from her business with us with both her prior company and now Securus. This letter of recommendation is from both Jail Administrator Captain Gary Tyner and Assistant Jail Administrator Lieutenant Darren Ferrell. Susan has held a level of professionalism that exceeds most all vendors we work with. Susan has been available to us in any and all matters for more than a decade. She has been in the business for around 26 years. We feel she is a true pillar and asset to the success to Securus' ever expanding world with her responsiveness that could. She has always been a straight to actual business type person while doing business with us in which cuts much needed time from being wasted. We have always been open about our feelings of being blessed to have Susan to do business with. Overall we see Susan as one of those people that mark one of the reasons we keep and continue business with her company and would strongly recommend Susan to anyone whom it concerns.



November 12, 2014

To Whom It May Concern,

Susan Fritz has been our inmate telephone system representative for over ten years. During this time (first with Consolidated, now with Securus) Susan has proven to be a very competent and committed professional. Susan has always been committed to the successful operation of the systems installed and has been our advocate with outside vendors. I have never had a problem contacting Susan and have been very satisfied with the service that she provides.

I highly recommend Susan Fritz. If you should require any additional information please contact me directly.

Sincerely,

Lt. Jeff Whitbeck  
Jackson County Jail Administrator



*Sheriff Richard Watson*

St. Clair County Sheriff's Department  
700 N. 5th Street  
Belleville, IL. 62220-4499  
(618) 277-3505



[www.sheriff.co.st-clair.il.us](http://www.sheriff.co.st-clair.il.us)

December 31, 2013

Mr. Robert Pickens  
Chief Operating Officer  
Securus Technologies  
14651 Dallas Parkway, Suite 600  
Dallas, TX 75254

Dear Mr. Pickens:

I would like to take an opportunity to express my satisfaction with Securus Technologies. We have been long standing customers of Securus on your inmate telephone platform. SCP is a dependable inmate telephone platform with easy user access and investigative features that have proven beneficial to our investigators on many occasions. We have been so pleased with Securus we recently renewed our contract adding Securus Video Visitation, and Threads joining the Nationwide Community.

In December of 2013 we implemented Securus Video Visitation for both onsite and remote visitation. We are very happy with video visitation system and the customer service we receive from our Field Technician Rodney Broaddus, Account Manager Bonnie Case, Sales Engineer Jeremy Rohr, and Technical Support.

Rodney Broaddus is and has been the Field Technician at the St. Clair County Jail for as long as I can remember, his workmanship, friendly disposition, professionalism, and customer service are outstanding. We have the upmost confidence in Rodney's ability; we know Rodney will get the job done! Recently Rodney was the lead Field Technician on the deployment of 36 Securus Video Visitation terminals and the infrastructure that goes with installing video visitation. Rodney worked with a team of Securus technicians for several weeks getting the wiring pulled and the equipment installed and operational.

Bonnie Case is our Account Manager she keeps us informed about new features available on the systems we have deployed as well as educating us on new Securus products available to St. Clair County. Bonnie worked closely with us during the implementation process of video visitation. She made sure staff training was scheduled in accordance to our needs and she was on site during the go live week of video visitation with Jeremy Rohr, Sales Engineer. They both took time to work with friends and family who came to the St. Clair County Jail for visitation to insure they understood how the new visitation equipment functioned. The customer service provided to our staff and the friends and family that week was very helpful and greatly appreciated.

I would recommend Securus Technologies to any facility that is looking for an inmate telephone and video visitation provider. We have had a very positive experience and look forward to continuing our relationship with Securus.

Sincerely,

Major Philip McLaurin  
Jail Superintendant

**Sheriff's Drug Hotline**  
**1-800-640-DIME**  
"No Questions Asked"

Major Thomas Knapp, EXECUTIVE DEPUTY • Major Richard Wagner, CHIEF DEPUTY • Major Phillip McLaurin, JAIL SUPERINTENDENT  
Administration: (618) 277-3505 x5722 • Investigation: (618) 277-3505 x5715 • Jail: (618) 277-3505 x5740

***Attachment J***  
***ICE Certificate***

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# ICE Mutual Agreement between Government and Employers

# IMAGE

This Certificate of IMAGE Membership is awarded to

**Securus Technologies, Inc.**

In recognition of your partnership with ICE in the IMAGE program as a  
Certified Member.



