GTL Response: GTL will comply. Upon contract award GTL will identify those employees and subcontractors (if any) that will be associated with the contract. For those that will require admission to secure areas of the DOC institutions, GTL will provide ample information to perform background searches to ensure security procedures are followed.

4.3.4 Security clearance by the DOC will be mandatory before any employee of the Bidder will be allowed to enter the DOC institution. Admittance to the DOC institution will be denied to any Bidder employee who, in the opinion of the DOC Official, compromises the security of the DOC institution.

GTL Response: GTL agrees.

4.3.5 A current list of the Bidder's employees with security clearance will be maintained at the DOC Institution. The Bidder shall notify the DOC whenever an employee on this list is no longer employed by the Bidder, and the employee's name shall be removed from this list.

GTL Response: GTL will comply. GTL will notify the DOC of any employee to be removed form the security clearance list.

4.3.6 All decisions of the DOC relating to a security consideration of any kind are final and are not subject to arbitration.

GTL Response: GTL understands.

4.3.7 Should any employee of the Bidder be terminated from his/her position for any reason which may affect the security of the DOC institution (i.e. stealing drugs, improperly distributing drugs to inmates or staff, improper fraternization with inmates, etc.) the DOC must be notified in writing immediately. If necessary, the Bidder must cooperate with the DOC in investigating the potential effect on DOC security.

GTL Response: GTL will comply.

4.3.8 The actual security of supplies, tools, systems and equipment in the DOC's designated telecommunications areas are the responsibility of the Bidder, and the Bidder shall adhere to all DOC appropriate written tool security policies and

procedures.

GTL Response: GTL will comply.

4.3.9 The Bidder must ensure that all installation personnel assigned to the ICS installed at the DOC appear at the DOC site fully equipped to perform the installation duties required. "Fully Equipped" is described as possessing all tools, cable, connectors, ladders, test equipment, termination equipment, etc. needed to complete the required installation or repair without requiring the DOC to supply such items.

GTL Response: GTL will comply. GTL's installation personnel with be fully equipped to perform the installation duties without requiring the DOC to supply such items.

4.3.10 The Bidder must ensure that all installation and repair personnel assigned to the ICS at the DOC appear at the DOC site dressed in a professional manner and possessing some type of company photo identification.

GTL Response: GTL will comply.

4.3.11 The Bidder must agree, in its response, that it's personnel will comply with the DOC policy that **no jeans of any color** may be worn by an personnel within a DOC facility.

GTL Response: GTL will comply. GTL's personnel will comply with the DOC policy of no jeans to be worn within a DOC facility.

4.3.12 All Bidder personnel must comply with all security requirements of the DOC facility (including any necessary background checks, tool inventory, etc.) at which they are performing system installation or repair services under this contract.

GTL Response: GTL agrees.

4.3.13 All DOC facilities are considered "tobacco free". The Bidder must agree to inform its installation and repair personnel of such non-tobacco regulations and enforce such at the DOC's premises.

GTL Response: GTL agrees. GTL will inform its installation and repair personnel that the

DOC facilities are considered "tobacco free."

4.4 QUALIFIED PERSONNEL & CERTIFICATION REQUIREMENT

4.4.1 The Bidder must be an authorized distributor of the ICS proposed for the DOC. The Bidder must be certified to provide installation and maintenance services on all aspects of the ICS including hardware and software.

The Bidder must provide confirmation of this manufacturer authorization by providing, as an attachment to its response, a letter from the system's manufacturer stating such.

GTL Response: GTL will comply. GTL is the designer, manufacturer, and sole distributor of the LazerPhone Inmate Telephone System that we propose to the Massachusetts Department of Corrections. Our installation and maintenance personnel are factory trained and fully certified by GTL.

4.4.2 The Bidder must agree to provide only personnel that have been trained by the manufacturer on the installation and use of the Secure Inmate Calling System proposed for the DOC. The Bidder shall provide to the DOC upon request written verification from the manufacturer of such training completed by the Bidder's personnel.

GTL Response: GTL will comply. GTL is the designer, manufacturer, and sole distributor of the LazerPhone Inmate Telephone System that we propose to the Massachusetts Department of Corrections. All installation and maintenance personnel are factory trained and fully certified by GTL.

4.4.3 The Bidder must provide, in its proposal, qualifications statements for all personnel assigned to service the ICS proposed for the DOC. These qualifications statements may include descriptions of formal technical training, certificates received, formal education or degrees consistent with the inmate calling system or engineering field, membership in technical associations, field experience, etc.

GTL Response: GTL will comply.

Key Project Personnel List
For MA DOC Project

GTL's internal account team for the DOC's Project will consist of the following people.

Tom Sweeney Executive VP of Sales & Marketing	Tom Sweeney is responsible for providing executive leadership and sponsorship for the Commonwealth of Massachusetts and this project. Tom has over 25 years of experience specifically in the inmate market, including 10 years of experience with communications providers and 7 years as Executive Vice President of Operations with an exclusive Inmate Telephone System (ITS) provider. Tom has managed the implementation and transition of over 500 inmate facilities nationwide, including systems for the Department of Corrections in West Virginia, Mississippi, and Nebraska.
Tim Miller Area Sales Director	Over 23 years of experience with AT&T and the sales, management, and support of Operator Services, public payphone services, and solutions for the corrections market. Tim has over 22 years experience working directly with public payphone and inmate solutions.
Jim Beamer Sales Account Manager	Jim Beamer has been Global Tel*Link's Northeast regional Sales Manager since October 2004. Prior to becoming the Regional Sales Manager Mr. Beamer was a private contractor providing technical support to Global Tel*Link for almost 2 years. He has been working in the computer and telecommunications industry for over 15 years. Jim brings a high level of project management, technical knowledge, and network design to the project. He is responsible for the "front-line" interface with customers, overall account management making customer satisfaction a priority.
Bill Reynolds Project Manager	Bill Reynolds, the Project/Implementation Manager, has over 30 years of experience in telecommunications, including 23 years managing operations of inmate phones and systems with a communications provider and three years with an ITS supplier.
Danny Cravey Installation Manager	Danny Cravey has managed the organization of installation teams and overseen the production of equipment for Global Tel*Link's Inmate Telephone System Projects since 1994. Mr. Cravey has extensive management experience, as well as experience in the telecommunications industry and with GTL's products.

Tom Hearn Vice President of Customer Service	After college graduation, Mr. Hearn served our nation for 5 years in the nuclear-powered submarines division of the U.S. Navy, and held the rank of Lieutenant Commander in the Naval Reserves. Before joining Global Tel*Link, he worked for 10 years in the commercial nuclear field in engineering, testing and management. Since arriving at GTL in 1990, Mr. Hearn has managed teams in the design of software and hardware products, including inmate telephone systems, public cellular payphones and line powered coin phone products. Mr. Hearn has also directed product development and engineering management, He served as Vice President of Sales and Marketing for 5 years and was instrumental in forging the SBC business relationship. With an extensive staff of Customer Service Representatives, Mr. Hearn is now responsible for all Customer Service activities.
Laura Florey Technical Support Manager/Quality Control Manager	Laura Florey joined Global Tel*Link's Technical Support Team in 1999 and served two years as a Technical Support Team Leader, before becoming the company's Quality Coordinator in 2001. In 2004, she accepted the Technical Support Management position. At the time of contract award, Ms. Florey will assign and oversee a Technical Support Team Leader and a DOC Dedicated Technician that will be personally responsible for ensuring that all questions and issues related to the Inmate Telephone System are answered or resolved satisfactorily in a timely manner. With her extensive LazerPhone experience, Laura Florey is well qualified to oversee the on-going support of Massachusetts DOC's system.
Adrian Holifield Client Systems Trainer	Adrian Holifield has been with Global Tel*Link since October of 1999. He has more than 6 years experience in Training and Adult Education. Mr. Holifield serves as Systems Trainer for all installations and is responsible for coordinating and executing all formalized onsite training. Mr. Holifield is also responsible for the design and development of the training program, which includes training curriculum, goals, and material.

Ricardo Cumberbatch Publicall Telecommunications Inc.	Mr. Cumberbatch is the President/Founder of Publical Telecommunications, Inc. Publical will provide site administrators/technicians for this project.
John Canny Publicall Telecommunications Inc.	Mr. Canny has the overall responsibility for account management for Publicall Telecommunications, Inc.

GTL has provided resumes for all account and service personnel in Exhibit B.

4.5 REGULATORY COMPLIANCE

4.5.1 The Bidder must agree to adhere to any current municipal, state or federal requirements for installation and operation of the Secure Inmate Calling System. Failure to comply with present municipal, state or federal requirements will result in termination of any contract with the Bidder and the Bidder rendering payment of any applicable fines, etc. incurred by the DOC for violation of such requirements.

GTL Response: GTL agrees. GTL agrees to adhere to all municipal, state, or federal requirements for installation and operation of a Secure Inmate Calling System.

4.5.2 The Bidder shall be responsible for compliance with all regulatory requirements imposed by local, state and federal regulatory agencies for all systems and services provided throughout the duration of this contract.

GTL Response: GTL agrees. GTL will comply with all local, state, and federal regulatory agencies rules and regulations

4.5.3 The Bidder shall be responsible for complying with and updating the Secure Inmate Calling System for any regulatory changes and requirements during the life of the contract. These regulatory changes include federal, state or local municipal modifications. These changes must be made in a timely manner and at no cost to

the DOC. The Bidder is responsible for paying all applicable fines levied should compliance with future regulatory requirements not be performed by required deadlines.

GTL Response: GTL agrees. GTL will update the Inmate Calling system with any regulatory changes or requirements throughout the life of the contract at no cost to the DOC.

4.5.4 The Bidder must ensure that all of its installation work and materials comply with all local, state and federal laws, ordinances and regulations as well as the direction of any inspectors appointed by proper authorities having jurisdiction over this type of network and equipment installation.

The Bidder is responsible for obtaining all necessary permits. Should violation of codes occur relating to this ICS installation project because necessary permits were not identified and obtained by the Bidder, the Bidder will cease all work at that specific location and correct the situation, immediately, at no cost to the DOC prior to continuation of system installation.

GTL Response: GTL agrees. GTL will obtain all applicable permits or licenses required to install the Inmate Calling System.

4.6 INDUSTRY DIALING PLAN CHANGES

The Bidder shall be responsible for making all system modifications, at no cost to the DOC, necessary to allow inmates to place calls as industry dialing requirements change (e.g., new area code implementation, new NNXs, etc.) Such modifications must be made in a timely manner to ensure proper use of the system by inmates and DOC personnel.

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

4.7 DOC AUTHORIZED PERSONNEL

The Bidder's Account Team must accept system programming and maintenance orders from authorized personnel within the DOC only. The Account Team must determine authorized personnel during the initial contracting process and provide

"Authorization Forms" for DOC personnel signatures. The Bidder will be responsible for all charges associated with "unauthorized" service repairs, additions, or changes performed by the Bidder.

GTL Response: GTL will comply. GTL's Account Team will only accept orders from authorized DOC personnel.

4.8 PREVAILING WAGE COMPLIANCE

The Bidder is required to adhere to all prevailing wage rate specifications and schedules as determined by the Commissioner of the Commonwealth of Massachusetts Department of Labor and Workforce Development, Division of Occupational Safety and the United States Department of Labor when required.

GTL Response: GTL will comply.

This page is intentionally left blank

Section 5
General System Requirements

The Secure Inmate Calling System and Related Services proposed for the DOC must meet or exceed the technical requirements outlined in this Section of the RFR document. The Secure Inmate Calling System (ICS) proposed to meet these technical requirements must be provided for all DOC facilities at no cost to the DOC including system installation, training, operation and maintenance of the system and its components.

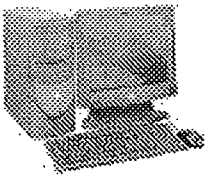
The Bidder is responsible for replacement of the Secure Inmate Calling System in its entirety or its individual components regardless of cause including, but not limited to, normal wear/use, inmate abuse, natural disaster, or inmate unrest. This system or component replacement will be performed at no cost to the DOC and will occur immediately upon notification to the Bidder of the system problem by the DOC facility.

GTL Response: GTL will comply. GTL is pleased to submit a proposal for a secure Inmate Calling system and related services. GTL is interested and qualified to install, operate, maintain and provided public coin and inmate telephones, Local, Intralata, and Interlata, calling services at the various facilities at NO cost to the DOC.

5.1.1 The Secure Inmate Calling System (ICS) proposed for the DOC must include the following components:

5.1.1.1 An on-site ICS located at each facility (See Section 3.1) of the DOC. Each system must contain one (1) PC and laser printer (22 ppm minimum);

GTL Response: GTL will comply. GTL will provide a LazerPhone system at each DOC facility that includes a PC workstation with laser printer. GTL's standard workstation is described below.



LAZERPHONE PC WORKSTATION

Dell Optiplex Computer with:
Windows XP Professional Operating System
512 MB RAM
40 GB (or larger) Hard Drive

CDRW Drive
17" Flat Screen LCD Monitor
Microphone and Speaker

Plus: HP Desktop Printer & UPS Unit

5.1.1.2 [redacted]

GTL Response: GTL will comply. GTL will provide [redacted] required for the facilities listed above.

5.1.1.3 [redacted]

GTL Response: GTL will comply. GTL will provide the [redacted]

5.1.1.4 It is desirable that [redacted]

GTL Response: GTL will comply. GTL will provide [redacted]

5.1.1.5 A Centralized System Database located outside of the DOC facilities and maintained by the Bidder. The Bidder must state, in its response, the physical location (City/State) where the centralized system database is location.

GTL Response: GTL will comply. TL provides and maintains a centralized LazerPhone Database at our Call Center in Houston, Texas. Redundant backup storage of all MA DOC facilities' system settings, call detail records, and call recordings will be maintained at this site.

[redacted]

Use of or integration with the existing DOC LAN is not permitted unless specified by the DOC.

GTL Response: GTL will comply. GTL provides [redacted] her. The DOC's LazerPhone Inmate Telephone System can permit authorized users at multiple locations to access the system's login screen of the control program. Authorized [redacted]s to LazerPhone records and controls, whether from [redacted] or from a different DOC facility, is accomplished though a secure frame relay or MPLS network that is installed, managed, monitored, and maintained by GTL. Through this network, the authorized person at a [redacted] can perform any LazerPhone administrative or investigative functions permitted by the person's security clearance level, just as if he or she were sitting at the LazerPhone workstation at the facility.

The proposed ICS must allow for all DOC locations to be networked together thus allowing the sharing of inmate information, inmate PINs and call records between system. This network between DOC locations must allow for remote access of the ICS at one DOC facility by an authorized user at another DOC facility.

GTL Response: GTL will comply. GTL provides a unique frame relay or MPLS network that allows the LazerPhone systems at all DOC facilities to be networked together via a secure closed network. Authorized remote access to LazerPhone records and controls, whether from [redacted] or from a different DOC facility, is accomplished though a secure network that is installed, managed, monitored, and maintained by GTL. The DOC's LazerPhone Inmate Telephone System can permit authorized users at multiple locations to access the system's login screen of the LazerPhone Web Management System. control program. Authorized users have access to inmate information such as calling activities, recorded conversations, allowed numbers, blocked numbers, and comprehensive PIN information all based on the permissions granted by the system administrator(s). The system allows various DOC [redacted] staff the ability to share information about a case, an

inmate or investigation through the use of the intergraded [redacted] feature of the LazerPhone Web Management System. This information is available online in near [redacted] to all with a need and the appropriate permission levels. Through this network, the authorized person at a [redacted] can perform any LazerPhone [redacted] functions permitted by the person's security clearance level, just as if he or she were sitting at the LazerPhone workstation at the facility. This network allows for the [redacted] by [redacted] using the VPN.

The proposed ICS must allow for administrator password levels that restrict DOC personnel to the ICS within their particular DOC facility as well as allow certain DOC personnel to access multiple systems, if required.

GTL Response: GTL will comply. Access to the LazerPhone control program is restricted by a password protected User Security Profile system. A User Login screen that requires a valid password ensures that only authorized personnel are permitted to monitor and control inmate telephone usage.

A User Security Profile is associated with each valid password. The Security Profile record for each user specifies which LazerPhone functions will be accessible by that individual. This allows multiple correctional personnel to access only those functions corresponding to their security levels.

Only a system administrator with full security clearance may access LazerPhone's User Management screen, from which other User Security Profiles may be created or modified.

Any time a user logs into the system, LazerPhone notes the event and the user's identity in the system's electronic Log Book. An Audit Log Report is available to track user access and all system changes and activities that take place while users are logged into the LazerPhone system.

5.1.2 The Bidder must propose one type of Secure Inmate Calling System for all DOC locations. All system hardware, software, software level and support systems must be the same in each DOC facility.

GTL Response: GTL will comply. GTL proposes our secure LazerPhone Inmate Telephone System for all DOC locations. All system hardware, software, software level, and support systems will be the same at each DOC location.

Automatic Software Version Updates: LazerPhone software updates are provided periodically to all LazerPhone sites through GTL's secure Web Server. The latest version of LazerPhone's management software, containing any new features or enhancements that were developed, tested, and incorporated into the product since the last update, automatically

downloads to the DOC workstation when an authorized person at the facility logs into the system. These software updates are provided at no cost the DOC throughout the life of the contract.

Continuous System Watch: At installation, the DOC's LazerPhone System is put on-line with the LazerPhone Support Center in Mobile, Alabama, and remains so, twenty-four hours a day, three hundred sixty-five days a year, throughout the life of the contract. Technicians in the Service Center, as well as the system's ***continuous self-diagnostic routines*** keep a vigilant watch to ensure that any problems are detected and addressed immediately. The underlying architecture of LazerPhone's software control system allows Technical Support personnel to provide diagnostic, programming, polling, and system reporting services remotely. Global Tel*Link's core value of RESPONSIVENESS includes knowing about problems before you do.

5.1.3 The ICS at each DOC facility must provide for all telecommunications capabilities for inmate services as well as administrative capabilities for DOC personnel.

GTL Response: GTL will comply. The LazerPhone ICS that we install at each DOC facility will provide all telecommunications capabilities for inmates as well as all administrative capabilities for DOC personnel.

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

Authorized DOC personnel at the LazerPhone workstation have access to and control over inmate calls. Frequently used workstation functions include:

Live-Monitor Inmate Calls: At the LazerPhone workstation, authorized users can visually and/or audibly monitor inmate calls-in-progress.

Block Destination Numbers: At the system workstation, authorized users can block calls facility wide, or calls by individual inmate PINs, to specific destination numbers.

Assign User Passwords and Authorize LazerPhone Feature Access: At the workstation, an authorized system administrator is able to assign, update, and change passwords and feature accessibility for other system users.

Program [redacted] Authorized individuals can enter [redacted] numbers that may include destination telephone numbers or inmate PINs. If a call is made using [redacted] number the system will automatically dial to up to three preprogrammed numbers [redacted]ls.

Generate Investigative and Administrative Reports: Authorized individuals can view, print, and/or save standard or custom reports as necessary. All reports will be in real time and can

functions

be generated at any time.

Schedule Telephone ON/OFF Periods: LazerPhone's Scheduler feature allows authorized users to program ON/OFF periods for inmate telephones system wide, or assign special ON/OFF schedules to individual PINs or telephones.

Set Call Durations: At the workstation, authorized users can limit call durations facility wide, by inmate PIN, by inmate telephone, or by groups of telephones, such as all phones in a particular cellblock.

Set PIN Call Velocities: When LazerPhone's PIN system is in use, authorized personnel can limit the number of calls individual inmates can make during a specified time period.

Shut Down the Inmate Phone System in Emergencies: In addition to manual cut off switches located throughout the facility, in an emergency situation, an authorized user may shut down the entire LazerPhone Inmate Telephone system, preventing all inmate calls, through software controls at the workstation or through codes entered on the keypad of any inmate telephone.

Add, Modify, or Deactivate PIN Accounts: Authorized system users are able to create, modify, or deactivate inmate Personal Identification Number (PIN) accounts. When an inmate enters the correctional facility, a LazerPhone PIN account can be created either through a simple PIN Auto Enrollment procedure performed by the inmate or by an authorized person typing and selecting options at the workstation. When an inmate leaves the facility, his/her PIN account can be deactivated. Later, if the same inmate re-enters the facility, the account can be reactivated.

Modify or Suspend an Inmate's Calling Privileges: The assignment of PINs allows call restrictions to be applied to individual inmates without affecting the call restrictions or privileges of other inmates.

5.1.4 The Bidder must provide a Centralized System Database that is located at a Bidder provided site and provide full database redundancy for the ICS at each DOC facility.

GTL Response: GTL will comply. GTL provides a Centralized System Database in Houston, Texas, that ensures full database redundancy for the LazerPhone ICS at each DOC facility.

Additionally, to ensure that LazerPhone records are stored securely and that all system data are fully recoverable from any type of emergency shutdown, Global Tel*Link has built redundancy into every critical aspect of the system.

Twin UPS Backup Power: In the event of a power failure at the correctional facility, twin uninterruptible power supply (UPS) units provide temporary power for the entire system. UPS

units also protect against power fluctuations and surges. GTL will provide UPS units at each DOC facility capable of powering the entire LazerPhone system for a minimum of one hour. In the absence of an emergency generator, upon expiration of the UPS, the system performs a safe shutdown to protect data. Once power is restored the system will reboot without human intervention and resume normal operations.

Redundant Record Data Storage: Both call detail records and system settings are saved and automatically backed-up in real time. At the time of an inmate's call, a call detail record is saved to the DOC facility's active hard drive array, backed-up to the facility's backup storage array, and transmitted to GTL's off-site central storage facility. Any changes made to LazerPhone system settings are also saved in real time to the facility's active hard drive array, backed-up to the facility's backup storage array, and transmitted to GTL's remote central storage facility through the secure network provided by GTL.

At the time of an inmate's call, the call's recorded conversation is [redacted] to the facility's hard drive. Once every 24 hours, LazerPhone automatically copies recordings to the facility's backup storage array and transmits a copy to GTL's off-site central storage facility through the secure network provided by GTL.

Redundant Control Computers: At each LazerPhone Control Center, LazerPhone system controls are housed in two identically configured computers. If the first computer fails the second automatically takes over. In the unlikely event that both computers at one LazerPhone Center fail, the computers at the alternate Center automatically take over all LazerPhone operations. Each backup computer is independently capable of performing all Management Control Center functions. Massive generators back up the electrical systems at both the primary (Mobile) and secondary (Houston) Control Center locations.

