

# EXHIBIT A

OFFENDER PHONE RATES AND COMMISSIONS		
CALL TYPE	PER MINUTE RATE	COMMISSION %
Offender – Domestic Call	\$0.24	43.5%
Offender – International Call	\$0.75	43.5%
The above rates do not include any applicable federal, state or local surcharges, taxes or regulatory fees.		

- This Contract excludes all services other than those services that pertain to the provision of services in Indiana Department of Correction facilities, or the provision of offender phone services in Indiana Department of Correction facilities. Services excluded from this Contract include those for public payphones at all other State locations and services provided to other State agencies, unless such services are expressly required by local, state or federal law in connection with the services being provided to the Indiana Department of Correction. This Contract is not intended to create, nor should its terms be construed to create, an obligation of any other State agency other than the Indiana Department of Correction, the Indiana Department of Administration, or the Indiana Office of Technology.
- This Contract excludes public payphones, and the optional Wi-Fi Services proposed by the Contractor.
- This is a “no cost” revenue generating contract for the State. The State will receive commissions on a monthly basis from the Contractor based on every completed inmate call for the previous month that is accepted by an end user and billed via a local exchange carrier or prepaid to the Contractor. These commissions shall reflect a percentage of revenue generated from every completed inmate call for the previous month (exclusive of taxes and tax related surcharges, credits, and any amounts the Contractor collects for, or pays to, third parties, including payments in support of statutory or regulatory programs mandated by governmental or quasi-governmental authorities, such as the Federal Universal Service Fee) that is accepted by an end user and billed via a local exchange carrier or prepaid to the Contractor.
- To maximize the benefits of offender training for re-education and re-entry, the State has requested that offender labor will be used to maintain the offender telephones and any other equipment and infrastructure as specified by the State (except to the extent reasonably objected to by Contractor on the basis of concerns over system security and potential harm to Contractor property, including compromise of intellectual property). The State will remain solely responsible for any security matters relating to offender labor. The Contractor shall reimburse the State for the IDOC’s cost in providing offender labor to maintain the telephone and any other equipment and infrastructure as specified by the State at a maximum rate of eighty five cents (\$0.85) per labor hour. The Contractor will train offenders in how to complete such repairs, and shall provide all necessary equipment and support. The training provided will be at a sufficient level to enable offenders to achieve professional telecommunications certifications such as BISI or RCDD. This provision of offender labor does not relieve Contractor of any obligation by Contractor to ensure that its systems and equipment are maintained, repaired, and upgraded as needed.