**U.S. Immigration  
and Customs  
Enforcement**

A handwritten signature in cursive script, reading "David M. Marwell", written over a horizontal line.

David M. Marwell  
Special Agent In Charge, Dallas  
U.S. Immigration and Customs Enforcement

*24 APR 2013*

Date

***Attachment K***

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***Sample Commission Report***

**LEC Billed Collect**

Orig. ANI	Local Revenue	Local Mins.	Local Calls	Intra-ata Revenue	Intra-ata Mins.	Intra-ata Calls	Inter-ata Revenue	Inter-ata Mins.	Inter-ata Calls	Intra-ata/Interstate Revenue	Intra-ata/Interstate Mins.	Intra-ata/Interstate Calls	Inter-national Revenue	Inter-national Mins.	Inter-national Calls	Total Revenue	Total Mins.	Total Calls	Commission
1111111111	\$1,368.00	5330	368	\$4,432.96	17440	1131	\$35.21	165	8	\$1,318.81	1109	84	0	0	0	\$7,144.98	24044	1611	\$3,715.39
<b>Total:</b>	\$1,368.00	5330	368	\$4,432.96	17440	1131	\$35.21	165	8	\$1,318.81	1109	84	0	0	0	\$7,144.98	24044	1611	\$3,715.39

**Prepaid Collect**

Orig. ANI	Local Revenue	Local Mins.	Local Calls	Intra-ata Revenue	Intra-ata Mins.	Intra-ata Calls	Inter-ata Revenue	Inter-ata Mins.	Inter-ata Calls	Intra-ata/Interstate Revenue	Intra-ata/Interstate Mins.	Intra-ata/Interstate Calls	Inter-national Revenue	Inter-national Mins.	Inter-national Calls	Total Revenue	Total Mins.	Total Calls	Commission
1111111111	\$5,600.00	32516	1600	\$17,623.08	82159	4204	\$320.64	1838	69	\$1,729.50	1495	101	0	0	0	\$25,273.22	118008	5974	\$13,142.08
<b>Total:</b>	\$5,600.00	32516	1600	\$17,623.08	82159	4204	\$320.64	1838	69	\$1,729.50	1495	101	0	0	0	\$25,273.22	118008	5974	\$13,142.08

**Direct Billed Collect**

Orig. ANI	Local Revenue	Local Mins.	Local Calls	Intra-ata Revenue	Intra-ata Mins.	Intra-ata Calls	Inter-ata Revenue	Inter-ata Mins.	Inter-ata Calls	Intra-ata/Interstate Revenue	Intra-ata/Interstate Mins.	Intra-ata/Interstate Calls	Inter-national Revenue	Inter-national Mins.	Inter-national Calls	Total Revenue	Total Mins.	Total Calls	Commission
1111111111	\$66.00	265	16	\$495.15	698	147	\$0.00	0	0	\$60.30	50	4	0	0	0	\$611.45	1013	167	\$317.95
<b>Total:</b>	\$66.00	265	16	\$495.15	698	147	\$0.00	0	0	\$60.30	50	4	0	0	0	\$611.45	1013	167	\$317.95

**Grand Total:** \$7,014.00 38111 2004 \$22,551.19 100297 5482 \$356.65 2068 77 \$3,108.61 2654 189 \$0.00 0 0 \$53,029.65 143065 7762 \$17,175.42

**OTHER REVENUE**

Revenue Type	Orig. ANI	Items	Revenue	Commission
Coin-operated Pay Telephones			\$0.00	\$0.00
GTL Dialaround		0	\$0.00	\$0.00
Instant Pay - Pay Now		0	\$0.00	\$0.00
Instant Pay - Text2Connect		0	\$0.00	\$0.00
Legacy Operator Assistant		0	\$0.00	\$0.00
SIM		0	\$0.00	\$0.00
VM Mail		0	\$0.00	\$0.00
<b>Total:</b>			\$0.00	\$0.00