Tested by a Force Majeure The effectiveness of GTL Control Center's backup systems was conclusively demonstrated when Mobile, Alabama took a devastating hit from Hurricane Katrina in August 2005. Flanked on all sides by the crippled city, the LazerPhone Control Center continued to operate normally. Redundant processing, telecommunications infrastructure, facilities, and trained staff at the Houston Data Center backed up this effort and stood ready to take over if Mobile had taken a catastrophic hit.

5.1.5 The Bidder must propose an ICS at no cost to the DOC and include:

- full design, programming and installation;
- programming of all inmate PINs and call lists;
- post installation maintenance;
- all network services (local, IntraLATA, InterLATA);
- all network services for administration of the ICS.

GTL Response: GTL will comply. GTL proposes a comprehensive solution for all of Massachusetts DOC inmate telephone system needs without cost to the DOC. Our Secure LazerPhone Inmate Telephone System and Services includes:

Full design, programming, and installation
Programming of all inmate PINs and Call Lists
Post installation maintenance
All network services for local, IntraLATA, and interLATA calling
All Network services for administration of the LazerPhone ICS

5.1.6 The Bidder must propose an ICS for the DOC that has the capability of processing inmate calls in a pre-paid debit mode; collect call mode or a combination of the two depending on the DOC facility and unique needs of the DOC.

GTL Response: GTL will comply. GTL's LazerPhone ICS has the capability of processing inmate calls in pre-paid debit mode, collect call mode, or a combination of these.

LazerPhone Prepaid Debit Accounts

LazerPhone offers two prepay options through its integrated Debit Account system: direct deposit, which is managed through the LazerPhone workstation, and pre-paid Vouchers that inmates may purchase from the facility, or the facility's commissary, and "cash" at inmate telephones. To use either pre-pay option, an inmate must have a LazerPhone PIN account (Note: A facility may choose to assign PINs to all inmates for better control over phone usage or may assign PINs only to inmates wishing to make prepaid calls.)

When LazerPhone's Debit system is active, at the beginning of each call attempt, if the inmate chooses the prepaid call type, the system's automated operator reports the current balance in the inmate's prepaid account. If the balance is sufficient, the cost of the current call can be automatically deducted from the account. Inmate debit accounts can be added, updated, deleted, or closed at the LazerPhone workstation.

To save administrative time required to manage inmate Debit accounts, GTL developed a unique way for inmates to self-deposit money into their accounts through the purchase of Prepaid Vouchers from the facility's Commissary, which are then "cashed" at an inmate telephone to transfer the entire value of the voucher to the inmate's LazerPhone Debit account. Unlike prepaid calling cards that retain value and are subject to being lost or stolen, once "cashed" the voucher is useless and can be discarded.

How Prepaid Vouchers Work

The facility or the facility's commissary orders Prepaid Vouchers from Global Tel*Link and sells them to inmates wishing to make prepaid calls. Once in the inmate's possession, the voucher is taken to any inmate phone. After choosing a language and entering a destination number, the inmate selects menu option 5 to begin the "cashing" process. Following automated prompts, the inmate enters his PIN, the voucher number, and the voucher value. If the PIN is valid and the voucher has not been previously used, the value of the voucher is transferred to the PIN account. The inmate may now place prepaid calls by simply choosing the prepaid call type and entering his/her PIN during call setup – the voucher number is no longer needed.

If inmate friends and family members wish to purchase prepaid vouchers for an inmate, they can do so by depositing money into the inmate's commissary account. The inmate can then purchase a voucher using the money deposited in his commissary account.

When an inmate leaves the facility with funds still in a debit account, the facility or commissary may request a refund, or the inmate's LazerPhone PIN, with its associated Debit Account, may simply be deactivated. If the inmate is re-booked in the future, he or she can use the same PIN for making prepaid calls.

Call Control

Because this prepaid option operates on Global Tel*Link's platform, prepaid calls are subject to the same call controls as collect calls. Prepaid calls must be validated before the system will connect the call. Once connected, the call is subject to the facility's call duration restrictions, time of day restrictions, blocked number restrictions, and all other call restrictions.

Refunds

Refunds will only be made upon an inmate's release from jail. To obtain a refund, the facility and/or the commissary company must make a written refund request on the inmate's behalf. The request must include the PIN, the inmate's name, the mailing address, and the facility name. A refund will only be made if requested by the facility and/or the commissary company. Inmate requests for refunds will be denied. As Global Tel*Link is pricing the prepaid calls on a surcharge and per minute basis, the amount of money leftover should be minimal.

Benefits of Prepaid Vouchers

➢ Friends & Family Friendly:
Prepaid vouchers can be sold via the facility commissary system. Therefore, inmate friends and family can deposit money into the commissary account for the purchase of prepaid vouchers.

➢ Less Manpower Required:

A system administrator will not have to enter debit account deposit amounts at the workstation. By having the inmate "cash" the voucher, this responsibility is shifted to the inmate.

➢ No Third Party:

The system runs on Global Tel Link's platform with no third party involvement necessary. As a result, Global Tel*Link does not need to rely on a third party for any aspect of the program – including the printing of prepaid vouchers.

➢ Security:

Prepaid vouchers can be thrown away after being cashed at an inmate phone. Unlike similar programs, inmates do not have to retain actual cards that can be stolen.

➢ Reconciliation Reports:

Since the prepaid voucher or debit method programs runs on the Global Tel*Link's platform, LazerPhone provides detailed, accurate reporting capabilities through the reconciliation reports to manage the Prepaid Debit and the Prepaid Voucher programs. These types of reports can be printed via the facility LazerPhone workstation.

5.1.7 The Bidder must propose an ICS that allows for all inmate telephones to be in use simultaneously. The Bidder must describe, in its response, how this will be accomplished with the proposed ICS.

GTL Response: GTL will comply. The LazerPhone architecture we propose for MA DOC has virtually no line concentration. All inmate telephones can be used simultaneously.

5.1.8 The Bidder must propose an ICS that can be shut down quickly and selectively. The DOC must be able to shutdown the system globally and restrict all PIN access within an entire facility and/or within a particular housing unit.

GTL Response: GTL will comply. Our LazerPhone ICS provides several different methods to quickly shutdown individual telephones, a group of phones, or the total inmate telephone system. Each method is described below.

Manual Cut Off Switches

Global Tel*Link installs manual cut off switches for each of the facility's logical groups of phones. Manual switches are placed at locations specified by facility administrators allowing correctional officers or authorized administrative staff the ability to selectively disable a single phone, bank of phones or all phones within the institution.

Workstation Menu Options

Single phones, groups of phones, or all inmate telephones can be turned off using menu options at the system workstation.

Telephone Keypad Code

In emergency situations, the entire inmate telephone system can [redacted]

5.1.9 The Bidder must propose an ICS solution that allows the DOC to completely restrict inmate access to outside network services/facilities should the ICS control unit of the ICS fail for any purpose. The Bidder must describe, in its response, how this restriction is accomplished with the proposed ICS (e.g., toggle "kill" switches, etc.).

GTL Response: GTL will comply. In the unlikely event that the entire LazerPhone ICS control program failed, all inmate telephones would immediately go out of service, making it impossible for inmates to access outside network services or facilities. If a local workstation PC computer fails for any reason, the system would continue to function normally, controlling inmate calls according to predefined DOC parameters and would remain accessible from other workstations. However, if it were deemed necessary to shut down inmate telephones quickly without accessing the workstation, DOC personnel would have two methods to shutdown individual telephones, a group of phones, or the total inmate telephone system. Each method is described below.

Manual Cut Off Switches

Global Tel*Link installs manual cut off switches for each of the facility's logical groups of phones. Manual switches are placed at locations specified by facility administrators allowing correctional officers or authorized administrative staff the ability to selectively disable a single phone, bank of phones or all phones within the institution.

[redacted]

In emergency situations, the entire inmate telephone system can [redacted]

5.1.10 The proposed ICS must be restricted to outgoing calls only. The system must not process incoming calls at any time. The Bidder must agree, in its response, that no inmate telephone shall be capable of receiving an incoming call.

GTL Response: GTL will comply. LazerPhone does not permit incoming calls to inmate telephones. LazerPhone's outgoing services can be configured to allow Local, InterLATA, IntraLATA, Interstate, and International service as desired by the DOC.

5.1.11 The Bidder must agree, in its response, that it will keep all call processing and call rating information current. This information includes, but is not limited to, local exchanges, area codes, country codes, vertical & horizontal coordinates and any other information necessary to accurately process and rate calls. The Bidder must provide the DOC with

any and all rate information for all calls upon request by the DOC at any time during the term of this contract.

GTL Response: GTL will comply. GTL agrees to keep all call processing and call rating information current. GTL will provide the DOC with any and all call rate information upon request.

5.1.12 The ICS must block all calls made to any of the following services whether the system is used in direct dial, debit-based or collect call mode. The Bidder shall be responsible for ensuring that the system is programmed for such blocking.

- 900, 972, 976, 550, telephone numbers incurring excess charges;
- long distance carrier access codes (e.g., 101-XXXX);
- local toll free numbers (e.g., 950-XXXX);
- directory assistance numbers (e.g., 411, 555-1212, etc.);
- toll free numbers (e.g., 800, 888, 877, 866, 855, etc.)

GTL Response: GTL will comply. Regardless of the current calling mode, LazerPhone's computerized call control system is pre-programmed to block known disallowed numbers. Prefixes such as 900, 950, 8XX, 976, 411, and 911 are automatically blocked and require no action by facility personnel. Additionally, calls to the operator through 0, 00, 10xxx, 950xxx, etc. are disallowed without requiring action by facility personnel. At the DOC's request, the system can be configured to allow or disallow international calls. All incoming calls are blocked. Inmate telephones are automatically blocked from other inmate phones within the same facility or within other facilities with LazerPhone systems.

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

5.1.13 The proposed ICS must not provide a second dial tone to an inmate telephone without the inmate hanging up the telephone receiver after the first call is completed and the PIN re-entered to place the second call.

GTL Response: GTL will comply. LazerPhone limits calls to one per connection. At the termination of every call, LazerPhone prevents hook-switch dialing by automatically returning the line to a pre-call state, the equivalent of a primary dial tone, in which the inmate must begin with the first step of the system-controlled call process (entering language choice), in order to place a second call.

5.1.14 The proposed ICS must allow for a maximum "ring time" prior to disconnecting the inmate call. This "ring time" parameter must be programmable by the DOC but must be consistent among DOC facilities.

GTL Response: GTL will comply. By default LazerPhone allows six (6) rings before terminating an inmate's call attempt. This "ring time" is programmable to meet the DOC's preference.

5.1.15 The proposed ICS must provide notification to an inmate of the call status (e.g., ringing, busy, etc.). This notification may either be in the form of ringing, busy tones, SIT tones, or appropriate recorded messages. This requirement must be implemented for both direct dial (debit) or collect call mode of operation.

GTL Response: GTL will comply. LazerPhone has the capability to allow inmates on hold during the call setup to audibly monitor the progress through hearing as a muted party. Alternately, the DOC may choose to have the inmate placed on hold while the system plays prompts for call acceptance. With this option the inmate receives the prompt that advises the inmate to please hold while the called party is contacted. If the called party wishes to establish an AdvancePay account in order to accept the call, the inmate will be placed on hold until the AdvancePay setup is completed.

5.1.16 The proposed ICS shall not allow the inmate to speak to the called party until the call has been positively accepted. This requirement must be implemented for both direct dial (debit) or collect call mode of operation.

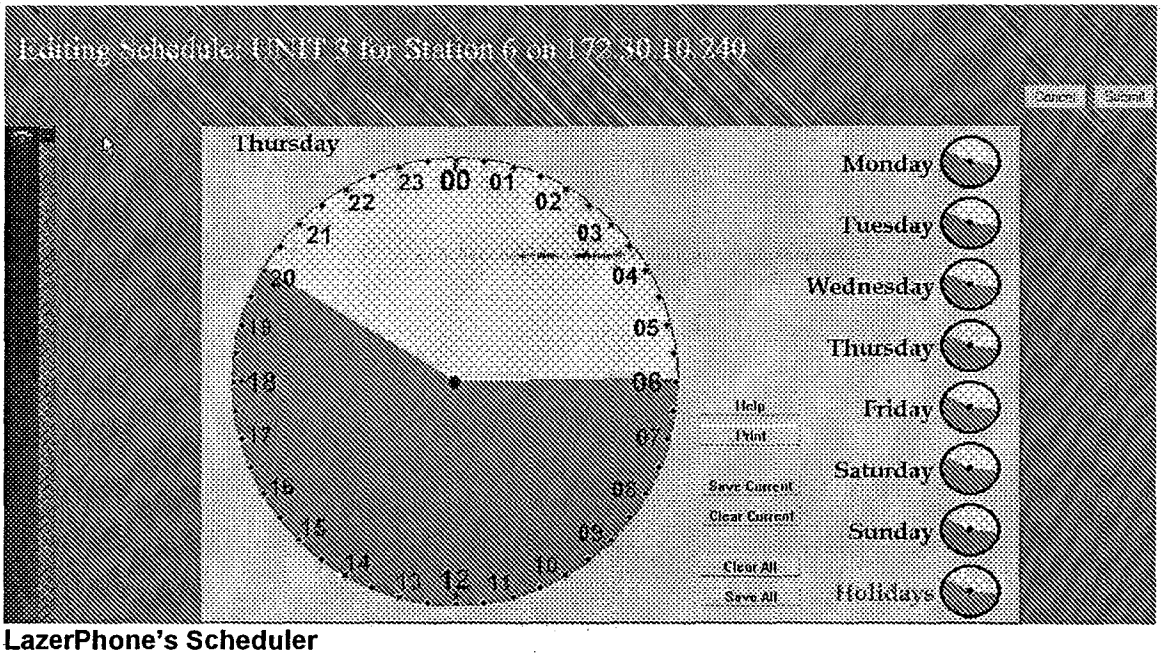
GTL Response: GTL will comply. For both debit and collect calls, LazerPhone splits calls such that an inmate has no audible contact with the called party until the called party has positively accepted the call. Because LazerPhone's automated operator announces the inmate's name and provides all other information needed by the called party, there is absolutely no opportunity for the inmate to pass or leave a message prior to call acceptance.

5.1.17 The proposed ICS must not allow the inmate to hear the called party prior to the actual positive acceptance (via touch tone entry) of the call.

GTL Response: GTL will comply. LazerPhone splits calls such that an inmate has no audible contact with the called party until the called party has positively accepted the call. Because LazerPhone's automated operator announces the inmate's name and provides all other information needed by the called party, there is absolutely no opportunity for the inmate to pass or leave a message prior to call acceptance.

5.1.18 The proposed ICS must allow for the DOC to program times when the system will be available or unavailable to inmate calling.

GTL Response: GTL will comply. The LazerPhone system includes a Call Scheduler that can restrict inmate telephone usage to particular hours of the day. Phone ON/OFF times may be scheduled for all inmate phones, an individual phone, a group of phones (e.g. all phones in a cell block), or assigned to an inmate PIN. Telephone usage time for each day of the week is setup using a twenty-four hour clock. A separate schedule may be set up for each day and for holidays.



LazerPhone's Scheduler

5.1.19 The proposed ICS must allow DOC personnel to temporarily restrict or disconnect service to an individual inmate telephone or station.

GTL Response: GTL will comply. DOC personnel may temporarily restrict or disconnect service to an individual inmate telephone using options on LazerPhone's Telephone Monitoring screen at the system workstation.

5.1.20 As one of the major problems associated with inmate calling, the initiation of 3-Way or

Conference Calling is a constant issue with the DOC. [redacted]". The proposed ICS must provide technology that deters an inmate's attempt to initiate a 3-Way or Conference Call with a Third Party and provide the ability to immediately terminate the call. The Bidder must describe, in its response, how this technology operates with regard to the proposed ICS and the options available to the DOC.

GTL Response: GTL will comply. Three way calls are deterred by an exclusive LazerPhone hardware and software design that includes the utilization of several patented processes that minimize [redacted] Global Tel*Link is fully licensed by the legal owners of the patented processes that we use, so there will never be a service or functionality loss due to patent issues. Upon detection of a three-way call attempt, LazerPhone provides the following options:

Disconnect the call
Flag the call for further investigation
Play a voice prompt warning
Any combination of the above options

With current telephony technology there remain challenges to three-way call detection: (1) call waiting may mimic the sound of a three-way call; (2) call forwarding may not yield a detectable sound; and (3) noise or conversation on the line may mask sounds and signals normally present during a three-way call attempt. LazerPhone engineers continuously strive to meet these challenges in more and more effective ways. As fraud prevention strategies evolve and are incorporated into the LazerPhone system, new versions of the software will be automatically uploaded to the DOC's system.

Three-way call attempts will be noted on call detail reports by a red highlight. Using the filter options on the LazerPhone Call Search screen, facility personnel can request reports listing only 3-way call attempts. LazerPhone also detects when extra digits are dialed, and displays such calls in orange on Call Detail Reports.

5.1.21 It is a desirable that the proposed ICS provide a function that prevents 3-Way or Conference Calling [redacted]. The Bidder must explain, in its response, how this will be accomplished with the proposed ICS.

GTL Response: GTL will comply. Three way calls are deterred by an exclusive LazerPhone hardware and software design that includes the utilization of several patented processes that minimize [redacted] Global Tel*Link is fully licensed by the legal owners of the patented processes that we use, so there will never be a service or functionality loss due to patent issues. Upon detection of a three-way call attempt, LazerPhone provides the following

options:

Disconnect the call
Flag the call for further investigation
Play a voice prompt warning
Any combination of the above options

With current telephony technology there remain challenges to three-way call detection: (1) call waiting may mimic the sound of a three-way call; (2) call forwarding may not yield a detectable sound; and (3) noise or conversation on the line may mask sounds and signals normally present during a three-way call attempt. LazerPhone engineers continuously strive to meet these challenges in more and more effective ways. As fraud prevention strategies evolve and are incorporated into the LazerPhone system, new versions of the software will be automatically uploaded to the DOC's system.

Three-way call attempts will be noted on call detail reports by a red highlight. Using the filter options on the LazerPhone Call Search screen, facility personnel can request reports listing only 3-way call attempts. LazerPhone also detects when extra digits are dialed, and displays such calls in orange on Call Detail Reports.

5.1.22 As one of the major problems associated with inmate calling, the use of call forwarding at the destination telephone number is a constant issue with the DOC. The proposed ICS must provide technology that deters the use of call forwarding by the party being called by the inmate and provide the ability to immediately terminate the call. The Bidder must describe, in its response, how this technology operates with regard to the proposed ICS and the options available to the DOC.

GTL Response: GTL will comply. [redacted] our Fraud Control Department monitors called numbers and we have successfully detected forwarded numbers and prevented these numbers from being called again by inmates. Our Fraud Team works hand in hand with our customers to monitor forwarded calls. As a result of the merger of Global Tel*Link and AT&T Inmate Markets, GTL was the first company in the market to offer call forwarding. [redacted]

While some inmate telephone providers may claim that they can accurately detect and prevent remote call forwarding through SS7 technology, [redacted] SS7 will accurately detect call progression [redacted]. Once the switch has identified the local telephone number to send this call to, [redacted]

[redacted] The signal that indicates that the local number has call forwarding on the phone occurs after the call has been routed to the local phone number. [redacted]

Additionally, there is currently a Petition before the Federal Communications Commission ("FCC") regarding remote call forwarding in correctional facilities. Global Tel*Link Corporation has submitted comments on this petition in support of the right of inmate telephone providers to block remotely forwarded numbers due to security and toll fraud reasons. A decision on this action is pending before the FCC and we are hopeful that the FCC will rule against the companies [redacted]

5.1.23 It is a desirable that the proposed ICS provide a function that prevents call forwarding [redacted]". The Bidder must explain, in its response, how this will be accomplished with the proposed ICS.

GTL Response: GTL will comply. [redacted], our Fraud Control Department monitors called numbers and we have successfully detected forwarded numbers and prevented these numbers from being called again by inmates. Our Fraud Team works hand in hand with our customers to monitor forwarded calls. As a result of the merger of Global Tel*Link and AT&T Inmate Markets, GTL was the first company in the market to offer call forwarding. [redacted]

While some inmate telephone providers may claim that they can accurately detect and prevent remote call forwarding through SS7 technology, [redacted] SS7 will accurately detect call progression [redacted]. Once the switch has identified the local telephone number to send this call to, [redacted] The signal that indicates that the local number has call forwarding on the phone occurs after the call has been routed to the local phone number. [redacted]

Additionally, there is currently a Petition before the Federal Communications Commission ("FCC") regarding remote call forwarding in correctional facilities. Global Tel*Link Corporation has submitted comments on this petition in support of the right of inmate telephone providers to block remotely forwarded numbers due to security and toll fraud reasons. A decision on this

action is pending before the FCC and we are hopeful that the FCC will rule against the companies [redacted]

5.1.24 [redacted]

GTL Response: GTL will comply. LazerPhone allows facility personnel to designate [redacted] at the workstation. [redacted] may be a destination telephone number or an inmate PIN.

A call-in-progress detected by LazerPhone's [redacted] system is automatically directed to up to three pre-designated phone numbers [redacted] in sequential order. [redacted] When the alert goes to [redacted] the [redacted]

If the need arises, at the workstation or from a [redacted], an authorized officer may instantly [redacted] an inmate's call. If logged into the system, the officer chooses the [redacted] option on the Call Monitoring screen. From a [redacted], the authorized official monitoring [redacted]

The system's [redacted] ***Account Report*** and [redacted] ***Report***, both available at the workstation, [redacted] call frequency and patterns of inmates and destination numbers of [redacted]

5.1.25 The Bidder must describe, in its response, how the proposed ICS operates when the inmate call[redacted]. This description must include how collect calls are placed to [redacted], how billing of the collect call is processed and how the DOC is notified when an inmate call is placed [redacted]

GTL Response: GTL understands. Anticipating the growing need for inmates to place calls to [redacted] and knowing that [redacted] service providers do not permit collect calls, GTL included this capability in LazerPhone's automated AdvancePay system.

Automated AdvancePay Setup: When an inmate attempts to dial a [redacted] the system's AdvancePay function is activated. If the [redacted] owner does not currently have an AdvancePay account, the inmate is prompted to hold while the system contacts the party and provides an option to set up an AdvancePay account, which will allow inmate calls, up to a specified amount ($25 or $50), to be charged to the party's VISA or Mastercard. Automated prompts walk the party through the simple steps to setting up an account. Once the called party provides the appropriate information, the inmate's call is connected.

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

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

5.1.26 The proposed ICS must have the ability to allow for a called party to activate a code (via the touch tone pad of their telephone) that automatically notifies the DOC that the number should be deleted from the calling inmate's "Authorized Telephone Number List".

GTL Response: GTL understands. Prior to call acceptance, LazerPhone's automated operator gives called parties an option to request that calls from the correctional facility be blocked by providing our toll free customer service number. Having the party contact GTL saves administrative time and eliminates the need for DOC personnel to be involved.

During a call attempt, the automated operator informs the called party at a touch tone phone: "If you wish to block any future calls of this nature, press '7' to receive further information," or at a rotary dialed phone, "If you wish to block any future calls of this nature, clearly say the word 'block' to receive further information." Upon dialing the provided 800 number, GTL's customer service department will place a "Customer Requested Block" on the line. This block will prevent the delivery of any future inmate calls to the number from any GTL managed correctional facility. At the time the block is requested the customer is asked to provide a password. To have the block removed at a future date, the customer must provide the password in order to have the block removed. When the 800 number is called during non-business hours, they will get a get a message that states that business is closed, and to contact during the business hours.

5.1.27 Each call placed (direct dialed or collect) through the ICS must be electronically identified by the system as being a call originating from a DOC facility in 100% of the cases with or without the accompanying inmate PIN.

GTL Response: GTL will comply. LazerPhone is programmed to brand all inmate calls, direct dialed or collect, with the name of the correctional facility and the name of the inmate making the call. Call branding operates whether or not inmate PINs are used. For example, when an inmate's collect, station-to-station call is answered, LazerPhone's automated operator will deliver to the called party a message such as:

"You have a collect call from **[INMATE NAME]** an inmate at **[FACILITY NAME]**. This call may be monitored and/or recorded. If you wish to accept this call, press '0' and hold; to deny the call, press '5' and hang up; if you wish to block any future calls of this nature, press '7' for further instructions; to hear costs for this call, press '9' and hold for rate information".

The exact wording of automated messages will vary slightly depending on call type and can be altered to exactly suit the facility's need. The DOC's LazerPhone System can also be configured to play periodic overlay announcements throughout inmate calls at any intervals requested by the DOC.

5.1.28 If a call is not accepted by the called party, or if no one answers the call, the ICS must inform the inmate of the situation rather than simply disconnecting the call.

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

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

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

"The called party did not accept your call."

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

5.1.29 The ICS must have the capability to accept the called party's response via DTMF (Touch Tone Pad) input from the telephone. Calls shall not be billed until positive acceptance by the called party is indicated by the input of a specific Touch Tone digit.

GTL Response: GTL will comply. LazerPhone requires that the called party positively accepts an inmate's call before the final connection is made. The acceptance prompt to a called party at a Touch Tone phone is similar to: "If you wish to accept this call, press 0 and hold."

5.1.30 The ICS must have the capability of "passive acceptance" for rotary telephone users and particular called numbers such as an automate attendant at an attorney's office, etc. Passive acceptance is defined as the system interpreting the non entry of digits after the playing of the initial collect call message twice as acceptance of the call by the called party.

GTL Response: GTL will comply.

5.1.31 The ICS, whether in pre-paid debit or collect call mode, shall be capable of announcing to the called party the name of the calling inmate. Bidders must provide a mechanism to record an inmate's name a single time to be used each time this announcement is required. The activation or deactivation of this feature must be controlled by institution by the DOC.

GTL Response: GTL will comply. LazerPhone is programmed to brand all calls, prepaid debit or collect, with the name of the correctional facility and the name of the inmate making the call. When PINs are used, an inmate's name is recorded once and stored in the individual's PIN file, for automatic retrieval at the time of each call.

At the time of a call, if PINs are in use, the automated operator instructs the inmate to enter his or her PIN, then the inmate's pre-recorded name is retrieved from the individual's PIN file.

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

5.1.32 The ICS shall be capable of announcing to the called party how to accept calls.

GTL Response: GTL will comply. LazerPhone instructs the called party how to accept or reject the call. The automated operator will say to the called party: "If you wish to accept this call, press zero and hold. If you wish to deny this call, press five and hang up." If the called party fails to give an appropriate response, LazerPhone will repeat the instruction up to three times. If there is no response for 30 seconds after the third repeat, the call is terminated.

5.1.33 The proposed ICS must be capable of announcing to the called party the collect call rate, prior to acceptance, when a collect call is placed. The Bidder must describe how this is accomplished by the called party.

GTL Response: GTL will comply. LazerPhone's automated operator's pre-recorded opening message to a called party includes a prompt to obtain information about the cost of the call: "To hear costs for this call, press 9 and hold for rate information." The called party will hear the cost of the first period (e.g. minute) and the cost for any additional period (e.g. minute), prior to call acceptance.

5.1.34 The system must provide a manner for all calls (debit based or collect) to be "branded" with the standard DOC message as well as the statement that "All Calls are Recorded".

GTL Response: GTL will comply. LazerPhone is programmed to brand all calls, debit based or collect, with the name of the correctional facility, the name of the inmate making the call, and any other standard message the DOC wishes to be delivered. By default, the system's opening message during a collect call is as follows, but can be altered to exactly suit DOC requirements.
"You have a collect call from **[INMATE NAME]** an inmate at **[FACILITY NAME]**. This call may be monitored and/or recorded. If you wish to accept this call, press '0' and hold; to deny to call, press '5' and hang up; if you wish to block any future calls of this nature, press '7' for further instructions; to hear costs for this call, press '9' and hold for rate information".

The exact wording of automated messages will vary slightly depending on call type and can be altered to exactly suit the facility's need. The DOC's LazerPhone System can also be configured to play periodic overlay announcements throughout inmate calls at any intervals requested by the DOC.

5.1.35 The Bidder must propose and implement an ICS that provides telephone reception quality meeting all industry standards for service quality as defined by Massachusetts Department of Telecommunications & Energy and by the Federal Communications Commission (FCC). The Bidder must accept the DOC's decision regarding such determination.

GTL Response: GTL will comply. The LazerPhone platform represents the latest in advanced calling and recording technology. Being a fully digital system, LazerPhone delivers calls of the highest audio quality. GTL's installation team performs three (3) tests during installation to ensure that audio quality meets or exceeds industry standards for transmitted and received levels, noise, cross talk, and frequency range:

First, stations are tested at the demarcation point. The technician will initiate a telephone call to our Technical Support staff. During the call, each party will note any problems with the quality of the audio. If problems are detected, gain settings are adjusted and the process begins again until satisfactory results are achieved.

Second, test calls are made from a percentage of the actual inmate telephones. Again, if audio levels are unsatisfactory, adjustments to the gain settings are made.

Finally, recorded calls are downloaded and the quality of the audio is again tested. If found to be unsatisfactory, the recording gain controls are adjusted and the process repeated.

5.1.36 The Bidder must provide and install adequate surge protection for the proposed ICS and its components. The use of traditional "power strips" for surge protection is not acceptable for this requirement.

GTL Response: GTL will comply. GTL provides Uninterupted Power Supply (UPS) units to protect the LazerPhone system components as well as PC workstations from power spikes and surges.

5.1.37 The Bidder must provide and install adequate lightning protection equipment on all network services supplied for the proposed ICS.

GTL Response: GTL will comply. GTL installers follow strict check lists to ensure that the LazerPhone network services are adequately protected from lightening.

GTL Surge Suppression and Grounding Plan

All LazerPhone facilities are required to have proper protection on the Telco side. The site survey will include a checklist to ascertain if the proper equipment is in place. The local service provider is normally responsible for that equipment.

All facilities will receive station side protection. For facilities that have station wire going outside the primary building, Global Tel*Link will install additional protection. The protection blocks used in single building installs will be mounted and punched next to the connector blocks.

The LazerPhone controller and all protection blocks will be connected directly to a local earth ground in the equipment room. This is a list of site survey questions that can help us determine what will be needed when our phone tech arrives and what equipment to send.

1. Is adequate Telco protection in place? (If not, call the Telephone company)
2. Does the facility, which houses the phones, have multiple buildings with outside cabling?
3. If yes, what type of protection is in place for station wiring coming in from other buildings?
4. In the room where the LazerPhone system will reside, is there adequate space to mount two 66 blocks per every 24 stations, and one 66 block for every 24 analog trunks? If not,

we may need to add more plywood or clean out old equipment.

5. Is there a good earth ground in the room where the LazerPhone system will reside? If not, get one.

In single-building situations it is normal for the station side of a telephone system not to provide lightning protection, since there is little opportunity for lightning to enter the system through the telephones. However, when an inmate telephone system includes remote buildings, lightning can enter the system and may cause the destruction of the station card and/or other hardware. As this destruction will cause service interruptions and subsequent loss of revenue, GTL will verify that the telephone company grounding systems meet certain minimum requirements. The following check list is used to ensure that the system is properly grounded.

1. All Telco facilities must be protected with gas or solid-state carbons only.
   a. Minimum - 5 pin AT&T/Lucent 4B or 5B modules or equivalent.
   b. BEST - 5B or 7B solid state modules, (3-5 NS)
2. All computer cards must be screwed down tightly to the processor using "star" washers.
3. All station (telephone) facilities should have 75V protection.
   a. Same building locations need fast acting primary protection.
   b. Inter building locations must have gas or solid state protection.
      RECOMMEND — Model UP-1-75 (2-5 NS)
4. All processors should be grounded to the ground "BUSS" using a #12 (stranded) ground wire secured to the chassis with a "star" washer.
5. Protector units can be ordered from Graybar:
   a. 581P2 - Protector pack w/o protector modules (25 pair stub in 66 block).
   b. 15SCN-75 - Single pin heat coil 75 V solid-state modules. (Porta Systems)

5.1.38 The Bidder must provide a sufficient number of uninterruptible power supply (UPS) systems that also have surge protection at each DOC facility capable of supporting all ICS components including recording devices for a minimum of one (1) hour.

GTL Response: GTL will comply. In the event of a power failure at the correctional facility, uninterruptible power supply (UPS) units provide temporary power for the entire system. UPS units also protect against power fluctuations and surges. GTL will provide UPS units at each DOC facility capable of powering the entire LazerPhone system for a minimum of one hour. In the absence of an emergency generator, upon expiration of the UPS, the system shuts down. Once power is restored the system will reboot without human intervention and resume normal operations.

5.1.39 The Bidder must provide, install and **maintain** (according to manufacturer's specifications) all ICS UPS equipment at each of the DOC facilities. The Bidder must

replace all UPS equipment upon expiration of the manufacturer's life cycle of the installed product.

GTL Response: GTL will comply.

5.1.40 In the unlikely case of the loss of commercial power and the failure of the UPS, the ICS must automatically restrict or "shut off" all inmate telephones so that no inmate calls can be made until commercial power is restored and access is once again provided by the DOC.

GTL Response: GTL will comply. In the absence of both commercial power and UPS backup power, the LazerPhone system would shut down all inmate telephones until power was restored. Once power was restored the system would reboot without human intervention and resume normal operations.

5.1.41 The Bidder must describe, in its response, what component redundancy is provided to limit or virtually eliminate system downtime due to hardware component failure.

GTL Response: GTL will comply. To ensure that LazerPhone records are stored securely and that all system data are fully recoverable from any type of emergency shutdown, GTL has built redundancy into every critical aspect of the system.

Twin UPS Backup Power: In the event of a power failure at the correctional facility, uninterruptible power supply (UPS) units provide temporary power for the entire system. UPS units also protect against power fluctuations and surges. GTL will provide UPS units at each DOC facility capable of powering the entire LazerPhone system for a minimum of one hour. In the absence of an emergency generator, upon expiration of the UPS, the system shuts down. Once power is restored the system will reboot without human intervention and resume normal operations.

Redundant DOC Data Storage: Both call detail records and system settings are saved and automatically backed-up in [redacted]. At the time of an inmate's call, a call detail record is automatically saved to the DOC facility's active hard drive array, backed-up to the facility's backup storage array, and transmitted to GTL's off-site central storage facility. Any changes made to LazerPhone system settings are also saved in [redacted] to the facility's active hard drive array, backed-up to the facility's backup storage array, and transmitted to GTL's remote central storage facility through the secure network provided by GTL.

At the time of an inmate's call, the call's recorded conversation is saved in [redacted] to the

facility's active hard drive array. Once every 24 hours, LazerPhone automatically copies recordings to the facility's backup storage array and transmits a copy to GTL's off-site central storage facility through the secure network provided by GTL.

Redundant Control Computers: At each LazerPhone Control Center, LazerPhone system controls are housed in two identically configured computers. If the first computer fails the second automatically takes over. In the unlikely event that both computers at one LazerPhone Center fail, the computers at the alternate Center automatically take over all LazerPhone operations. Each backup computer is independently capable of performing all Management Control Center functions. Massive generators back up the electrical systems at both the primary (Mobile) and secondary (Houston) Control Center locations.

Tested by a Force Redundant processing, telecommunications infrastructure, facilities, and trained staff at the Houston Data Center backed up this effort and stood ready to take over if Mobile had taken a catastrophic hit.

The effectiveness of GTL's Control Center's backup systems was conclusively demonstrated when the city of Mobile, Alabama took a devastating hit from Hurricane Katrina in August 2005. Flanked on all sides by the crippled city, the LazerPhone Control Center continued to operate normally.

While any electronic equipment, especially that which operates continuously 24 hours a day, 365 days a year, is subject to occasional downtimes, GTL's internal evaluations of LazerPhone's system performance show that we have consistently delivered ***99.9995% system uptime*** to our sites.

In all cases, whether a downtime is due to normal equipment wearing or to causes outside of our control (e.g. inmate vandalism), GTL strives diligently to meet expected response times for all of our customers. Aspects of this diligence are evidenced in our implementation of a ***Continuous System Watch***: At installation, the DOC facility's inmate telephone system is put on-line with the LazerPhone Service Center in Mobile, Alabama, and remains so, twenty-four hours a day, three hundred sixty-five days a year, throughout the life of the contract. Highly trained support personnel stand by, watching for any negative feedback from LazerPhone's continuous self-diagnostic tests. GTL's core value of RESPONSIVENESS includes knowing about problems before you do.

5.1.42 It is desirable that the Bidder provide an ICS in which the Central Processor Unit (CPU) and other critical components are redundant. The Bidder must describe, in its response, those critical components that are redundant with the proposed ICS.

GTL Response: GTL will comply. To ensure that LazerPhone records are stored securely

and that all system data are fully recoverable from any type of emergency shutdown, Global Tel*Link has built redundancy into every critical aspect of the system.

Twin UPS Backup Power: In the event of a power failure at the correctional facility, twin uninterruptible power supply (UPS) units provide temporary power for the entire system. UPS units also protect against power fluctuations and surges. GTL will provide UPS units at each DOC facility capable of powering the entire LazerPhone system for a minimum of one hour. In the absence of an emergency generator, upon expiration of the UPS, the system shuts down. Once power is restored the system will reboot without human intervention and resume normal operations.

Redundant Control Computers: GTL's primary LazerPhone Control Center is at our headquarters in Mobile, Alabama. Operations here are backed-up by redundant controls and call record storage at our secondary Validation site in Houston, Texas. At each LazerPhone Control Center, system controls are housed in two identically configured computers. If the first computer fails the second automatically takes over. In the unlikely event that both computers at one LazerPhone Center fail, the computers at the alternate Center automatically take over all LazerPhone operations. Each backup computer is independently capable of performing all Management Control Center functions. Massive generators back up the electrical systems at both the primary (Mobile) and secondary (Houston) Control Center locations.

Tested by Force Majeure: The effectiveness of the GTL Control Center's backup system was conclusively demonstrated when Mobile, Alabama took a devastating hit from Hurricane Katrina in August 2005. Flanked on all sides by the crippled city, the LazerPhone Control Center continued to operate normally. Redundant processing, telecommunications infrastructure, facilities, and trained staff at the Houston Data Center backed up this effort and stood ready to take over if Mobile had taken a catastrophic hit.

Redundant Record Data Storage: Both call detail records and system settings are saved and automatically backed-up in [redacted]. At the time of an inmate's call, a call detail record is saved to the DOC facility's active hard drive array, backed-up to the facility's backup storage array, and transmitted to GTL's off-site central storage facility. Any changes made to LazerPhone system settings are also saved in [redacted] to the facility's active hard drive array, backed-up to the facility's backup storage array, and transmitted to GTL's remote central storage facility through the secure network provided by GTL.

At the time of an inmate's call, the call's recorded conversation is saved in [redacted] to the facility's hard drive. Once every 24 hours, LazerPhone automatically copies recordings to the facility's backup storage array and transmits a copy to GTL's off-site central storage facility through the secure network provided by GTL.

5.1.43 The Bidder must provide standard hardware and software enhancements/upgrades to the proposed ICS at no cost to the DOC during the term of this contract. The installed ICS at each DOC facility must always be at the latest general release of the system's available hardware and software including operating systems for the system administration and system reporting function. Beta and field tested hardware and software must not be provided unless specifically approved by the DOC. Prior to any hardware and/or software upgrades or enhancements, the Bidder shall discuss the software benefits with the DOC and proceed only after DOC approval.

GTL Response: GTL will comply. LazerPhone software updates are provided periodically to all LazerPhone sites through GTL's secure Web Server. The latest version of LazerPhone's management software, containing any new features or enhancements that were developed, tested, and incorporated into the product since the last update, automatically downloads to the DOC's workstation when an authorized person at the facility logs into the system. These software updates are provided at no cost the DOC. Should the release of an updated version of the LazerPhone control program require an upgrade in hardware to ensure proper functionality, the DOC will be notified and the hardware upgrade will be provided at no cost to the DOC, prior to the upload of the new release to GTL's server.

LazerPhone has an almost unlimited capacity for hardware expansion. New telephones and whole new facilities can be added with minimal or no disruption to the functionality of an existing system. When new facilities are planned, Global Tel*Link reviews costs and expected revenues from the new facility's inmate phones to determine if an adjustment to the DOC's current commission is appropriate.

5.1.44 Telephone network services provided by the Bidder shall not be capable of being detected by the called party for calling number identification (Caller ID).

GTL Response: GTL will comply. Caller ID will be suppressed on all lines that service inmate telephones. Called parties will not have the capability to identify the number from which an inmate's call originates.

5.1.45 The Bidder shall provide local exchange service for pre-paid debit-based calling and collect calling use at each DOC institution. The local calling area shall be equal to or greater than the local calling area defined in the Verizon Massachusetts Department of Telecommunications and Energy (DTE) Tariff (MA DPU #10) for each of the DOC's facilities.

GTL Response: GTL will comply.

5.1.46 The proposed ICS must allow [redacted] by DOC personnel. This monitoring must be allowed by **specific inmate telephone, specific inmate PIN or by called telephone number**. Any and all equipment and software required to perform this function must be provided with the proposed system.

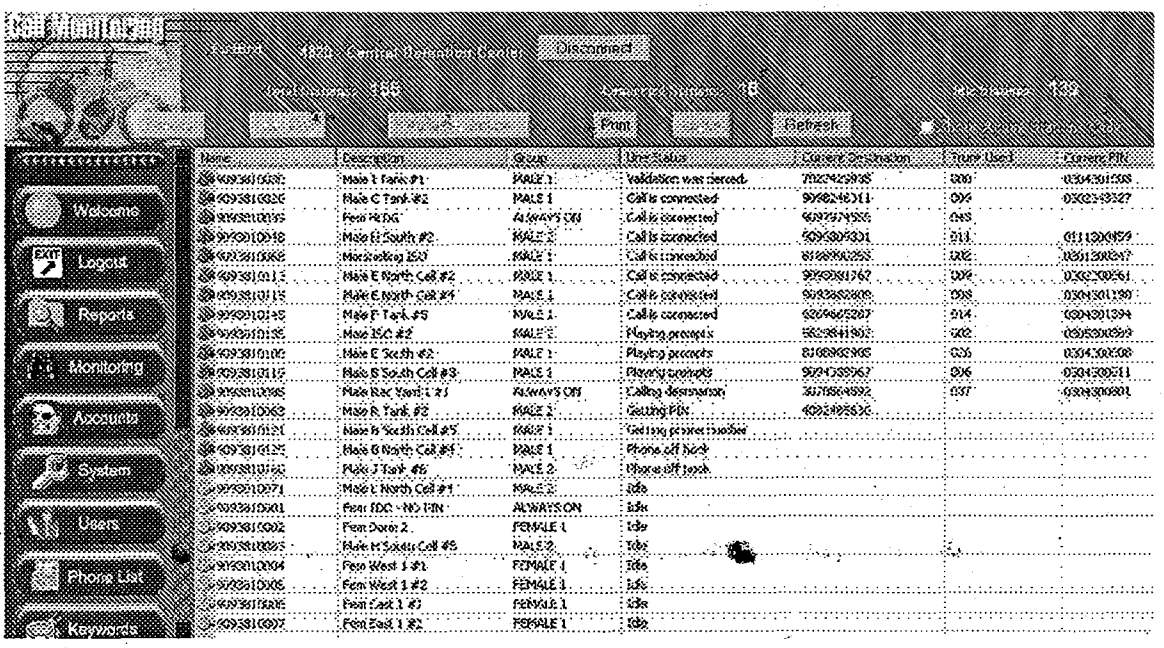
[redacted] The Bidder must describe, in its response, how this will be accomplished with the proposed system.

GTL Response: GTL will comply. LazerPhone has built-in state-of-the-art monitoring and recording capabilities with no interference to current recording operations. By default, all inmate conversations are recorded and can be monitored, except those to approved legal counsel or those for which monitoring and recording have selectively turned off by authorized facility personnel.

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

VISUAL CALL MONITORING

Authorized personnel may watch the status of phones and [redacted] at the local workstation or a workstation at [redacted] LazerPhone provides a visual display of all call activity in real time on the Call Monitoring screen.



AUDIO CALL MONITORING

A call-in-progress, visible on LazerPhone's Call Monitoring screen, may be directed to the [redacted] option, [redacted] conversation.

A call-in-progress detected by the LazerPhone's [redacted] system is [redacted] to up to three pre-designated phone numbers ([redacted]. When an alerted official's telephone rings, [redacted] When the alert goes to [redacted]

If the need arises, at the workstation or [redacted], an authorized officer may instantly [redacted] If logged into the system, the officer chooses the [redacted] menu option on the Call Monitoring screen. From a [redacted], the authorized official [redacted]

5.1.47 The collect call automated announcement function of the Secure Inmate Calling System must be capable of processing calls on a selective bi-lingual basis: English and Spanish. The inmate must be able to select the preferred language using no more than a two digit code.