**Total Revenue:** \$33,029.65

**Commission Due:** \$17,175.42

***Attachment L***

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***Certificate of Insurance Coverage***



# CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

9/8/2014

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

**IMPORTANT:** If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

<b>PRODUCER</b> <b>Willis of Texas, Inc.</b> c/o 26 Century Blvd P.O. Box 305191 Nashville, TN 37230-5191	<b>CONTACT NAME:</b> <b>certificates@willis.com</b>
	<b>PHONE (A/C, No, Ext):</b> <b>(877) 945-7378</b>
	<b>FAX (A/C, No):</b> <b>(888) 467-2378</b>
	<b>E-MAIL ADDRESS:</b>
	<b>INSURER(S) AFFORDING COVERAGE</b>
	<b>INSURER A:</b> <b>Travelers Indemnity Co. of America</b>
	<b>INSURER B:</b> <b>Standard Fire Insurance Company</b>
	<b>INSURER C:</b>
	<b>INSURER D:</b>
	<b>INSURER E:</b>
	<b>INSURER F:</b>

**INSURED**  
**Securus Technologies, Inc.**  
 14651 Dallas Parkway  
 Suite 600  
 Dallas, TX 75254-8815

**COVERAGES**

**CERTIFICATE NUMBER:**

**REVISION NUMBER:**


THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> <b>COMMERCIAL GENERAL LIABILITY</b> <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR  GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:			6305D560508	09/09/2014	09/09/2015	EACH OCCURRENCE \$ <b>1,000,000</b> DAMAGE TO RENTED PREMISES (Ea occurrence) \$ <b>1,000,000</b> MED EXP (Any one person) \$ <b>10,000</b> PERSONAL & ADV INJURY \$ <b>1,000,000</b> GENERAL AGGREGATE \$ <b>2,000,000</b> PRODUCTS - COMP/OP AGG \$ <b>2,000,000</b> \$
A	<input checked="" type="checkbox"/> <b>AUTOMOBILE LIABILITY</b> <input type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> HIRED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> NON-OWNED AUTOS			8105D532509	09/09/2014	09/09/2015	COMBINED SINGLE LIMIT (Ea accident) \$ <b>1,000,000</b> BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ <b>Comp &amp; Coll Ded</b> \$ <b>1,000</b>
A	<input checked="" type="checkbox"/> <b>UMBRELLA LIAB</b> <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> DED <input checked="" type="checkbox"/> RETENTION \$ <b>10,000</b>			CUP-7113P326	09/09/2014	09/09/2015	EACH OCCURRENCE \$ <b>5,000,000</b> AGGREGATE \$ <b>5,000,000</b> \$
B	<input checked="" type="checkbox"/> <b>WORKERS COMPENSATION AND EMPLOYERS' LIABILITY</b> ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? <input checked="" type="checkbox"/> Y / <input checked="" type="checkbox"/> N (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below		N / A	UB-5D513439	09/09/2014	09/09/2015	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ <b>1,000,000</b> E.L. DISEASE - EA EMPLOYEE \$ <b>1,000,000</b> E.L. DISEASE - POLICY LIMIT \$ <b>1,000,000</b>

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)  
Workers Compensation: For States - AK, WI, WV, VA, UT, TX, TN, SD, SC, RI, PA, OR, OK, NC, NM, NJ, NV, NE, MT, MO, MS, MN, MI, MA, MD, LA, KY, KS, IA, IN, IL, ID, GA, FL, CT, CO, CA, AR, AZ, AL.