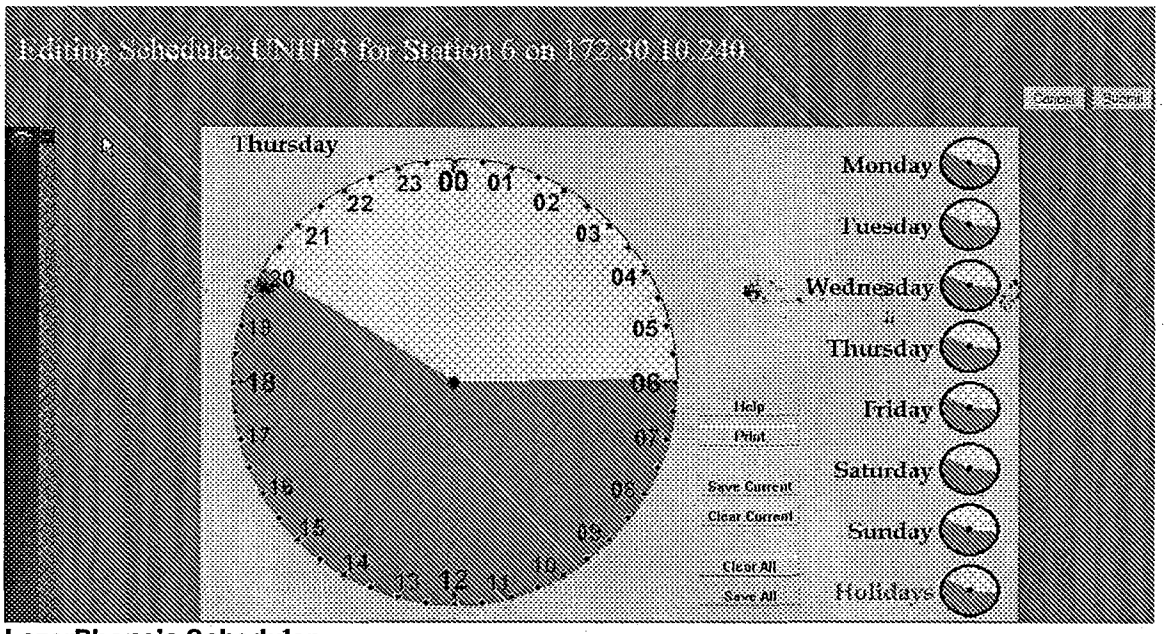
GTL Response: GTL will comply. By default, LazerPhone's automated operator's pre-recorded messages are available in English and Spanish. LazerPhone supports prompts in up to [redacted] If the facility has a need for an [redacted] or correctional facility. Modifications to pre-recorded messages are also provided at no cost.

5.1.48 It is desirable that the ICS be capable of processing calls in additional languages than those required in 5.1.47. The Bidder must list, in its response, the languages available with the proposed ICS.

GTL Response: GTL will comply. By default, LazerPhone's automated operator's pre-recorded messages are available in English and Spanish. LazerPhone supports prompts in up to [redacted] If the facility has a need for an [redacted] C. Modifications to pre-recorded messages are also provided at no cost.

5.1.49 The proposed Secure Inmate Calling System must allow for the DOC to program times when the system will be available or unavailable to inmate calling. The Bidder must describe, in its response, how this is accomplished.

GTL Response: GTL will comply. The LazerPhone system includes a Call Scheduler that can restrict inmate telephone usage to particular hours of the day. Phone ON/OFF times may be scheduled for all inmate phones, an individual phone, a group of phones (e.g. all phones in a cell block), or assigned to an inmate PIN. Telephone usage time for each day of the week is setup using a twenty-four hour clock. A separate schedule may be set up for each day of the week and for holidays.



LazerPhone's Scheduler

Personal Identification Numbers (PINs)

It is the intention of the DOC to implement the proposed ICS in a collect call mode with the use of inmate Personal Identification Numbers (PINs). The proposed ICS must operate in pre-paid debit mode for international calling outside of the North American Dialing Plan. Whether in collect call mode or pre-paid debit mode, the proposed ICS must adhere to the following requirements for PIN operation.

GTL Response: GTL will comply.

5.1.50 The ICS must restrict use through authorized Personal Identification Numbers (PINs) assigned to each inmate. The length of these PINs must be determined by the DOC and remain consistent throughout DOC facilities.

GTL Response: GTL will comply. LazerPhone's integrated PIN system is used to control, monitor, and report telephone useage by individual inmates. A LazerPhone Personal Identification Number (PIN) can be 4 to 15 digits long, as determined by the DOC and will be consistant throughout DOC facilities.

Control: Custom calling restrictions may be added to any inmate's LazerPhone PIN account. An inmate's PIN account helps govern his/her calling privileges, which may be restricted by a Call Allow list (personal allowed numbers), a custom Block List (personal disallowed numbers), and/or a Call Schedule (times of day, week, etc. that calls can be placed).

Monitor: LazerPhone PINs allow facility personnel to be aware, [redacted] The visual monitoring of calls-in-progress, via LazerPhone's Call Monitoring screen, [redacted]

Report: Call Activity reports can be printed from the LazerPhone workstation for a particular PIN, a group of PINs, or all PINs.

Debit Accounts for Prepaid Calls: When PINs are operative, the facility may elect to allow inmate the use of LazerPhone's Debit system for prepaid calls.

Interface To The DOC's Inmate Management System

GTL will meet with the DOC to decide and establish efficient interfaces and mechanisms between the DOC's IMS and our LazerPhone's PIN system to track and update daily inmate admissions, transfers, and releases. GTL can make use of established mechanisms such as LazerPhone's Portable PIN Feature with Transfer Reports, GTL's existing platform-independent IMS interface, on-site system administrators, as well as any additional interfaces or mechanisms that may need to be developed to meet the DOC's needs.

LazerPhone's Current Interface Capabilities

Inmate Management System Interface: GTL currently has a platform-independent interface program can allow LazerPhone to receive in [redacted] any changes made to individual inmate accounts within inmate management systems, assuming those changes are also appropriate to LazerPhone PIN accounts. Additionally, our existing interface program is capable of fully updating each DOC facility's PIN database once every twenty-four hours, to add new PIN accounts.

LazerPhone's Portable PIN Feature with Transfer Reports: LazerPhone has always provided easy PIN administration by allowing inmates to move freely between networked LazerPhone facilities. The first time an inmate attempts to make a call [redacted] This transfer is accomplished within the GTL's Data Center. The Portable PIN function allows a newly transferred inmate to [redacted] When a transfer is made, the LazerPhone system generates an Inmate Transfer record that shows Inmate

PIN, Old Facility, New Facility, who logged the change (by an authorized person at the workstation or by automatic detection of the LazerPhone system), and the date and time the transfer was logged.

Standard Pin Account Setup

For the DOC's information, below we explain LazerPhone's other standard PIN system capabilities, which may or may not be appropriate for integration into the potential interface with the DOC's Inmate Management System.

Activating LazerPhone's PIN system is free of any cost to the DOC and the use of PINs does not impact the DOC's revenue from the LazerPhone system in anyway.

A LazerPhone Personal Identification Number (PIN), which can be 4 to 15 digits long, may be the inmate's social security number, a booking or other number issued by the DOC, or a number that is automatically generated by the LazerPhone system.

A PIN account may be setup by a system administrator or other authorized personnel at the system workstation or through a simple **Auto-Enrollment** procedure performed by the inmate, usually at the time of booking. Likewise, a Call Allow list (limited list of approved numbers) for each PIN can be set up at the workstation or LazerPhone can **auto-generate** a **Call Allow list** for each inmate, comprised of the first few destination numbers where the inmate's calls are accepted. The facility decides how many telephone numbers LazerPhone may add to an inmate's automatically generated list and authorized personnel may view or modify Call Allow lists at the LazerPhone workstation.

Example Inmate PIN Auto-Enrollment Procedure

After receiving a PIN, brief instructions from a correctional officer, and a ficitious phone number to use during auto enrollment, the inmate picks up the handset of a designated phone and follows the instructions of an automated operator.

1. The automated operator instructs the inmate to choose the perfered language.

2. The automated operator instructs the inmate to enter the number he or she would like to call. (In this case, the inmate enters the ficitious phone number.)

3. The automated operator instructs the inmate to enter his or her PIN on the telephone's keypad.

4. The automated operator tells the inmate that, at the tone, he or she will have two seconds to speak his or her name clearly into the mouthpiece. (The name is permanantly stored in the

PIN file.)

5. The automated operator will inform the inmate that he or she has completed auto enrollment and may now use the telephones in the facility.

Example Inmate PIN Call Procedure

1. The inmate picks up the handset and at the prompting of an automated operator, designates with a key-press the preferred language (English, Spanish, etc.).

2. Following the automated operator's instruction, the inmate dials the desired area code and destination number.

   If the number is disallowed at the facility level, the inmate is informed that the number is not permitted and the call is terminated. If the number is allowed, the call proceeds.

3. Following the automated operator's instruction, the inmate designates with a key-press whether the call is to be collect, person-to-person, or prepaid.

4. Following the automated operator's instruction, the inmate enters his/her PIN on the keypad.

   The system checks the inmate's PIN account to see if the destination number is allowed. If so, the system retrieves the inmate's pre-recorded name, which will be presented, along with the name of the correctional facility and other information, when the called party lifts the receiver. After listening to options presented by the automated operator, the called party either accepts or rejects the call.

Advantages of LazerPhone's PIN System

Although optional, the use of LazerPhone's PIN system allows the system's powerful call control options to be applied on an inmate-by-inmate basis, [redacted]

Set Call Duration by PIN: Unique call duration may be assigned to individual inmates. This duration can be programmed from one (1) minute to two hundred fifty-five (255) minutes in one (1) minute increments. In addition, a warning prompt or tone will notify the inmate that the call duration is approaching the preset time limit.

Set Call Velocity by PIN: An inmate can be restricted to the number of calls he/she can make during a specified time period. This time period can be set for hours, days, weeks, etc.

Set [redacted] By PIN: Facility personnel can enter [redacted] via the on-site workstation. Should an inmate attempt to dial one of these numbers, the LazerPhone

Management Control Center computer will dial up to three destination numbers [redacted] her PIN number). LazerPhone will make three attempts to complete these calls.

Obtain Management Reports by PIN: When PINs are in use, the system administrator can create reports including inmate PINs. The inmate PIN number can become a parameter by which calls are sorted or by which reports are printed.

Set Phone Usage Times by PIN: Each PIN can be programmed to include specific phone usage times. An individual inmate may be restricted to specific time of day calling, specific day of week calling, or specific holiday calling.

Set Programmable Free Calls By PIN: Specific telephone numbers may be flagged as "free calls" when dialed by an individual inmate PIN. However, free calls can have a negative effect on gross revenue generated by the system. When an inmate is assigned a PIN (either automatically by the LazerPhone system or by manual entry) the PIN is immediately activated and the inmate can begin placing calls using his or her PIN. The LazerPhone system operates in [redacted] thus, there will be no delay or lag time between PIN assignment and use.

Suspend Calling Privileges by PIN: An inmate's PIN can be turned off (deactivated or suspended), disallowing all calling by that inmate, without affecting any other inmate's ability to place calls. This is accomplished by clicking the Deactivated or Suspended radio-buttons on the inmate's Detailed Account Information file. A deactivated PIN will remain so until an authorized person at the workstation manually reactivates the account. A suspended PIN will automatically reactivate after a specified date.

Limit Calls to An Approved List of Numbers: A LazerPhone Call Allow List, that will restrict calls to a limited list of approved numbers, can be assigned to each inmate PIN. Call Allow lists can be setup at the system workstation or, to save administrative time, LazerPhone can be instructed to automatically generate a Call Allow list for each inmate, based on the first few numbers where the inmate's calls is accepted. The facility decides how many telephone numbers LazerPhone may add to an inmate's automatically generated list and authorized personnel may view or modify Call Allow lists at the LazerPhone workstation.

5.1.51 The proposed ICS must allow for the cross-referencing of inmate PINs to the DOC inmate commitment number allowing for DOC personnel to search by commitment number for call records and call recordings. The Bidder must describe, in its response, how this will be accomplished with the proposed system.

GTL Response: GTL will comply. LazerPhone provides a split-PIN option that effectively permits cross-referencing of inmate PINs to the DOC commitment number. A LazerPhone Personal Identification Number (PIN) can be 4 to 15 digits long. For example, the split-PIN might be the inmate's commitment number followed by a 4-digit personal identifier code.

5.1.52 The Bidder must provide appropriate three-part forms (See Attachment E) to allow for PIN and allowed telephone number list assignments.

GTL Response: GTL will comply. GTL will provide the required forms.

5.1.53 The Bidder shall be responsible for the administration of all inmate PIN through its Site Administrators (See Section 5.12).

GTL Response: GTL will comply. GTL will provide a Site Administrator for each DOC facility to be responsible for the administration of all inmate PINs.

5.1.54 Although the ICS installed at the DOC will initially operate solely in collect call mode, the ICS must be capable of utilize the PIN feature for pre-paid debit as well.

GTL Response: GTL will comply. LazerPhone can operate solely in collect call mode, but can also provide prepay call options to both inmates and the people they call.

For inmates, LazerPhone has an integrated ***Debit Account*** system that can be funded either by direct deposit, which is managed through the LazerPhone workstation, or with pre-paid Vouchers that inmates purchase from the facility or the facility's commissary and "cash" at inmate telephones. LazerPhone's innovative prepaid voucher system is more secure and easier to use than calling cards. It also eliminates the need for facility personnel to manage inmate Debit Account funds. See below: How GTL prepaid vouchers Work.

For called parties, LazerPhone has an automated ***AdvancePay*** program that allows an inmate's friends and relatives to prepay for his/her current or future calls using a VISA or Mastercard. See below: Automated AdvancePay Program for Families and Friends.

How GTL prepaid vouchers Work

The prepaid voucher is **more secure than a prepaid calling card**, because the one-time "cashing" process transfers the entire value of the voucher to the inmate's Debit account. Unlike calling cards that are subject to loss or theft before their full value has been used, after "cashing" the prepaid voucher has no further value and can be discarded.

When LazerPhone's Debit system is active, at the beginning of each call attempt, if the inmate chooses the prepaid call type, the system's automated operator reports the current balance in

the inmate's prepaid account. If the balance is sufficient, the cost of the current call can be automatically deducted from the account. Inmate debit accounts can be added, updated, deleted, or closed at the LazerPhone workstation.

The facility or the facility's commissary orders prepaid vouchers from Global Tel*Link and sells them to inmates wishing to make prepaid calls. Once in the inmate's possession, the voucher is taken to any inmate phone. After choosing a language and entering a destination number, the inmate selects menu option 5 to begin the "cashing" process. Following automated prompts, the inmate enters his PIN, the voucher number, and the voucher value. If the PIN is valid and the voucher has not been previously used, the value of the voucher is transferred to the PIN account. The inmate may now place prepaid calls by simply choosing the prepaid call type and entering his/her PIN during call setup – the voucher number is no longer needed. Unlike prepaid calling cards that retain value and are subject to being stolen, once "cashed" (meaning the voucher number has been recorded by LazerPhone) the voucher is useless and can be discarded.

If inmate friends and family members wish to purchase prepaid vouchers for an inmate, they can do so by depositing money into the inmate's commissary account. The inmate can then purchase a voucher using the money deposited in his commissary account.

When an inmate leaves the facility with funds still in a debit account, the facility or commissary may request a refund, or the inmate's LazerPhone PIN, with its associated Debit Account, may simply be deactivated. If the inmate is re-booked in the future, he or she can use the same PIN for making prepaid calls.

Call Control

Because this prepaid option operates on Global Tel*Link's platform, prepaid calls are subject to the same call controls as collect calls. Prepaid calls must be validated before the system will connect the call. Once connected, the call is subject to the facility's call duration restrictions, time of day restrictions, blocked number restrictions, and all other call restrictions.

Refunds

Refunds will only be made upon an inmate's release from jail. To obtain a refund, the facility and/or the commissary company must make a written refund request on the inmate's behalf. The request must include the PIN, the inmate's name, the mailing address, and the facility name. A refund will only be made if requested by the facility and/or the commissary company. Inmate requests for refunds will be denied. As Global Tel*Link is pricing the prepaid calls on a surcharge and per minute basis, the amount of money leftover should be minimal.

Benefits of prepaid vouchers

- **Friends & Family Friendly:**

Prepaid vouchers can be sold via the facility commissary system. Therefore, inmate friends

and family can deposit money into the commissary account for the purchase of prepaid vouchers. There are no fees associated with these vouchers.

➢ **Less Manpower Required:**
A system administrator will not have to enter debit account deposit amounts at the workstation. By having the inmate "cash" the voucher, this responsibility is shifted to the inmate.

➢ **No Third Party:**
The system runs on Global Tel Link's platform with no third party involvement necessary. As a result, Global Tel*Link does not need to rely on a third party for any aspect of the program – including the printing of prepaid vouchers.

➢ **Security:**
Prepaid vouchers can be thrown away after being cashed at an inmate phone. Unlike similar programs, inmates do not have to retain actual cards that can be stolen.

➢ **Reconciliation Reports**:
Since the prepaid voucher or debit method programs runs on the Global Tel*Link's platform, LazerPhone provides detailed, accurate reporting capabilities through the reconciliation reports to manage the Prepaid Debit and the prepaid voucher programs. These types of reports can be printed via the facility LazerPhone workstation.

AUTOMATED ADVANCEPAY PROGRAM FOR FAMILIES AND FRIENDS

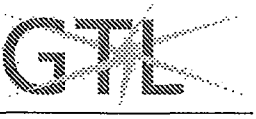
Calls that may be otherwise blocked may now be completed through Global Tel*Link's AdvancePay program.

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

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

> "Your telephone service provider does not allow collect calls from ... ".
> "If you would like to accept this and future collect calls, you must establish a pre-pay account. We accept Visa and MasterCard. If you would like to set up an account and accept this call please press ... ".

Once the appropriate key is pressed to indicate "yes", prompts will walk the called party through the remainder of the set up process. The option is given to set up a $25.00 or



$50.00 prepayment. Once the account has been established and payment made via credit card, the current call will connect.

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

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

5.1.55 The ICS must allow each PIN to have a "class of service" assigned. For example, each PIN shall have a list of allowable telephone numbers, the maximum duration of each call, etc. The proposed system must provide call restrictions by PIN that provide the following restrictions at a minimum:

GTL Response: GTL will comply. LazerPhone's integrated PIN system allows a "class of service" to be assigned to each inmate to control, monitor, and report telephone usage by individual inmates. "Class of service" assignments include the following options:

Set Call Duration by PIN: Unique call duration may be assigned to individual inmates. This duration can be programmed from one (1) minute to two hundred fifty-five (255) minutes in one (1) minute increments. In addition, a warning prompt or tone will notify the inmate that the call duration is approaching the preset time limit.

Set Call Velocity by PIN: An inmate can be restricted to the number of calls he/she can make during a specified time period. This time period can be set for hours, days, weeks, etc.

Set [redacted] By PIN: Facility personnel can enter [redacted] via the on-site workstation. Should an inmate attempt to dial one of these numbers, the LazerPhone Management Control Center computer will dial up to three destination numbers [redacted] and report the [redacted] LazerPhone will make three attempts to complete these calls.

Obtain Management Reports by PIN: When PINs are in use, the system administrator can create reports including inmate PINs. The inmate PIN number can become a parameter by which calls are sorted or by which reports are printed.

Set Phone Usage Times by PIN: Each PIN can be programmed to include specific phone usage times. An individual inmate may be restricted to specific time of day calling, specific day of week calling, or specific holiday calling.

Set Programmable Free Calls By PIN: Specific telephone numbers may be flagged as "free calls" when dialed by an individual inmate PIN. However, free calls can have a negative effect on gross revenue generated by the system. When an inmate is assigned a PIN (either automatically by the LazerPhone system or by manual entry) the PIN is immediately activated and the inmate can begin placing calls using his or her PIN. The LazerPhone system operates in [redacted] and thus, there will be no delay or lag time between PIN assignment and use.

Suspend Calling Privileges by PIN: An inmate's PIN can be turned off (deactivated or suspended), disallowing all calling by that inmate, without affecting any other inmate's ability to place calls. This is accomplished by clicking the Deactivated or Suspended radio-buttons on the inmate's Detailed Account Information file. A deactivated PIN will remain so until an authorized person at the workstation manually reactivates the account. A suspended PIN will automatically reactivate after a specified date.

Limit Calls to An Approved List of Numbers: A LazerPhone Call Allow List, that will restrict calls to a limited list of approved numbers, can be assigned to each inmate PIN. Call Allow lists can be setup at the system workstation or, to save administrative time, LazerPhone can be instructed to automatically generate a Call Allow list for each inmate, based on the first few numbers where the inmate's calls is accepted. The facility decides how many telephone numbers LazerPhone may add to an inmate's automatically generated list and authorized personnel may view or modify Call Allow lists at the LazerPhone workstation.

- **Placing of Calls:** Inmates can be either approved or not approved to make phone calls by PIN;

GTL Response: GTL will comply. The use of PINs is entirely optional. The DOC may approve or not approve phone calls by PIN.

- **Use of Specific Telephones:** Inmates, via the PIN, can be restricted to a specific telephone or group of telephones, at the DOC's option;

GTL Response: GTL will comply.

- **Duration of Call:** Maximum call duration can be set globally (all PIN's), by site, by facility area, by individual inmate's PIN, by type of call (Local, IntraLATA, InterLATA) at the DOC's option;

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

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

- **Time of Day Calling:** An allowed calling schedule can be provided for each specific PIN, by facility area, by site and globally (all PIN restrictions)at the DOC's option.

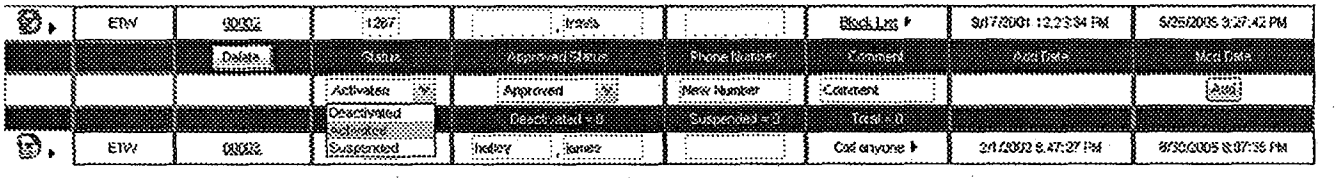
GTL Response: GTL will comply. An allowed calling schedule can be assigned to each specific PIN or to inmate telephones by facility area, by site, and/or globally for all inmates at the facility. Call schedules can restrict calls to specific times of day, specific days of week, and can be the same or different for holidays.

- **Specific PIN:** Restrict an inmate under disciplinary action from placing all calls assign to his particular PIN with the exception of privileged numbers (e.g., attorney, approved clergy and social work professionals).

GTL Response: GTL will comply. An inmate's PIN can be turned off (deactivated or suspended), disallowing all or selected numbers on an inmate's Call Allow list. This is accomplished by selecting Deactivated or Suspended option on the inmate's Detailed Account Information file. A deactivated PIN or selected numbers will remain so until an

authorized person at the workstation manually reactivates the account. A suspended PIN or selected numbers will automatically reactivate after a specified date.

Within the Detailed PIN Account Information for Call Allow lists, authorized personnel are able to deactivate or suspend numbers on the inmate's personal list, without deactivating or suspending the inmate's ability to call "privileged numbers", such as attorney, approved clergy, or social work professionals.



- **Restriction:** Set call duration, set number of calls per day, set only certain numbers per PIN, etc.

GTL Response: GTL will comply. LazerPhone's PIN system allows class of service assignments to individual inmates that include specified call duration, a set number of calls per day, and limited call allow lists that permit calls only to certain numbers.

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

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

1. Click the inmate PIN of interest to open the inmate's Detailed Account Information sheet.
2. Click the Manage Call List button on the sheet to open the Call List.
3. Type in the telephone numbers the inmate is allowed to call.
4. Close the Call List.
5. On the Detailed Account Information sheet click Call Allow to activate the list.

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

Automatic Generation of Call Allow Lists: To save administrative time, LazerPhone's

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

Since a Call Allow list permits calls only to a short list of numbers that are significant to the rightful owner of a PIN, Call Allow lists have proven to be a simple and effective deterrent to inmate PIN sharing.

5.1.56 The ICS's PIN feature must ensure that the automated operator function uses the inmate's pre-recorded name (recorded in either the inmate's voice and language, or in the voice of an administrator) to announce to the called party from whom the call is originating. Identification of the specific inmate and thus the announcement of the inmate's name must be performed by the PIN assignment. This feature will be implemented at the discretion of the DOC.

GTL Response: GTL will comply. When PINs are used, an inmate's prerecorded name, in his or her own voice, is stored in the individual's PIN file. The inmate's name is recorded at the time he or she auto enrolls into the PIN system (if applicable) or at the time of the first call after a PIN has been imported from the DOC's Inmate Management System or, if applicable, set up by an authorized person at the system workstation.

At the time of a call, the automated operator obtains the inmate's name as follows:

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

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

5.1.57 The ICS must use an announcement format similar to the following:

> "You have a call from 'inmate name', an inmate at 'facility name'. Call forwarding or 3-way calling are not allowed. The cost of this call is $X.XX for the first minute, and $.XX for each additional minute. To consent to these charges and accept this call, please press 0."

GTL Response: GTL will comply. By default, LazerPhone's automated operator delivers an

opening message to the called party similar to the above wording. At the time of installation, default wording is modified to exactly meet DOC specifications.

5.1.58 The ICS's PIN feature must allow the recording of inmate calls to be discontinued when certain pre-determined telephone numbers (privileged telephone numbers) are called.

GTL Response: GTL will comply. Recording parameters are user-selectable. By default, all inmate calls are recorded and may be audibly monitored by authorized personnel, except those to approved legal counselors or other privileged numbers. At the system workstation, authorized personnel may turn off monitoring and recording for other calls by [redacted].

5.1.59 The proposed ICS must provide for telephone lists to be assigned to each particular inmate's account information. These telephone lists must be restricted and controlled by the inmate's PIN.

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

5.1.60 The proposed ICS must allow for a minimum of 30 telephone numbers to be assigned to each particular inmate's account information. These telephone numbers shall be placed in the particular inmate's "Approved Number List" assigned to the inmate's PIN.

GTL Response: GTL will comply. GTL's standard settings permit up to 15 telephone numbers to be added to an inmate's Approved Number (Call Allow) list. However, this number can be increased to 30 to meet DOC requirements.

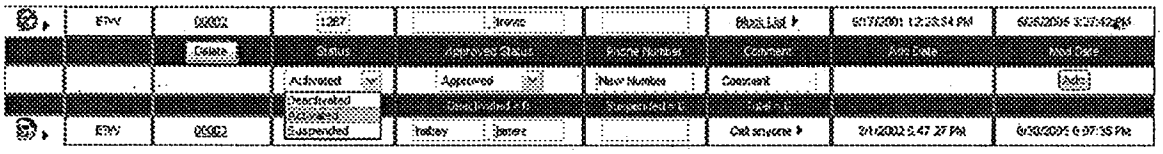
5.1.61 The Bidder must state the maximum number of telephone numbers assignable to each inmate's account.

GTL Response: GTL will comply. GTL's standard settings permit up to 15 telephone numbers to be added to an inmate's Approved Number (Call Allow) list. However, this number can be increased to 30 to meet DOC requirements.

5.1.62 The proposed ICS must allow the DOC to restrict an inmate under disciplinary action from placing all calls assigned to his particular PIN with the exception of privileged numbers.

GTL Response: GTL will comply. An inmate's PIN can be turned off (deactivated or suspended), disallowing all or selected numbers on an inmate's Call Allow list. This is accomplished by selecting Deactivated or Suspended option on the inmate's Detailed Account Information file. A deactivated PIN or selected numbers will remain so until an authorized person at the workstation manually reactivates the account. A suspended PIN or selected numbers will automatically reactivate after a specified date.

Within the [redacted]s, authorized personnel are able to deactivate or suspend numbers on the inmate's personal list, without deactivating or suspending the inmate's ability to call "privileged numbers", such as attorney, approved clergy, or social work professionals.



5.1.63 It is desirable that the proposed ICS provide for an automatic suspension and reactivation (after a set period of time) of the inmate PIN.

GTL Response: GTL will comply. With LazerPhone, a suspended PIN will automatically reactivate after a specified date.

5.1.58 The proposed ICS shall provide DOC personnel with the capability to enter, modify, and delete numbers from an inmate's "Approved Number Lists".

GTL Response: GTL will comply. At the system workstation authorized personnel are able to enter, modify, and delete numbers from an inmate's "Approved Number List."

5.1.64 The proposed ICS shall provide the capability to flag an individual telephone number in the inmate's "Approved Number List" as "do not record". The default setting for each telephone number will be to record until flagged by DOC personnel to the contrary.

GTL Response: GTL will comply. Recording parameters are user-selectable. By default, all inmate calls are recorded and may be audibly monitored by authorized personnel, except those to approved legal counselors or other privileged numbers. At the system workstation, authorized personnel may turn off monitoring and recording for other calls by [redacted]

5.1.65 The proposed ICS must be capable of assigning an inmate's account to an individual telephone or group of telephones so that the inmate's account may only place calls from those designated telephones. These telephones must still be capable of being used by inmate accounts not specifically assigned to them.

GTL Response: GTL will comply.

5.1.66 The proposed ICS must allow for the deletion or disabling of the PIN of a released inmate while retaining all call records and call recordings associated with that PIN. The Bidder must describe, in its response, how this will be accomplished with the proposed system.

GTL Response: GTL will comply. When an inmate is released from a DOC facility, his or her PIN is simply deactivated. Should the inmate return to the facility, the PIN is reactivated. All inmate call records and recording associated with a deactivated PIN are retained.

5.1.67 The proposed ICS must allow for the inmate PIN to be associated or linked to the inmate's DOC commitment number. The Bidder must describe, in its response, how this will be accomplished with the proposed system for both "active" inmates and "inactive" (released) inmates.

GTL Response: GTL will comply. LazerPhone provides a split-PIN option that effectively permits cross-referencing of inmate PINs to the DOC commitment number, by allowing the commitment number to comprise a portion of the PIN. The inmate's unique LazerPhone identification code becomes the "split" portion. A LazerPhone Personal Identification Number (PIN) can be 4 to 15 digits long. Deactivating a PIN upon an inmate's release does not change the split-PIN configuration, so the cross link between the LazerPhone identifier and the inmate's commitment number remains whether the PIN is active or inactive.

Mode of Operation

The DOC operates the current Secure Inmate Calling System in collect call mode. It is the intention of the DOC to implement the proposed ICS in collect call mode to all locations within the North American Dialing Plan while utilizing pre-paid debit mode for calls to international locations outside of the North American Dialing Plan. The proposed ICS must allow the DOC to operate in this combined mode.

GTL Response: GTL will comply. Our secure LazerPhone ICS provides collect calling to all locations within the continental United States, Alaska and Hawaii, and permits, with DOC approval, international calling utilizing pre-paid inmate debit accounts. LazerPhone processes international calls in the same manner it processes domestic local and long distance calls, meaning that pre-set call restrictions apply, the call is recorded and can be monitored by authorized personnel, and the inmate never has access to a live operator.

5.1.68 The Bidder shall provide the collect call services required in the RFR through the use of an Automated Operator. At no time shall an inmate be connected to a "live" operator.

GTL Response: GTL will comply. LazerPhone provides fully automated operator services for collect calls, as well as prepaid calls. The inmate never has access to a live operator. The automated operator gives dialing instructions, call-type and language options, error prompts, makes initial contact with the called party and provides information about the call, including the inmate's name and the name of the correctional facility. The automated operator does not connect the call until the called party positively accepts it.

5.1.69 The collect call automated announcement function of the ICS must be capable of processing calls on a multi-lingual basis: English, Spanish. The inmate must be able to select the preferred language using no more than a two digit code.

GTL Response: GTL will comply. By default, LazerPhone's automated operator's pre-recorded messages are available in English and Spanish. LazerPhone supports prompts in up to [redacted]. If the facility has a need for an [redacted]. Modifications to pre-recorded messages are also provided at no cost.

The inmate lifts the receiver and hears the automated prompt: (in English) "Press 1 For English," (in Spanish) "Press 2 For Spanish" and so on, through each language currently available in the system, until the inmate makes a language selection.

5.1.70 Call acceptance by the called party must be accomplished through caller confirmation (positive acceptance). Collect calls shall not be connected nor shall billing commence until the called party indicates acceptance of the call.

GTL Response: GTL will comply. LazerPhone requires that the called party positively accepts an inmate's call by pressing a specified key on the telephone's touch pad before the final connection is made. Billing of collect calls does not begin until the called party accepts the call.

5.1.71 The Bidder must provide, in its response, a list of all countries (outside of the United States) that can be reached via the ICS operating in a collect call only mode.

GTL Response: GTL will comply. GTL has provided a list of international countries in Exhibit J.

5.1.72 The proposed ICS must provide notification to an inmate of the call status or progress (e.g., ringing, busy, etc.). This notification may either be in the form of ringing, busy tones, SIT tones, or appropriate recorded messages. The proposed ICS must not allow the inmate to hear the called party prior to the actual positive acceptance (via touch tone entry) of the call.

GTL Response: GTL will comply. LazerPhone has the capability to allow inmates "on hold" during call setup to hear recorded messages during a call's progress without being able to hear of communicate with the called party until the call is positively accepted. When an inmate's call cannot be completed, the automated operator will notify the inmate using a message similar to one of the following:

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

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

"The called party did not accept your call."

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

5.1.73 During the call setup process, the ICS must provide a pre-recorded announcement identifying that the collect call is coming from a specific inmate at a Massachusetts Correctional Institute and must be heard by the answering party. The announcement must also include: "All telephone calls will be recorded accept attorney calls and other privileged party calls".

GTL Response: GTL will comply. LazerPhone is programmed to brand calls with the name of the correctional facility and the name of the inmate making the call. For example, when an inmate's collect, station-to-station call is answered, LazerPhone's automated operator will deliver to the called party a message such as:

"You have a collect call from **[INMATE NAME],** an inmate at **[FACILITY NAME]**. All telephone calls will be recorded accept attorney calls and other privileged party calls. If you wish to accept this call, press '0' and hold; to deny to call, press '5' and hang up; if you wish to block any future calls of this nature, press '7' for further instructions; to hear costs for this call, press '9' and hold for rate information".

The exact wording of automated messages will vary slightly depending on call type and can be altered to exactly suit the facility's need. The DOC's LazerPhone System can also be configured to play periodic overlay announcements throughout inmate calls at any intervals requested by the DOC.

5.1.74 The proposed ICS shall process direct dial calls only when the system is operating in a pre-paid debit-based controlled mode. Direct dial calls must be made through network services provided by the Bidder at no cost to the DOC.

GTL Response: GTL will comply. LazerPhone processes direct dial calls only when pre-paid debit-based controls are operative. GTL provides prepaid direct dial services through our network and at no cost to the DOC.

5.1.75 The proposed ICS must provide a pre-paid debit based database capability that tracks an inmate's "telephone usage balance". Such balances shall be maintained by the ICS in conjunction with the DOC Inmate Canteen Accounts.

GTL Response: GTL will comply. LazerPhone tracks the prepaid balance in inmate debit accounts. When LazerPhone's Debit system is active, at the beginning of each call attempt, if the inmate chooses the prepaid call type, the system's automated operator reports the current balance in the inmate's prepaid account. If the balance is sufficient, the cost of the current call can be automatically deducted from the account. Inmate debit accounts can be added, updated, deleted, or closed at the LazerPhone workstation. The LazerPhone Inmate Debit Account system can be interfaced with the DOC Inmate Canteen Account system to provide automatic updating of the inmate's "telephone usage balance".

5.1.76 The ICS shall confirm that funds are available in the inmate's "telephone usage account" after the telephone number is dialed by the inmate but prior to placing the call. The Bidder must explain, in its response, the options available to the inmate should his "telephone usage account" be insufficient for the desired call.

GTL Response: GTL will comply. LazerPhone confirms that funds are available in an inmate's "telephone usage account" (debit account) after the telephone number has been dialed, but before the call is routed to the destination number. When LazerPhone's Debit system is active, at the beginning of each call attempt, if the inmate chooses the prepaid call type, the system's automated operator reports the current balance in the inmate's prepaid account. If the balance is sufficient, the cost of the current call can be automatically deducted from the account.

If funds in the debit account are insufficient to make a call, the inmate has the option of placing the call collect instead. The inmate might also choose to add money to his/her debit account before replacing the call.

5.1.77 The proposed ICS must provide for true "answer supervision" for the billing of Direct Dial charges. Billing shall begin when the call is answered by the called party and shall terminate when either the inmate or the called party hang up.

GTL Response: GTL will comply. LazerPhone is capable of recognizing legitimate call answering and acceptance events and can distinguish them from standard or irregular busy signals, standard or irregular ringing signals, answering machines, cellular phones, pagers, operator intercepts, quick disconnects, chain dialing, no voice from called party, and other non-conforming telephone activities.

5.1.78 The Bidder must provide a list of international locations (outside the North American Dialing Plan) that can be reached via collect calling in the forms in Attachment D.

GTL Response: GTL will comply. GTL has provided a list of international countries in Exhibit J.

5.1.79 The Bidder must provide a list of international locations (outside the North American Dialing Plan) that can be reached via the ICS' pre-paid debit mode in the forms in Attachment D.

GTL Response: GTL will comply. A list of international locations to which prepaid calls can be made is provided on our completed Cost Table 2.0 (International Call Per-Minute Schedule).

General System Management Requirements

5.1.80 The Bidder must propose an ICS that can be administered on-site by the Bidder's Site Administrators or DOC personnel.

GTL Response: GTL will comply. At the LazerPhone workstation the System Administrator provided by GTL or authorized DOC personnel have access to and control over inmate calls and all system administrative functions. Frequently used workstation functions include:

[redacted]**r Inmate Calls:** At the LazerPhone workstation, authorized users can visually and/or audibly monitor inmate calls-in-progress.

Block Destination Numbers: At the system workstation, authorized users can block calls facility wide, or calls by individual inmate PINs, to specific destination numbers.

Assign User Passwords and Authorize LazerPhone Feature Access: At the workstation, an authorized system administrator is able to assign, update, and change passwords and feature accessibility for other system users.

Program [redacted]: Authorized individuals can enter [redacted]rs that may include destination telephone numbers or inmate PINs. If a call is made using a [redacted]ber the system will automatically dial to up to three preprogrammed numbers [redacted].

Generate Investigative and Administrative Reports: Authorized individuals can view, print, and/or save standard or custom reports as necessary. All reports will be in real time and can be generated at any time.

Schedule Telephone ON/OFF Periods: LazerPhone's Scheduler feature allows authorized users to program ON/OFF periods for inmate telephones system wide, or assign special ON/OFF schedules to individual PINs or telephones.

Set Call Durations: At the workstation, authorized users can limit call durations facility wide, by inmate PIN, by inmate telephone, or by groups of telephones, such as all phones in a particular cellblock.

Set PIN Call Velocities: When LazerPhone's PIN system is in use, authorized personnel can limit the number of calls individual inmates can make during a specified time period.

Shut Down the Inmate Phone System in Emergencies: In addition to manual cut off switches located throughout the facility, in an emergency situation, an authorized user may shut down the entire LazerPhone Inmate Telephone system, preventing all inmate calls, through software controls at the workstation [redacted]

Add, Modify, or Deactivate PIN Accounts: Authorized system users are able to create, modify, or deactivate inmate Personal Identification Number (PIN) accounts. When an inmate enters the correctional facility, a LazerPhone PIN account can be created either through a simple PIN Auto Enrollment procedure performed by the inmate or by an authorized person typing and selecting options at the workstation. When an inmate leaves the facility, his/her PIN account can be deactivated. Later, if the same inmate re-enters the facility, the account can be reactivated.

Modify or Suspend an Inmate's Calling Privileges: The assignment of PINs allows call restrictions to be applied to individual inmates without affecting the call restrictions or privileges of other inmates.

5.1.81 The Bidder must propose an ICS that allows for changes to be administered in [redacted] while the system is in use. The proposed system must not require the system to be taken off line to make additions, changes or retrieve reports.

GTL Response: GTL will comply. LazerPhone allows all changes to be administered in [redacted] while the system is in use. The LazerPhone system does not have to be taken off line to make additions, changes or retrieve reports. All changes (e.g. to call restrictions, PIN assignments, Call Allow lists, etc.) are immediately recognized and enforced by the system.

5.1.82 The Bidder must propose an ICS that provides a Graphical User Interface (e.g., Microsoft Windows™) for both system administration and system reporting functions.

GTL Response: GTL will comply. The LazerPhone system's workstation interface is an easy-to-use Web-based Microsoft Window's program. Authorized personnel manage, monitor, and report inmate telephone activity using the familiar point-and-click method with intuitively named on-screen buttons and drop-down menus.

5.1.83 The ICS proposed for the DOC must allow [redacted]. The Bidder must describe, in its response, how this will be accomplished with the proposed ICS. This description must include what is required with regard to hardware, software and network services as well as the security procedures involved with this remote access.

GTL Response: GTL will comply. GTL provides a unique frame relay or [redacted] network that allows the LazerPhone systems at all DOC facilities to be networked together via a secure closed network. Authorized [redacted] to LazerPhone records and controls, [redacted] from a different DOC facility, or [redacted] is accomplished though a secure network that is installed, managed, monitored, and maintained by GTL.

The DOC's LazerPhone Inmate Telephone System can permit authorized users at [redacted] to access the system's login screen of the LazerPhone Web Management System. control program. Authorized users have access to [redacted]). The system allows various [redacted] feature of the LazerPhone Web Management System. This information is available online in [redacted] to all with a need and the appropriate permission levels. Through this network, the

authorized person at a [redacted] can perform any LazerPhone administrative or [redacted] s permitted by the person's security clearance level, just as if [redacted] at the LazerPhone workstation at the facility.

System Security: Access to the LazerPhone control program is restricted by a password protected User Security Profile system. A User Login screen that requires a valid password ensures that only authorized personnel are permitted to monitor and control inmate telephone usage.

A User Security Profile is associated with each valid password. The Security Profile record for each user specifies which LazerPhone functions will be accessible by that individual. This allows multiple correctional personnel to access only those functions corresponding to their security levels.

Only a system administrator with full security clearance may access LazerPhone's User Management screen, from which other User Security Profiles may be created or modified.

Any time a user logs into the system, LazerPhone notes the event and the user's identity in the system's electronic Log Book. An [redacted]

Restrictions, Fraud Control Options and System Security

5.1.84 In order to limit possible telephone fraud, it is mandatory that a fraud prevention feature be available which will be able to randomly interject pre-recorded announcements throughout the duration of the conversation to the called party indicating the source of the call. The Bidder must describe in its proposal in detail how this is accomplished.

GTL Response: GTL will comply. The DOC's LazerPhone System can be configured to randomly interject pre-recorded announcements throughout inmate calls indicating that the call is from an inmate at the DOC facility.

5.1.85 The Bidder must describe, in its response, all detection and prevention capabilities related to fraudulent, illicit or unauthorized activity available on the proposed ICS.

GTL Response: GTL will comply. Global Tel*Link employs both hardware and software technology to detect and minimize fraudulent use of inmate telephones. Engineers at Global Tel*Link continuously strive to improve and enhance the system's fraud prevention capabilities. As improved fraud prevention technology develops and is incorporated into released versions of LazerPhone, the DOC's LazerPhone system will be updated with the latest version software.

Hardware Design

An exclusive [redacted]). All calls must return to the equivalent of a primary dial tone upon completion, before another call can begin.

Call and Destination Number Validation

Calls through LazerPhone are validated in [redacted] Validation, which takes only a few seconds, occurs during call setup. The destination number is first checked against facility-defined restrictions and the inmate's Call Allow list (if applicable). A non-restricted, allowed number is passed to a contracted Line Information Database (LIDB) hub where it is checked for fraud/bad debt attributes, operational status, and billable status (e.g. payphones are not billable). If the destination number is valid, a signal is returned to the phone to authorize the call. If the destination number is not valid, the automated operator will inform the inmate of this and terminate the call.