**CERTIFICATE HOLDER**

**CANCELLATION**

<b>Securus Holdings, Inc. and its subsidiaries</b> Attn: Mr. Philip Ninan 14651 Dallas Parkway, Suite 600 Dallas, TX 75254	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.
	AUTHORIZED REPRESENTATIVE 



***Attachment M***

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***Securus Financial Offer***

# Securus Financial Offer

Securus has designed our offer to provide Pulaski County with a state-of-the-art inmate telephone package including Automated Information Services at no cost. We have included four options to maximize the overall revenues for Pulaski County.

Pulaski County Financial Offer		
Option	Description	Financial Description
<b>Securus Call Platform (SCP)</b>		
<b>All</b>	30 inmate telephones	<b>Included</b>
	13 visitation sets	
	2 portable inmate phones	
	TDD/TTY Phones	
	Integration with JMS-Secure Manage	
	Integration with Stellar Services	
	Service, Installation, Maintenance, Training	
	Automated Informational Services	
Increase commission by 3% for each renewal after initial contract term		
<b>1</b>	3 Year Term	55% Commission
	Local, Intralata, Intrastate	\$3.55 per call*
	Interstate – collect	\$0.25 per minute
<b>2</b>	5 Year Term	61% Commission
	Local, Intralata, Intrastate	\$3.55 per call*
	Interstate – collect	\$0.25 per minute
<b>3</b>	3 Year Term	45% Commission
	Local, Intralata, Intrastate	\$0.40 per minute
	Interstate – collect	\$0.25 per minute
<b>4</b>	5 Year Term	51% Commission
	Local, Intralata, Intrastate	\$0.40 per minute
	Interstate – collect	\$0.25 per minute
	Interstate - prepaid	\$0.21 per minute

\*Per Pulaski County's request to mirror State DOC rates for federal inmates

Our approach in providing a financial package for Pulaski County is to balance the revenue and technology needs of the county, with the services and costs to the inmates and their friends and family. No vendor can match our ability to connect more calls and increase community satisfaction while also providing leading-edge technology to protect your officers and community. Our offer inherently maximizes revenues so that Pulaski County can make rate decisions based on balancing facility revenue, technology, and constituent needs. Our offer comprises of the following (fees may apply to some products):

## Securus Technology Advantage for Pulaski County

Securus wants to make Pulaski County a premier technology corrections facility in Illinois. Pulaski County may pick and choose any or all of the items below to customize the very best technology suite of services that optimize both automation and investigative capabilities for the facility:

Item	Description	
<b>Secure Call Platform</b>	The most technologically advanced Inmate Phone System the industry has to offer backed by almost 100 patents enabling vertical and horizontal information sharing capabilities which is the same platform used by your Illinois law enforcement partners	✓
<b>Investigative Package</b>		
<b>Word Spotting</b>	Designed to provide investigators with focused leads based on the audio spoken during calls originating from their facilities.	✓
<b>E-Imports inmate PINs</b>	A secure, robust, and industry standard interface between an Inmate's Debit Phone Account and your Jail Management (JMS)	✓
<b>*Threads – Investigative Data Mining Package</b>	Securus will also provide interoperability with the largest counties in Illinois and nationwide through <b>THREADS</b> , our call analytics technology	✓
<b>*Investigator Pro (Continuous voice verification)</b>	Continuous voice verification , offered to Pulaski County	✓

<b>*Location Based Services</b>	Exclusive cell phone location tracking technology incorporating GEO-fencing and real time look up.	✓
<b>Automation Package</b>		
<b>Secure Instant Mail</b>	An electronic way for friends & family members to quickly initiate communication with an incarcerated loved one.	✓
<b>Automated Information Services</b>	To automate responses to question from the Community and Inmate population saving precious staff time.	✓

*\*A small surcharge may apply for these features*

### Optional Services

The following optional services are available to the County for an additional charge:

- **CellSense** – detects all cell phones, on or off, with or without batteries, concealed on or within body cavities.
- **TeleMedicine** – the TeleVisit system enables healthcare professionals conduct medical checkups in remote or different locations. The system is made of a network of clinician and patient terminals connected to a common infrastructure which provides secure two-way communications via the Internet.