Three-Way Call Detect

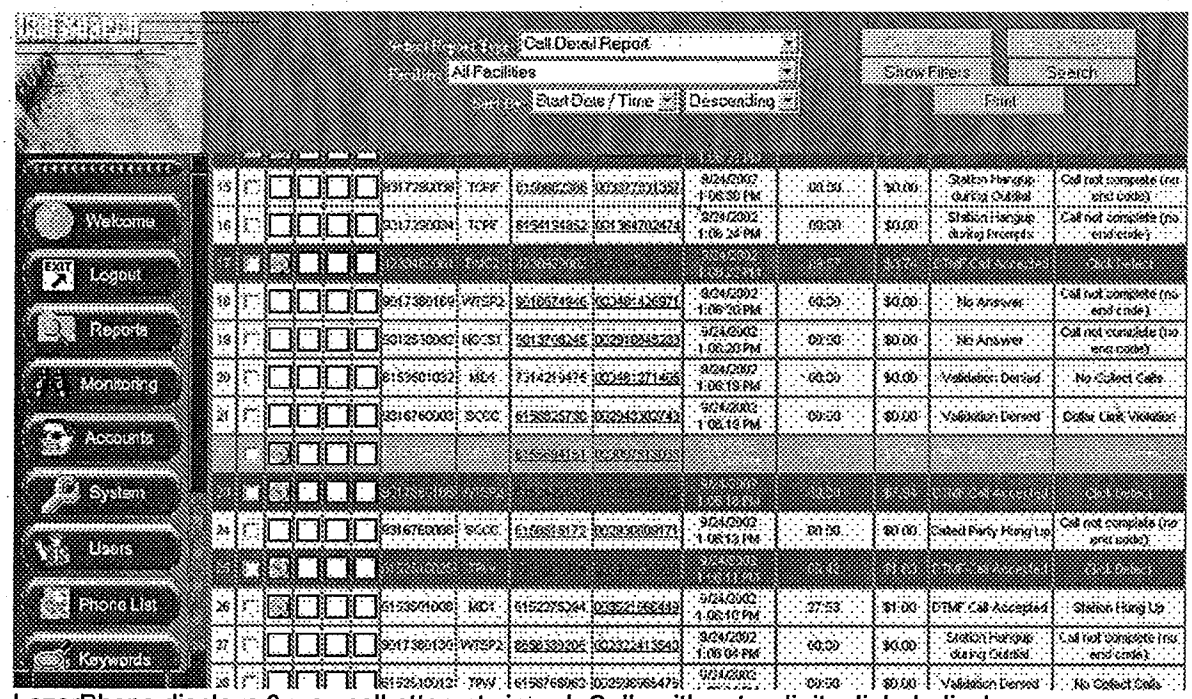
Three way calls are detected and processed by an exclusive LazerPhone hardware and software design that includes the utilization of several patented processes. Global Tel*Link is fully licensed by the legal owners of the patented processes that we use, so there will never be a service or functionality loss due to patent issues. Upon detection of a three-way call attempt, LazerPhone provides the following options:

Disconnect the call
Flag the call for further investigation
Play a voice prompt warning
Any combination of the above options

With current telephony technology there remain challenges to three-way call detection: (1) call waiting may mimic the sound of a three-way call; (2) call forwarding may not yield a detectable sound; and (3) noise or conversation on the line may mask sounds and signals normally present during a three-way call attempt. LazerPhone engineers continuously strive to meet these challenges in more and more effective ways. As fraud prevention strategies evolve and are incorporated into the LazerPhone system, new versions of the software will be automatically uploaded to the DOC's system.

Three-way call attempts will be noted on call detail reports by a red highlight. Using the filter options on the LazerPhone Call Search screen, facility personnel can request reports listing only 3-way call attempts. LazerPhone also detects when extra digits are dialed, and displays such calls in orange on Call Detail Reports.

Detected three-way calls are highlighted in **RED** on standard call detail reports.



LazerPhone displays 3-way call attempts in red. Calls with extra digits dialed, display orange.

Detection of Extra Digits Dialed

LazerPhone is capable of detecting extra digits dialed during an inmate call. The system can be configured so that upon detection one of the following actions will be taken: call is terminated, a warning message is played, or both of these. If extra digits are dialed during a call attempt, the system highlights the call in **ORANGE** on LazerPhone's Call Search screen.

Voice Overlay Announcements

LazerPhone's fraud prevention features include the capability to interject recorded announcements throughout the duration of the inmate's conversation.

5.1.86 The Bidder must identify, in its response, specific activities the proposed system

capabilities shall detect and/or prevent. The Bidder must also identify, in its response, possible methods inmates may use to circumvent these capabilities.

GTL Response: GTL will comply. LazerPhone is designed to detect and/or prevent:Inmate calls to disallowed numbers or exchanges (900, 800, 976, 411, 911, 0, 00, 10xxx, 950xxx, etc.)

Inmate calls to globally or individually blocked telephone numbers
Inmate calls to un-billable numbers (e.g. public pay phones)
Hook-switch flashing to gain a secondary dial tone
Extra digit dialing
Three-way calls

Inmate attempts to circumvent the system's fraud prevention capabilities fall into four categories: simple attempts to dial a disallowed or blocked number, hook-switch and keypad manipulations at the inmate phone, assistance from called parties (e.g. three-way or call forwarding), and PIN sharing.

Fraud attempts involving either the simple dialing of disallowed/blocked numbers and manipulations at the inmate phone are easily detected and prevented. Inmates frequently try both, but to no avail.

Three-Way Calls: Fraud attempts involving called party cooperation to attempt a three-way call is frequently detectable. Although there is no way [redacted] audible detection and processing of three-way calls has proven to be 100% effective on a clean network connection in test environments. In a working prison environment, **100% of detected** three-way attempts are both prevented and reported by the proposed LazerPhone system.

With current telephony technology, however, there remain challenges to three-way call detection: (1) call waiting may mimic the sound of a three-way call; (2) call forwarding may not yield a detectable sound; and (3) noise or conversation on the line may mask sounds and signals normally present during a three-way call attempt. LazerPhone engineers continuously strive to meet these challenges in more and more effective ways. As fraud prevention strategies evolve and are incorporated into the LazerPhone system, new versions of the software will be automatically uploaded to the DOC's system.

Call Forwarding: [redacted] our Fraud Control Department monitors called numbers and we have successfully

detected forwarded numbers and prevented these numbers from being called again by inmates. Our Fraud Team works hand in hand with our customers to monitor forwarded calls. As a result of the merger of Global Tel*Link and AT&T Inmate Markets, GTL was the first company in the market to offer call forwarding. [redacted]

While some inmate telephone providers may claim that they can accurately detect and prevent remote call forwarding through SS7 technology, [redacted] SS7 will accurately detect call progression [redacted] Once the switch has identified the local telephone number to send this call to, [redacted] The signal that indicates that the local number has call forwarding on the phone occurs after the call has been routed to the local phone number. Thus, [redacted]

PIN Sharing: Fraud attempts involving PIN sharing among inmates is most easily preventable by the assignment of Call Allow lists to each inmate PIN that are limited to no more than 10 or 15 numbers.

A limited list of approved numbers assigned to each inmate PIN is a passive but powerful way to deter PIN sharing and greatly reduces the need to continuously update blocked numbers. However, manually creating such a list for each inmate takes time. LazerPhone's PIN System solves that problem with an option to automatically generate an initial Call Allow list for every inmate PIN, based on the first destination numbers called after the inmate enters the system.

What began as a theory, has proved to be true in correctional facilities across America. PIN sharing is least likely to occur in the period immediately following the issuance of a new PIN. The proven tendancy is to first call loved ones and lawyers. Each call to a different destination number fills one of a limited number of "slots" available on the list. When the list is full, PIN sharing becomes useless. Numbers on one inmate's personal allowed number list, are rarely significant to another. The facility is free to decide how many numbers can be added to a Call Allow list and free to review and manually change the numbers on any inmate's automatically generated list.

5.1.87 The Bidder must propose an ICS that is capable of detecting extra dialed digits from either the called party or the inmate's telephone. The Bidder must describe, in its response, the options available to the DOC upon detection of the extra dialed digits. (i.e., call termination, system alarm, logging of call to the database, etc.)

GTL Response: GTL will comply. LazerPhone limits inmate calls to one per connection.

Once the automated operator has finished collecting data from the inmate, the keypad is not rendered dormant, but when extra digits are detected LazerPhone notes this and will respond according to the DOC's pre-defined preference to: flag the call for further investigation, play a warning message, terminate the call, or a combination of these options.

5.1.88 The Bidder must propose an ICS that is capable of detecting unusual or suspicious number sequences dialed or dialing patterns which the system identifies as possible attempts to commit fraud. The Bidder must describe, in its response, the options available to the DOC upon detection of the unusual or suspicious number sequences.

GTL Response: GTL will comply. LazerPhone limits inmate calls to one per connection. Once the automated operator has finished collecting data from the inmate, the system is capable of detecting extra digits dialed or other suspicious activity on the line that may indicate a fraudulent attempt. The system can be preprogrammed to respond in one of several ways when LazerPhone detects suspicious activity:

Flag the call for further investigation
Play a warning message
Disconnect the call
Any combination of the above options

5.1.89 The proposed ICS must allow the DOC to immediately and remotely turn telephones on and off. This shall be capable of being accomplished by individual telephones, groups of telephones, or an entire DOC facility by DOC personnel with the appropriate authorization level.

GTL Response: GTL will comply. Appropriately authorized DOC personnel have several different methods to immediately and remotely shutdown individual telephones, a group of phones, or the total inmate telephone system. Each method is described below.

Manual Cut Off Switches

Global Tel*Link installs manual cut off switches for each of the facility's logical groups of phones. Manual switches are placed at locations specified by facility administrators allowing correctional officers or authorized administrative staff the ability to selectively disable a single phone, bank of phones or all phones within the institution.

Workstation Menu Options

Single phones, groups of phones, or all inmate telephones can be turned off using menu options at the system workstation.

[redacted]

In emergency situations, [redacted]

5.1.90 The Bidder must describe, in its response, all standard and optional security services employed to protect the proposed ICS in terms of unauthorized access through the installed network of services, unauthorized access through the ICS Local Area Network (LAN), unauthorized access through the ICS programming, unauthorized access through the ICS Wide Area Network (WAN).

GTL Response: GTL will comply.

Security for LazerPhone ICS Network of Services: Access to the LazerPhone control program is [redacted]. A User Login screen that requires a valid name and password ensures that [redacted]

A User Security Profile is associated with each valid password. The Security Profile record for each user specifies which LazerPhone functions will be accessible by that individual. This allows multiple correctional personnel to access only those functions corresponding to their security levels.

Only a system administrator with full security clearance may access [redacted] from which other [redacted] may be created or modified. Any time a user logs into the system, LazerPhone notes the event and the user's identity in the system's [redacted]. An [redacted] is available to track user access and all system changes and activities that take place while users are logged into the LazerPhone system.

Security for LazerPhone ICS LAN and WAN: GTL provides a unique frame relay network that allows the LazerPhone systems at all DOC facilities to be networked together via a secure closed network. [redacted] connections are also available for approved users that have access to the Internet but are not in LazerPhone's unique frame relay network. Authorized remote access to LazerPhone records and controls, whether from [redacted] or from a different DOC facility, is accomplished though this secure network system that is installed, managed, monitored, and maintained by GTL. These [redacted] networks are unique and proprietary in nature, developed by GTL exclusively for LazerPhone Inmate Telephone System functionality. GTL networks are protected by both firewall and Checkpoint programs.

5.1.91 The Bidder must agree, in its response, that it has reviewed the security policies of the Commonwealth of Massachusetts Information Technology Division (ITD) available on

the ITD website at [redacted]

GTL Response: GTL will comply. GTL has reviewed the security policies of the Commonwealth of Massachusetts Information Technology Division.

5.1.92 The Bidder must describe, in its response, how the DOC will be able to monitor the installed ICS and the ICS WAN network of services for possible security breaches.

GTL Response: GTL will comply. LazerPhone maintains and dynamically updates the system User Log that identifies users who access to the system, the time and date of each access, and all actions taken while the user is logged in.

The LazerPhone workstation provides a variety of individual reports based on information in this comprehensive log that can be used to monitor the ICS system for suspicious activity and possible security breaches. Reports include:

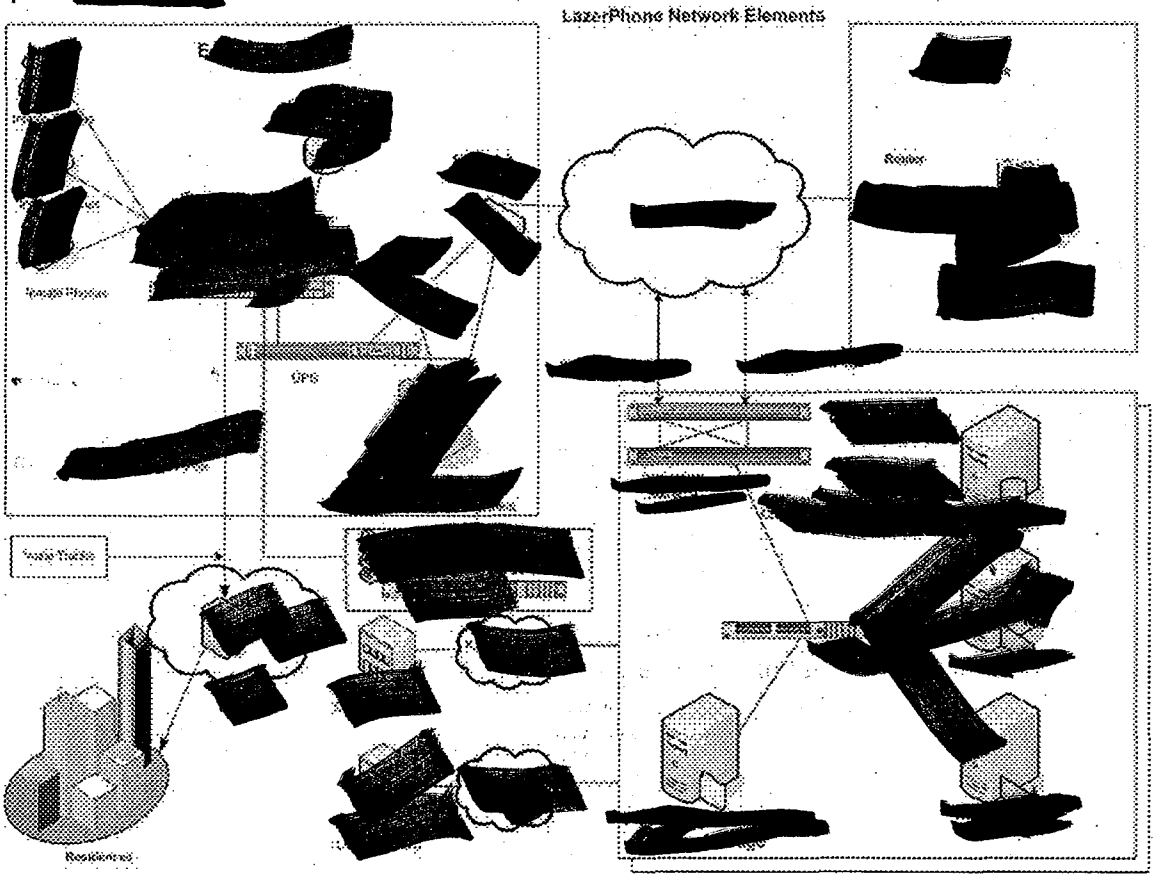
[redacted]
User Logins
[redacted]
Phone Schedule Modifications
Changes in Debit Accounts
Officer Check-In
Added New PINs
Changes in PIN Records
Changes in PIN Status (active, suspended, deactivated)
Added Inmate Call Allow Lists
Modified Inmate Call Allow Lists
New or Modified Call Record Notes
Custom Text

General Operational Requirements

5.1.93 The Bidder must describe, in its response, the network of services required to support the proposed ICS. (i.e., ISDN, 56Kbps Circuit, T1, etc.).

GTL Response: GTL will comply. The GTL Network consists of a private frame relay of [redacted] network connection at each facility. The network bit rate will be sized based on the number of phones, call volume, and workstations at each facility. Each facility will either have a [redacted] connection into the private data network. Voice trunks will be provided to facilities with call processors. The trunks can be either [redacted] based on network availability, Smaller low phone count facilities can be networked to larger

facilities using [redacted], or [redacted]. [redacted] will be connected into the private network with either [redacted]. Houston Data center will be used to store redundant copies of CDR Records and recordings. The network connection to these facilities will be redundant high speed [redacted] connections to core network.



5.1.94 The Bidder must describe, in its response, how it will address instances of inadequate outside network plant facilities at a DOC facility to ensure that the proposed ICS is implemented according to the installation schedule agreed to by the DOC.

GTL Response: GTL will comply. The bidder and DOC will work together in good faith to anticipate and overcome any inadequate DOC network plant facilities. Inadequate plant facilities include, but are not limited to:

- No more copper circuits available

- Poor quality copper that is unable to support error free [redacted]
- Inadequate MPOE (Minimum Point of Entry) access to the equipment room
- Need to run copper and or fiber within the DOC facility to extend the MPOE

During the site survey process the DOC will identify any facilities known to have error prone connectivity or circuits that are in very short supply. GTL will work in good faith with our Network Provider to plan for and avert any known network access issues. Where unanticipated network facility issues arise that impact the planned installation schedule, the DOC and bidder will work together in good faith to reschedule cutover to allow the Network Provider sufficient time to address network facility issues. Good faith partnership may involve joint problem solving including coordinating the release of existing DOC network facilities and / or pursuing alternative network solutions such as [redacted] full cooperation of the DOC is expected when / if there issues at the DOC resulting from inadequate access to the Inmate Equipment Room from the MPOE.

5.1.95 The Bidder must describe, in its response, how remote access to the ICS for maintenance and programming by the Contractor provided. The Bidder must describe, in its response, all security measures, policies and procedures in place for this remote access.

GTL Response: GTL will comply. The underlying architecture of the LazerPhone software control system allows engineers at GTL to perform diagnostic, programming, polling, and other problem resolution activities remotely, from the Technical Support Center. Access occurs through GTL's nationwide frame relay network, which is unique and proprietary in nature, developed by GTL exclusively for LazerPhone Inmate Telephone System functionality. GTL networks are protected by both firewall and Checkpoint programs.

Only authorized individuals with proper security clearance may access DOC LazerPhone systems and call data. The system's User Login screen requires a valid name and password.

Any time a user at the site or a technician at the LazerPhone Support Center logs into the system, LazerPhone notes the event and the user's identity in the system's electronic Log Book. An Audit Log Report is available to track user access and all system changes and activities that take place while users are logged into the LazerPhone system.

Security for LazerPhone [redacted] provides a unique frame relay network that allows the LazerPhone systems at all DOC facilities to be networked together via a secure closed network. Secured [redacted] connections are also available for approved users that have access to the Internet but are not in LazerPhone's unique [redacted] Authorized [redacted] to LazerPhone records and controls, whether

from [redacted] or from a different DOC facility, is accomplished though this secure network system that is installed, managed, monitored, and maintained by GTL. These interconnecting [redacted] networks are unique and proprietary in nature, developed by GTL exclusively for LazerPhone Inmate Telephone System functionality. GTL networks are protected by both firewall and Checkpoint programs.

5.1.96 The Bidder must provide, in its response, all electrical and environmental requirements of the ICS for each DOC facility. Such information must be provided for all components of the ICS including the central processor/equipment, call recording equipment, PCs, printers, etc.

GTL Response: GTL will comply. Electrical and environmental requirements for the LazerPhone ICS at each DOC facility are described below.

Electrical Requirements

Standard [redacted] electrical current powers the LazerPhone system. The system requires a standard 20 amp dedicated outlet for proper operation. The outlet(s) should be located within 6 feet of the LazerPhone equipment rack. In the case of multiple racks, additional circuits are required. For example: If rack number one contains two Recorders, two ASR computers, one Mass Storage computer, CPU switch, LazerPhone power supply and monitor while the second cabinet for the system houses all of the storage media, two dedicated circuits are required. All related electrical wiring and circuit loading will be in compliance with the guidelines of the National Electrical Code and state code requirements.

Environmental Requirements

Factors that determine a suitable environment for the LazerPhone system equipment are temperature, humidity, cleanliness, and security.

Temperature:

The optimum environment for the LazerPhone equipment is a well-ventilated room maintained at a constant 68 degrees Fahrenheit. However, an acceptable range of temperature is between 66 and 74 degrees Fahrenheit. Temperatures in excess of 76 degrees can sometimes prove damaging to LazerPhone components and may impact the facility's ability to record.

Humidity:

The LazerPhone system is a solid state, computer based system. Acceptable humidity levels within the equipment room should be maintained between 20 and 80 percent, non-condensing (meaning no severe and rapid changes in temperature that produce condensation). A facility's normal cooling and heating systems usually maintain humidity at acceptable levels.

Cleanliness:
Equipment rooms should be clean and free from dust. Excess dust will cause heat problems if allowed to accumulate. After the installation process, all scrap / excess cable and wiring is to be removed from the premise by the technicians responsible for the installation. This includes all packing materials and boxes that result from shipping of the system.

Security:
The LazerPhone system should be housed in a secure location within the facility. Inmates should not have access to the room that houses the LazerPhone processing and recording equipment. The optimum location is frequently the facility's administration building.

5.1.97 The ICS proposed by the Bidder must be capable of automatically recovering from a power outage(auto-reboot) to full working order capable of processing inmate telephone calls with all programmed restrictions in place. This "auto reboot" must include all system hardware components, all software including DOC specific programming and restrictions and all network services ([redacted].). The Bidder must describe, in its response, any interaction required by DOC personnel for this system "auto reboot" to occur.

GTL Response: GTL will comply. GTL's LazerPhone system has auto-reboot capability. In the event of a commercial power outage, the facility's inmate telephone system's UPS units will supply backup power for the entire system for up to one (1) hour. Should the outage outlast the UPS capacity and in the absence of an emergency generator at the site, upon expiration of the UPS, the system performs a safe shutdown to protect data. Once power is restored the system will reboot without human intervention and resume normal operations, including DOC specific programming and restrictions and all network services.

5.1.98 The Bidder must provide, in its response, a written description of the space requirements associated with all components of the proposed ICS. The Bidder must clearly define how much physical space is required by each hardware component and provide a recommended equipment layout configuration.

GTL Response: GTL will comply. LazerPhone equipment is housed in [redacted] with the following exceptions: [redacted] All other system components, [redacted] (Note: Due to the rapid evolution of computer equipment and peripherals, make and models given below are those currently being offered. Should there be an unexpected delay between contract signing and installation, Global Tel*Link reserves the right to upgrade equipment to newer makes and models.)

Equipment Rack on wheels: Width 21 inches; Height 50 inches; Depth 25 inches

For servicing and ventilation, at least two (2) feet of space is required in front of and behind the LazerPhone equipment rack, which must be located within six (6) feet of a dedicated electrical outlet. The equipment rack will house the following system components:

[redacted]

Distribution Frame and required cables:

Distribution frame is wall-mounted near the LazerPhone equipment rack. Wall space required is 2.5 feet x 3 feet.

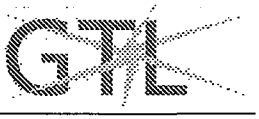
The amount of cabling required is determined during the site survey that follows contract award.

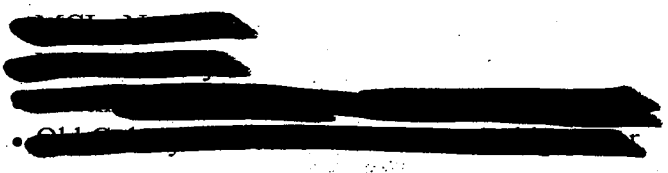
[redacted]

; supplies "clean power" during normal operations and up to 1 hour supplemental power for the LazerPhone system during commercial power outages.

The system's [redacted] is setup in a designated office or other room convenient for facility personnel. [redacted]

5.1.99 [redacted]





GTL Response: GTL will comply. GTL will install the LazerPhone system components at DOC designated locations within each facility. Workstations capable of accessing all features including live monitoring, call recordings, and inmate call record reports will be installed within each facility listed above.

5.1.100 The Bidder must provide, in its response, the capacities/limits for the proposed ICS. At a minimum, the Bidder must provide the capacity for the following:

- Individual Inmate Accounts

GTL Response: GTL will comply. GTL's LazerPhone Inmate Telephone System provides individual inmate accounts through its integrated Inmate PIN System. Additionally, GTL will meet with the DOC to decide and establish efficient interfaces and mechanisms between the DOC's IMS and our LazerPhone's PIN system to track and update daily inmate admissions, transfers, and releases. GTL can make use of established mechanisms such as LazerPhone's Inmate Transfer Reports, GTL's existing platform-independent IMS interface program, and on-site system administrators, as well as any additional interfaces or mechanisms that may need to be developed to meet the DOC's needs.

LazerPhone's Inmate PIN system is used to control, monitor, and report telephone useage by individual inmates.

Control: Custom calling restrictions may be added to any inmate's LazerPhone PIN account. An inmate's PIN account helps govern his/her calling privileges, which may be restricted by a Call Allow list (personal allowed numbers), a custom Block List (personal disallowed numbers), and/or a Call Schedule (times of day, week, etc. that calls can be placed).

Monitor: LazerPhone PINs allow facility personnel to be aware, [redacted] The visual monitoring of [redacted] via LazerPhone's [redacted] Call Monitoring screen, can [redacted]

Report: Call Activity reports can be printed from the LazerPhone workstation for a particular PIN, a group of PINs, or all PINs.

Debit Accounts for Prepaid Calls: When PINs are operative, the facility may elect to allow inmate the use of LazerPhone's Debit system for prepaid calls.

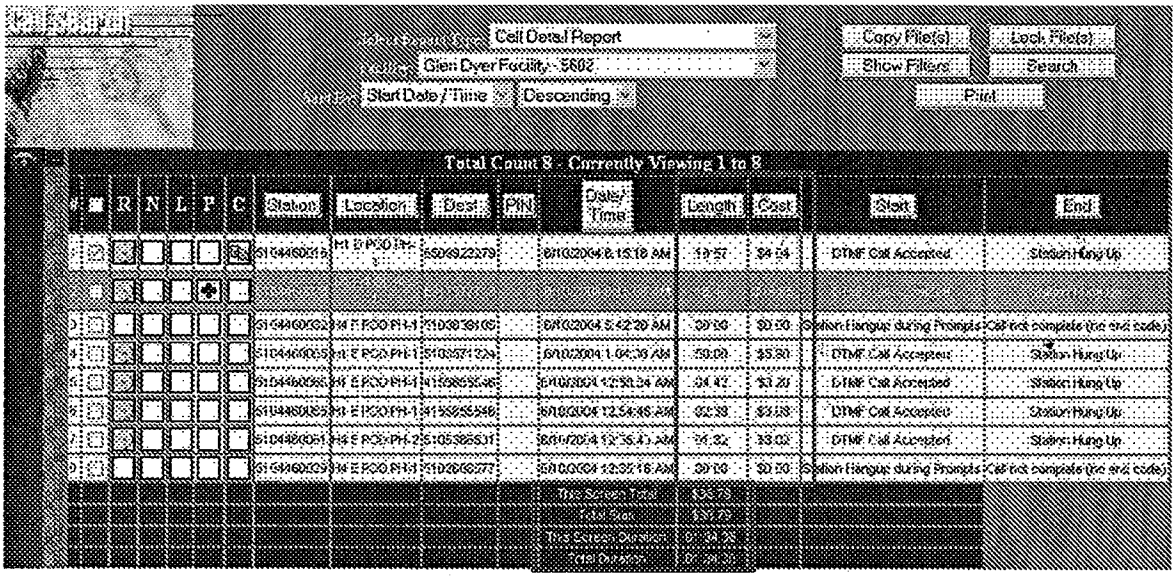
- Call Records

GTL Response: GTL will comply. GTL's LazerPhone system creates and saves a detailed record of every inmate call or call attempt. For the entire [redacted], call detail records for all calls at all DOC facilities are available on-line for immediate review by authorized personnel at system workstations or at authorized remote locations. Additionally DOC call detail records remain archived at GTL for a minimum of [redacted] after contact expiration, should the DOC need them.

LazerPhone has comprehensive call detail record reporting capabilities. STANDARD CALL DETAIL REPORTS INCLUDE FOR EACH CALL RECORD: PHONE STATION ID, SITE ID, DESTINATION NUMBER, PIN, DATE/TIME, LENGTH, COST, START CODE AND END CODE, AS WELL AS A SET OF ICON FIELDS THAT PROVIDE THE FOLLOWING INFORMATION WHEN AN ICON IS PRESENT.

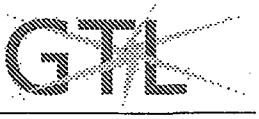
ICON	INDICATES
[redacted]	A RECORDED CONVERSATION IS ATTACHED
	A USER NOTE IS ATTACHED
	THE RECORD IS LOCKED TO KEEP ITS RECORDING BEYOND NORMAL STORAGE PERIOD
	THE RECORDING HAS BEEN PLAYED BACK (PLAYBACK HISTORY)
	CALL RECORD HAS BEEN DOWNLOADED TO CD (CALL DOWNLOAD HISTORY)

For on-site auditing and revenue verification, call detail reports include a total cost and duration summary for all records in the report, as well as the duration (length) and cost of individual calls. Reports may be sorted in ascending or descending order by any of the nine major column headings on the report.



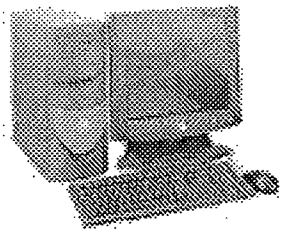
Standard Record Filters used to refine searches for calls that meet specified parameters are based on information in call records. Standard filters include:

Calls by Origination number (inmate phone)
Calls by Destination number
Calls from a specified group of phones
Calls by Rate Type (Local, InterLata, etc.)
Calls through a particular trunk line
Calls with recorded conversations
Calls with replayed recordings
Calls with Notes
Calls of a specified duration
Calls by Inmate PIN (if applicable)
[redacted]
Free calls
Completed calls
Incomplete calls
Incomplete calls that validated
Locked call records



- Simultaneous Administrative Users

GTL Response: GTL will comply. LazerPhone allows multiple administrative users to access the system simultaneously. Access to the LazerPhone control program is restricted by a password protected User Security Profile system. A User Login screen that requires a valid password ensures that only authorized personnel are permitted to monitor and control inmate telephone usage. A User Security Profile is associated with each valid password. The Security Profile record for each user specifies which LazerPhone functions will be accessible by that individual. Individual and multiple personnel have access only to those functions corresponding to their security levels.



- Workstations/PCs

GTL Response: GTL will comply. The LazerPhone system includes workstation PCs by which authorized personnel access system controls and call-related data. The system's workstation interface is an easy-to-use Web-based Window's program. Authorized personnel manage, monitor, and report inmate telephone activity using the familiar point-and-click method with intuitively named on-screen buttons and drop-down menus.

LAZERPHONE ADMINISTRATION CONSOLE

[redacted]

Plus: [redacted]

GTL Response: GTL will comply. LazerPhone provides simultaneous [redacted] does not interfere with the on-going recording of the call or any other system operations. [redacted] is not detectable by the inmate or the called party.

A call-in-progress, visible on LazerPhone's Call Monitoring screen, may be directed to the [redacted] by double-clicking the call entry to open a pop-up box and choosing the [redacted] option, or by entering a [redacted] number. [redacted] ation.

A call-in-progress detected by the LazerPhone's [redacted] automatically directed to up to three pre-designated phone numbers ([redacted] When an alerted official's telephone rings, he or she ente[redacted]. When the [redacted] goes to [redacted] th[redacted] When PINs are in use, the inmate's PIN number [redacted]

If the need arises, at the workstation or from a [redacted] n, an authorized officer may instantly [redacted] If logged into the system, the officer chooses the [redacted] menu option on the Call Monitoring screen. From a [redacted] the authorized official monitoring a live inmate conversation can [redacted] the call using [redacted]

- Inmate Telephones

GTL Response: GTL will comply. Constructed with heavy-duty stainless steel, GTL's inmate phone is a totally secure unit, ideally suited for detention facility environments. Inmate telephones are line powered and require no AC or battery backup power. The telephone housing is seamless stainless steel with no exposed screws, bolts, metal or other hard substance fasteners. The housing is tamper and water resistant to the highest degree, and can only be opened with a special security tool. Telephones are flush mounted to the wall. Each is equipped with a stainless steel, braided security lanyard inside the armored cord designed to handle up to 1,000 pounds of pull resistance -- extremely resistant to stretching and breaking. Telephones are installed at all locations designated by the DOC.

GTL provides wall-mounted phones at all locations designated by the DOC. GTL also provides cart-mounted inmate phones as needed for portability and TDD/TTY units as needed for use by hearing impaired inmates or inmates needing to communicate with hearing impaired family members or friends who also have TDD/TTY devices.

The telephone equipment and services provided with our LazerPhone Inmate Telephone System are in full compliance with all applicable standards and regulations, including FCC and

ADA.

- Simultaneous Telephone Calls

GTL Response: GTL will comply. All LazerPhone controlled inmate telephones can be used simultaneously.

5.2 SYSTEM CALL RECORDING AND [redacted]

The DOC currently records inmate calls and monitors [redacted] select calls when necessary. This recording and monitoring is conduct on all calls with the exception of privileged calls (e.g., attorneys, etc.). The Bidder must address the following specifications regarding the recording of inmate calls.

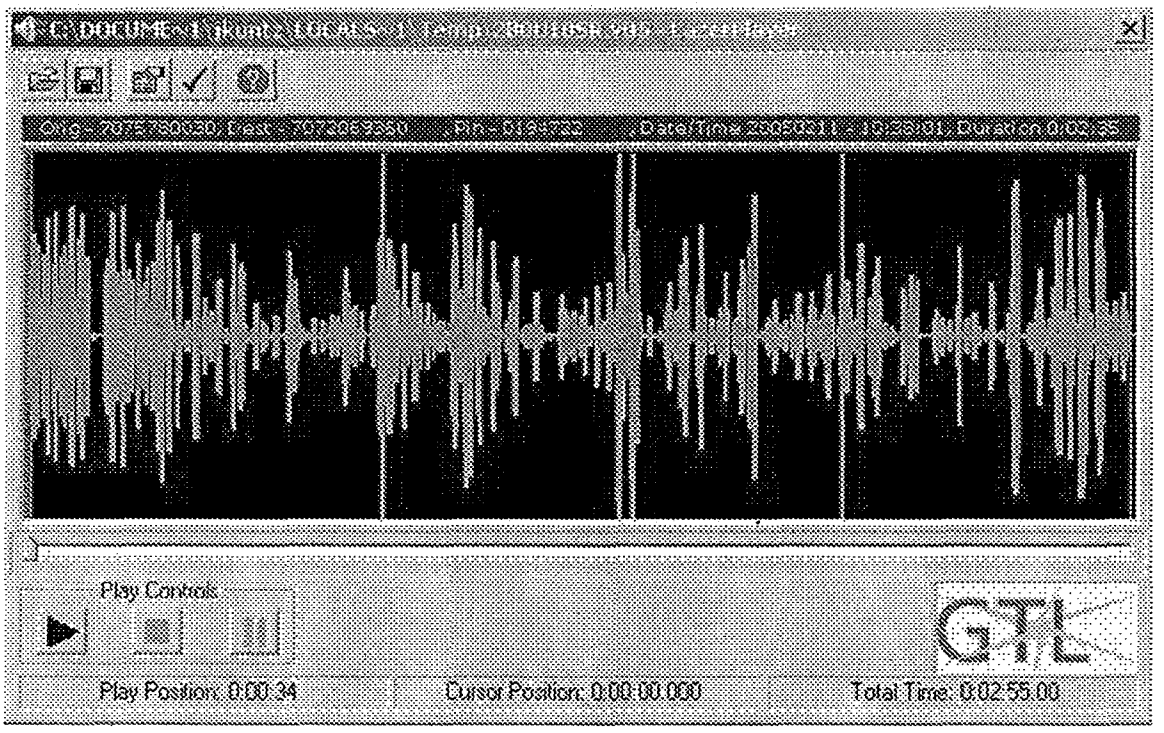
GTL Response: GTL will comply. GTL has addressed each of the following specifications as required by the DOC.

5.2.1 The ICS proposed by the Bidder must be capable of recording all inmate calls simultaneously and at any time that a call is placed. The Bidder must describe, in its response, the call recording system being proposed in conjunction with the ICS.

GTL Response: GTL will comply. LazerPhone has a fully integrated digital recording module that is capable of recording all inmate calls simultaneously and at any time that a call is placed. By default, all inmate calls are recorded and may be audibly monitored by authorized personnel, except those to approved legal counselors. At the system workstation, authorized personnel may turn off monitoring and recording for other calls by destination number, PIN, inmate phone, and groups of inmate phones.

Call Recording Storage Capacity: Each DOC facility's LazerPhone system is configured to store all of the DOC's call records for the duration of the contract and all associated recordings for a minimum of [redacted]

Recording Playback: Except for calls for which monitoring and recording are legally prohibited or were selectively turned off, all call records include a recorded conversation that can be played back for review. At the LazerPhone workstation, the system's LazerPlayer is used to play, stop, fast-forward, rewind, or pause a recorded conversation.



The LazerPlayer

Recording Backup and Sharing: A recorded conversation may be backed up to a compact disk (CD) for archrival purposes or be played back elsewhere for evidence. A CD ROM drive is available at the LazerPhone workstation. When a recording is copied to a CD, it remains wrapped in an exclusive security envelope that protects the integrity of the recording and verifies the authenticity of its identifying information (phone numbers involved, inmate's PIN, date, time, and duration). Any deliberate or accidental alteration to the recording would disturb the security envelope and be immediately detectable. Global Tel*Link will provide expert testimony, free of charge, to any jurisdiction on the authenticity of LazerPhone recordings.

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

5.2.2 The call recording system proposed by the Bidder must be capable of allowing call recording to be deactivated for specific telephone numbers assigned to an inmate's PIN. This capability would be utilized for inmate calls to attorneys, etc.

GTL Response: GTL will comply. At the system workstation authorized personnel are able to turn-off call recording to designated numbers. LazerPhone also provides an Approved Attorney database. Any numbers entered into this database are automatically protected from monitoring and recording to ensure client/attorney privilege.

5.2.3 The call recording system proposed with the ICS must be a fully digital system allowing for digital storage of call recordings and the use of Compact Disk for the transfer of recordings.

GTL Response: GTL will comply. LazerPhone's integrated recording system is entirely digital. A recorded conversation may be backed up to a compact disk (CD) for archrival purposes or be played back elsewhere for evidence. A CD ROM drive is available at the LazerPhone workstation. When a recording is copied to a CD, it remains wrapped in an exclusive security envelope that protects the integrity of the recording and verifies the authenticity of its identifying information (phone numbers involved, inmate's PIN, date, time, and duration). Any deliberate or accidental alteration to the recording would disturb the security envelope and be immediately detectable. Global Tel*Link will provide expert testimony, free of charge, to any jurisdiction on the authenticity of LazerPhone recordings.

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

5.2.4 The call recording system proposed by the Bidder must be capable of storing a minimum [redacted] of inmate call recordings on site at each DOC facility.

GTL Response: GTL will comply. Call recordings will remain on-line and accessible for replay on-site at each DOC facility [redacted]. Facility recordings will be stored on-site at each facility.

5.2.5 The Contractor must provide backup storage of all recordings of inmate calls from each DOC facility off site at the Contractor's data storage facility for the life of this contract.

The Bidder must describe, in its response, how this will be accomplished with the proposed system.

GTL Response: GTL will comply. Both call detail records and system settings are saved and automatically backed-up in real time. At the time of an inmate's call, a call detail record is saved to the DOC facility's active hard drive array, backed-up to the facility's backup storage array, and transmitted to GTL's off-site central storage facility. Any changes made to LazerPhone system settings are also saved in real time to the facility's active hard drive array, backed-up to the facility's backup storage array, and transmitted to GTL's remote central storage facility through the secure network provided by GTL.

At the time of an inmate's call, the call's recorded conversation is saved in real time to the facility's hard drive. Once every 24 hours, LazerPhone automatically copies recordings to the facility's backup storage array and transmits a copy to GTL's off-site central storage facility through the secure network provided by GTL.

5.2.6 The Contractor must allow access to off site inmate call recordings by DOC personnel providing the ability for DOC personnel to download and transfer such recordings to CD when necessary. The Bidder must describe, in its response, how this is accomplished with the proposed solution for the DOC and what security measures are in place to ensure that DOC personnel access only those call recordings for which they are authorized.

GTL Response: GTL will comply. Off site call recordings will be accessible to authorized DOC personnel. Call recordings (stored at GTL's centralized storage facility) will remain on-line and accessible at the DOC's on-site LazerPhone workstations.

LazerPhone workstations are equipped with a Compact Disk Read/Write (CDRW) drive for the transfer of downloaded recordings to CD when necessary.

The DOC's LazerPhone Inmate Telephone System is protected from unauthorized access by secure passwords and inmate call data are secured against loss or corruption by redundant system components and processes.

Password Protected System Access

Access to the LazerPhone control program is restricted by a password protected User Security Profile system. A User Login screen that requires a valid password ensures that only authorized personnel are permitted to monitor and control inmate telephone usage.

A User Security Profile is associated with each valid password. The Security Profile record for each user specifies which LazerPhone functions will be accessible by that individual. This allows multiple correctional personnel to access only those functions corresponding to their security levels.

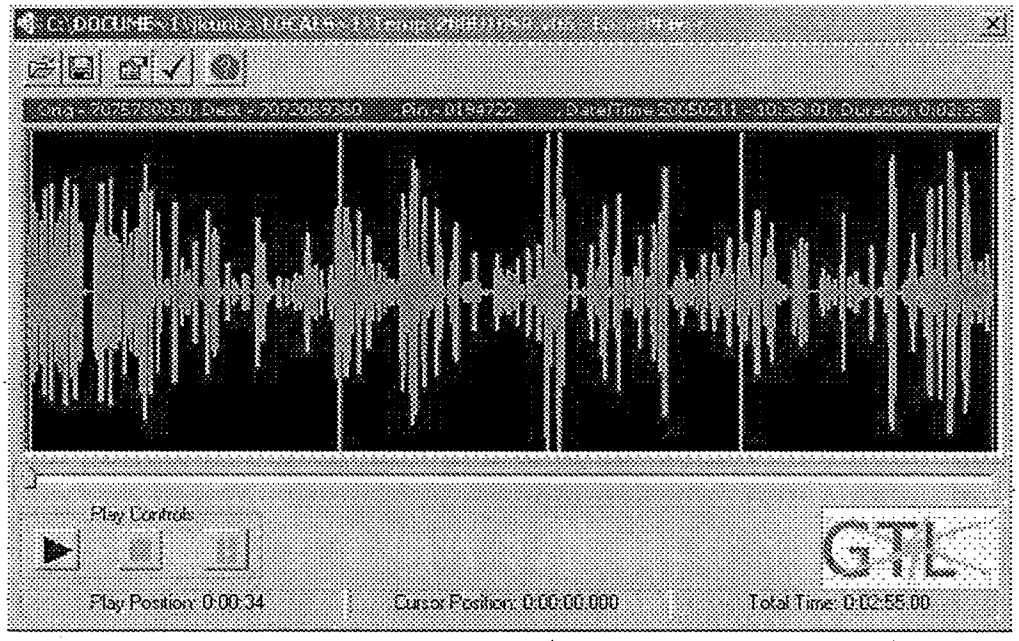
Only a system administrator with full security clearance may access LazerPhone's User Management screen, from which other User Security Profiles may be created or modified.

Any time a user logs into the system, LazerPhone notes the event and the user's identity in the system's electronic Log Book. An Audit Log Report is available to track user access and all changes and activities that take place while users are logged into the LazerPhone system.

5.2.7 The call recording system proposed by the Bidder must allow access to inmate call recordings from any PC on the ICS network within each facility. The Bidder must describe, in its response, how this is accomplished with the proposed system.

GTL Response: GTL will comply. Recordings of inmate conversations can be accessed and played back at any PC on the LazerPhone system network by any DOC personnel authorized to access call recordings. Local and remote access is accomplished through the private, unique frame relay network provided and maintained by GTL.

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



The LazerPlayer

Replay at the Workstation: At the system workstation (or other authorized PC), the LazerPlayer opens automatically when an authorized person clicks the recording icon on the desired call record.

Replay From a CD: A recorded conversation may be backed up to a compact disk (CD) for archrival purposes or to be played back elsewhere for evidence. A CD ROM drive is available at the LazerPhone workstation. When a recording is copied to a CD, the small LazerPlayer program is also copied. Accessing the CD on any relatively late model Windows-based computer (with Windows Me, Xp, NT 4.0 Service Pack 6a or higher, and a sound card) allows the recorded conversation to be played back using the associated LazerPlayer program.

A recording copied to a CD remains wrapped in an exclusive security envelope that protects the integrity of the recording and verifies the authenticity of its identifying information (phone numbers involved, inmate's PIN, date, time, and duration). Any deliberate or accidental alteration to the recording disturbs the security envelope and is immediately detectable. Global Tel*Link, the manufacturer of LazerPhone, will provide expert testimony, free of charge, to any jurisdiction on the authenticity of LazerPhone recordings.

Replay From an Emailed File: A LazerPhone recording file in its original format (with security envelope) and the system's small LazerPlayer program can be attached to an email message

and sent to any relatively late model Windows-based computer (with Windows Me, Xp, NT 4.0 Service Pack 6a or higher, and a sound card) for replay.

A recorded conversation may also be saved to a WAV file that can be emailed and played back using Windows Media Player. This is especially useful for quick consultations between investigators. [redacted]

5.2.8 The call recording system proposed by the Bidder must allow access to inmate call recordings at each DOC facility by investigative personnel [redacted] The Bidder must describe, in its response, how this is accomplished with the proposed system.

GTL Response: GTL will comply. Investigative personnel at [redacted] will have access to inmate call recordings at each DOC facility. GTL provides a unique frame relay network that allows the LazerPhone systems at all DOC facilities to be networked together via a secure closed network. Authorized remote access to LazerPhone records and controls, whether from [redacted] or from a different DOC facility, is accomplished though a secure network that is installed, managed, monitored, and maintained by GTL. The DOC's LazerPhone Inmate Telephone System can permit authorized users at multiple locations to access the system's login screen of the LazerPhone Web Management System. control program. [redacted] This information is available online in near real time to all with a need and the appropriate permission levels. Through this network, the authorized person at [redacted] can perform any LazerPhone administrative or investigative functions permitted by the person's security clearance level, just as if he or she were sitting at the LazerPhone workstation at the facility.
Investigative personnel at [redacted] and any investigator with the proper access will be able to use the remote laptop to connect using the VPN.

5.2.9 At many times, the recorded telephone conversations of inmates are used as evidence in criminal or DOC violation investigations. The system proposed to the DOC must include the capability of transferring recorded calls and call segments to Compact Disk (CD-R/CD-RW) to be played on any industry standard CD device. The interface for accessing such recordings must be have a Graphical User Interface (GUI) such as

Microsoft Windows® and allow for "click and drag" capability for the transferring of recorded calls or call segments to CD.

GTL Response: GTL will comply. A recorded conversation may be backed up to a compact disk (CD) for archrival purposes or be played back elsewhere for evidence. A CD ROM drive is available at the LazerPhone workstation for this purpose. When a recording is copied to a CD, it remains wrapped in GTL's exclusive security envelope that protects the integrity of the recording and verifies the authenticity of its identifying information (phone numbers involved, inmate's PIN, date, time, and duration). Any deliberate or accidental alteration to the recording would disturb the security envelope and be immediately detectable. Global Tel*Link will provide expert testimony, free of charge, to any jurisdiction on the authenticity of LazerPhone recordings.

Because LazerPhone's recording module is an integral part of the system, the graphical interface for accessing call records with associated recordings is LazerPhone's Window's-based control program. The system's LazerPlayer opens automatically when an authorized person clicks the recording icon on the desired call record. From the LazerPlayer's File menu, the recording file can be downloaded to the local hard drive in its original file format (which includes the security envelope) or saved to WAV format (which does not include the security envelope). Downloaded files can be copied to CDs using Windows click and drag or copy and paste techniques.

[redacted]

5.2.10 The call recording system proposed by the Bidder must allow for the transfer of call recordings to CD in industry standard formats (e.g., wav, mp3, etc.) allowing for playback on standard PC CD drives or industry standard CD players. The Bidder must state, in its response, the recording file formats provided by the proposed recording system.

GTL Response: GTL will comply. Recordings of inmate conversations can be played back at the system workstation, copied to a CD for transport and playback elsewhere, and emailed for playback on a remote computer. File formats include GTL's proprietary format that includes a security envelope and the industry standard WAV format which is easily converted to other popular formats using freeware or commercially available conversion programs.

Replay From a CD: When a recording is copied to a CD, GTL's small LazerPlayer program is also transferred to the CD. Accessing the CD on any relatively late model Windows-

based computer (with Windows Me, Xp, NT 4.0 Service Pack 6a or higher, and a sound card) allows the recorded conversation to be played back using the associated LazerPlayer program.

A recording copied to a CD remains wrapped in an exclusive security envelope that protects the integrity of the recording and verifies the authenticity of its identifying information (phone numbers involved, inmate's PIN, date, time, and duration). Any deliberate or accidental alteration to the recording disturbs the security envelope and is immediately detectable. Global Tel*Link, the manufacturer of LazerPhone, will provide expert testimony, free of charge, to any jurisdiction on the authenticity of LazerPhone recordings.

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

A recorded conversation may also be saved to a WAV file that can be emailed and played back using Windows Media Player. [redacted]

5.2.11 The call recording system proposed by the Bidder must allow DOC personnel to transfer call recordings to CD in a simplified and efficient manner. The system must allow DOC to transfer a call without having to fully download the file to the PC at which the staff member is working. The Bidder must describe how the transfer of call recordings is performed with the proposed ICS and call recording system.

GTL Response: GTL will comply. LazerPhone allows a direct transfer of a call recordings to CD. This method can be used to copy up to five recordings at a time. Due to the limitations of the Microsoft Operating System the direct transfer of a greater number of recordings is sometimes possible, it is not recommended due to an increased potential for file corruption and CD drive errors during long transfers. To insure the integrity of recording files, GTL recommends downloading audio files to the computer's hard drive, before copying to CD. Downloading and transfer of LazerPhone recording files to CDs is both simple and efficient.

Copying a downloaded file from the workstation hard drive to a CD, using Windows Copy/Paste or click and drag function takes only a few seconds. Steps for both downloading and copying recordings to CD are given below.

- At the system workstation perform a Call Search for the desired call record or records by specifying one or more criteria and clicking the Search button. (Note: Search criteria might include but are not limited to date or range of dates, time or range of times, a specific inmate phone and/or PIN, destination number, etc.)

- On the resulting report (list of calls that meet the specified search criteria), click the check box next to each call recording that you wish to download to the workstation's hard drive.

- Click the COPY FILE(S) button. The system gives you an opportunity to accept the default location on the C: drive or to navigate to a different folder. Click the OK button to start the download.

- Using Window's standard Copy/Paste routine, copy or move the recording file from the workstation's C: drive to a CD as follows: Icon the LazerPhone control program and open a My Computer window that displays the workstation's C: drive and the folder to which the recording file was copied. Click to highlight the recording file. On the window's Edit menu, click Copy (or Move). In the My Computer window, navigate to the CDRW drive and from the window's Edit menu, click Paste.

A recording copied to a CD remains wrapped in GTL's exclusive security envelope that protects the integrity of the recording and verifies the authenticity of its identifying information (phone numbers involved, inmate's PIN, date, time, and duration). Any deliberate or accidental alteration to the recording disturbs the security envelope and is immediately detectable. Global Tel*Link, the manufacturer of LazerPhone, will provide expert testimony, free of charge, to any jurisdiction on the authenticity of LazerPhone recordings.

5.2.12 The call recording system proposed by the Bidder must allow DOC personnel to locate call recordings in the following manners:

- search by inmate PIN;

GTL Response: GTL will comply. LazerPhone's Call Search function allows DOC personnel to quickly locate call recordings by inmate PIN.

- search by certain time period (date/time)

GTL Response: GTL will comply. LazerPhone's Call Search function allows DOC personnel to quickly locate call recordings by certain time periods (both date and time).

- search by certain telephone instruments

GTL Response: GTL will comply. LazerPhone's Call Search function allows DOC personnel to quickly locate call recordings by specified inmate telephone.

The system must allow for the search criteria either individually or in combinations.

GTL Response: GTL will comply. GTL's LazerPhone system allows call recordings to be located by inmate PIN, by specified time period, and by certain inmate telephones, as well as other criteria. Search criteria can be applied individually or in combinations.

5.2.13 The Bidder must retain ownership of the proposed recording equipment for the duration of this contract. All responsibility for maintenance and upgrades must be provided by the Bidder at no cost to the DOC.

GTL Response: GTL will comply. The recording component of the system is an integrated part of the LazerPhone Inmate Telephone System. GTL will retain full ownership of and responsibility for the proposed recording equipment, providing maintenance and any replacement or upgrades required to ensure dependable functionality for the entire duration of the contract at no cost to the DOC.

5.2.14 The Contractor must ensure that the call recording system proposed with the ICS is maintained at the latest hardware and software level to ensure that DOC personnel are utilizing the latest tools available for call recording and call monitoring of inmate calls.

GTL Response: GTL will comply. LazerPhone's recording component is fully integrated with the inmate calling system. GTL will maintain both software and hardware to ensure that DOC personnel are utilizing the latest tools for call recording and monitoring. LazerPhone software updates are provided periodically to all LazerPhone sites through GTL's secure Web Server. The latest version of LazerPhone's management software, containing any new features or enhancements that were developed, tested, and incorporated into the product since the last update, automatically downloads to the DOC's workstation when an authorized person at the facility logs into the system. These software updates are provided at no cost the DOC. Should the release of an updated version of the LazerPhone control program require an upgrade in hardware to ensure proper functionality, the DOC will be notified and the hardware upgrade will be provided at no cost to the DOC, prior to the upload of the new release to GTL's server.

5.2.15 It is desirable that the call recording system provide a search capability that allows DOC personnel to search recordings [redacted]. The Bidder must provide, in its response, a description of this capability.

GTL Response: GTL will comply

5.2.16 It is desirable that the call recording system provide a manner in which call recordings are encrypted to ensure that no digital modification of the recording has been made or to note if such modifications have been made. The Bidder must describe, in its response, how this encryption function operates and the features provided by such.

GTL Response: GTL will comply. LazerPhone's call recordings are wrapped in an exclusive security envelope (encryption) that protects the integrity of the recording and verifies the authenticity of its identifying information (phone numbers involved, inmate's PIN, date, time, and call duration). GTL's security envelope ensures that no digital modification of recordings can place without detection. Global Tel*Link will provide expert testimony, free of charge, to any jurisdiction on the authenticity of LazerPhone recordings.

[redacted]

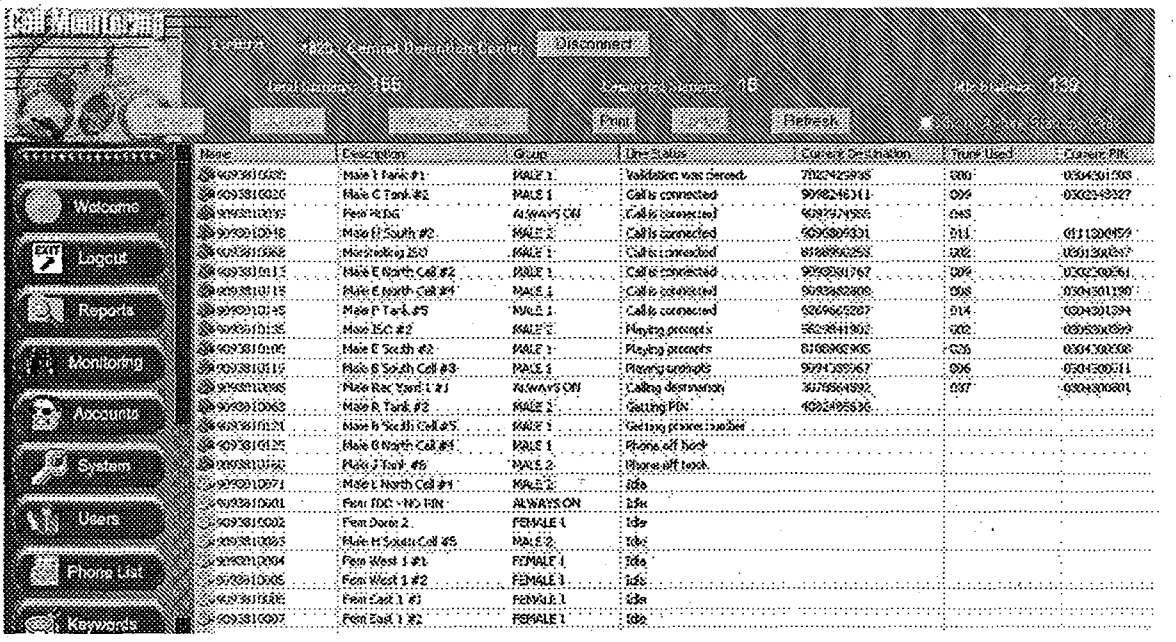
5.2.17 The proposed ICS must allow DOC personnel to monitoring inmate calls [redacted]. This [redacted] must be allowed by specific inmate telephone within a DOC facility. The Bidder must provide all necessary equipment and software required to perform [redacted] with the proposed system.

GTL Response: GTL will comply. LazerPhone allows DOC personnel to monitor inmate calls in real-time. The system's integrated monitoring capabilities do not interfer with current recording operations.

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

VISUAL CALL MONITORING

Authorized personnel may watch the status of phones and calls-in-progress at the local workstation or a workstation at [redacted] LazerPhone provides a visual display of all call activity in real time on the Call Monitoring screen.



AUDIO CALL MONITORING

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

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

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

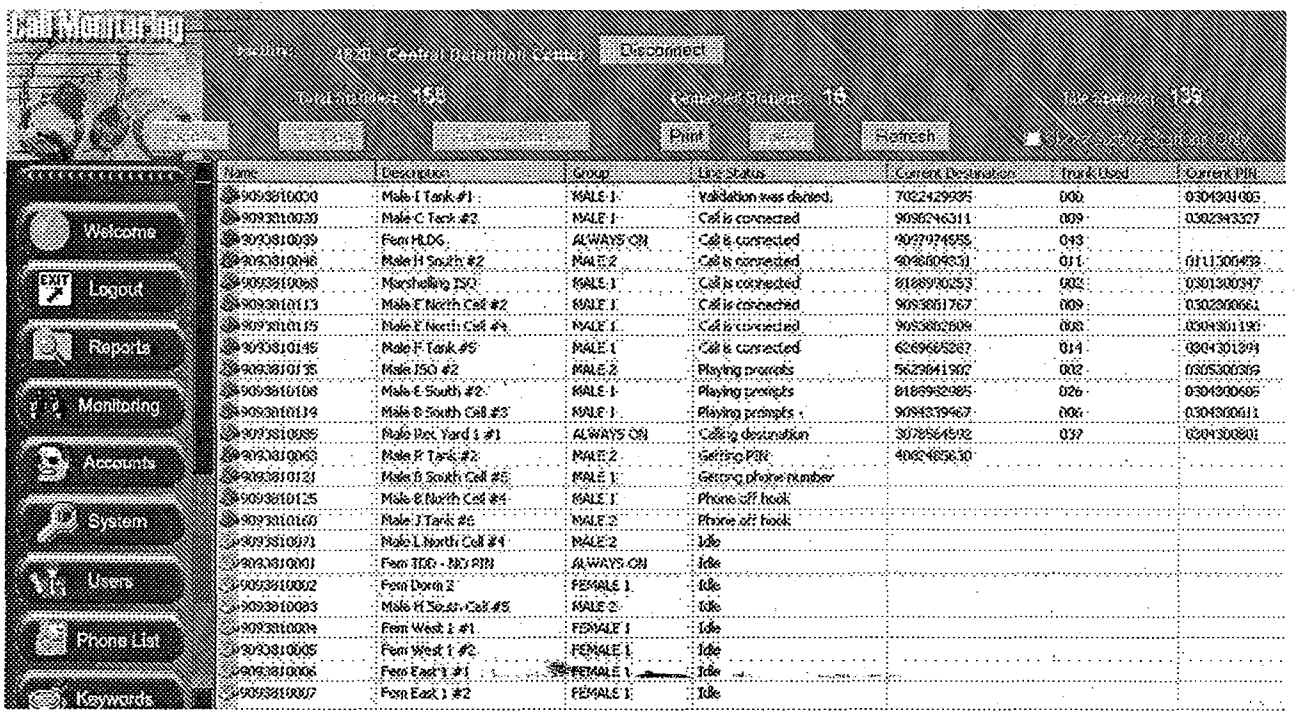
5.2.18 The [redacted] of the proposed ICS must allow fo[redacted]monitoring of inmate calls [redacted] within each DOC facility with [redacted] in the monitoring. The Bidder must describe, in its response, how this will be accomplished with the proposed system.

GTL Response: GTL will comply. LazerPhone provides real-time monitoring of inmate calls in progress within each DOC facility with no delay in monitoring.

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

VISUAL CALL MONITORING

Authorized personnel may watch the status of phones and calls-in-progress at the local workstation or a workstation at [redacted] LazerPhone provides a visual display of all call activity in real time on the Call Monitoring screen.



AUDIO CALL MONITORING

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

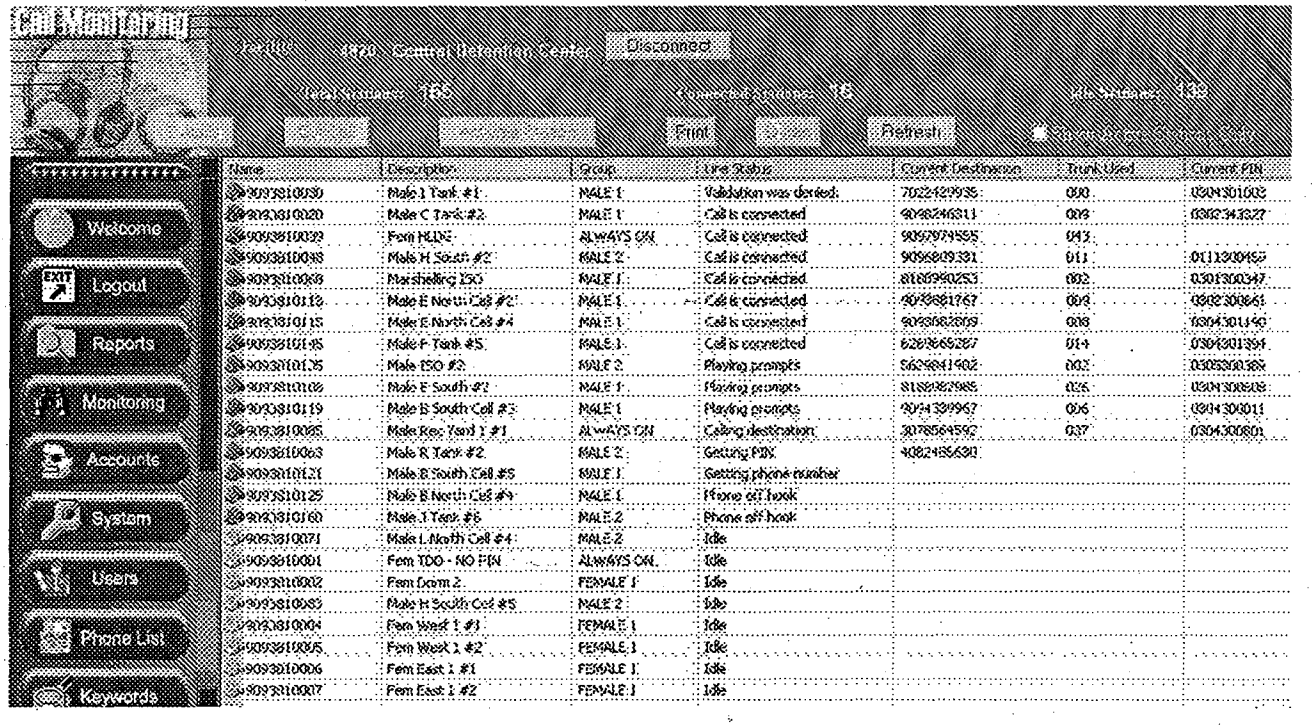
A call-in-progress detected by the LazerPhone's [redacted] is automatically directed to up to three pre-designated phone numbers (standard phone, [redacted] or pager). When an alerted official's telephone rings, he or she enters a password via the phone's keypad to access the live conversation. When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

If the need arises, at the workstation or from [redacted], an authorized officer may instantly ***disconnect*** or ***conference*** into an inmate's call. If logged into the system, the officer chooses the Disconnect or Conference menu option on the Call Monitoring screen. From [redacted] the authorized official monitoring a live inmate conversation can disconnect

the call using LazerPhone's KwicKILL code or break into the conversation to speak to both parties using LazerPhone's Conference Call code.

5.2.19 The proposed ICS must allow for DOC personnel to monitor inmate calls [redacted] by entering the specific inmate PIN. The Bidder must describe, in its response, how this is accomplished with the proposed system.

GTL Response: GTL will comply. Calls-in-progress visible on LazerPhone's Call Monitoring screen can be sorted by inmate PIN to make call selection easy.



5.2.20 The proposed ICS must allow for DOC personnel to monitor inmate calls [redacted] by entering a specific telephone number. The Bidder must describe, in its response, how this is accomplished with the proposed system.

GTL Response: GTL will comply. Calls-in-progress visible on LazerPhone's Call Monitoring screen can be sorted by destination number to make call selection easy.

5.2.21 The proposed ICS must allow for [redacted]. The Bidder must describe, in its response, how this function will operate with the proposed system.

GTL Response: GTL will comply. LazerPhone allows facility personnel to designate [redacted] at the workstation. A [redacted] may be a destination telephone number or an inmate PIN.

A call-in-progress detected by LazerPhone's [redacted] system is automatically directed to up to three pre-designated phone numbers (standard phone, [redacted], or pager), in sequential order. When an alerted official's telephone rings, [redacted] When PINs are in use, the inmate's PIN number is also reported.

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

The system's [redacted] and [redacted] both available at the workstation, help facility personnel and case investigators track call frequency and patterns of inmates and destination numbers of particular interest.

5.2.22 It is desirable that the ICS provide the [redacted] The Bidder must list, in its response, the devices to which the ICS can send alerts.

GTL Response: GTL will comply. A call-in-progress detected by LazerPhone's [redacted] system is automatically directed to up to three pre-designated phone numbers (standard phone, [redacted] or pager), in sequential order, [redacted]. When the alert goes to a pager, the origination and destination numbers of the call are reported. When PINs are in use, the inmate's PIN number is also reported.

5.2.23 It is desirable that the ICS provide the [redacted] listed in Section 5.2.22 above in a [redacted]. For example, [redacted]. If

unanswered, the call would then [redacted]

GTL Response: GTL will comply. A call-in-progress detected by LazerPhone's [redacted] system is automatically directed to up to three pre-designated phone numbers (standard phone, [redacted], or pager), in sequential order. LazerPhone does not currently send an alert [redacted]

5.2.24 It is desirable that the ICS call monitoring capability provide a form of [redacted] call. The Bidder must provide, in its response, a description of this capability.

GTL Response: GTL understands. Global Tel*Link has explored this feature and has found that current technology is not at a level where GTL is satisfied releasing this feature to the field. GTL will further explore this feature when the technology becomes available.

5.2.25 The proposed ICS must allow for DOC personnel to monitor [redacted] from the DOC facility from which the call is placed. The Bidder must state, in its response, how this will be accomplished with the proposed system.

GTL Response: GTL will comply. DOC personnel at [redacted] who are authorized to do so, can log into the LazerPhone control program to monitor inmate calls in progress at any of the DOC facilities. Authorized [redacted] to LazerPhone records and controls, including live monitoring, whether from [redacted] or from a different DOC facility, is accomplished though a secure network that is installed, managed, monitored, and maintained by GTL.

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

A call-in-progress detected by LazerPhone's [redacted] system is automatically directed to up to three pre-designated phone numbers (standard phone, [redacted], or pager), in sequential order. [redacted] When the alert goes to a pager, the origination and destination numbers of the call are reported. When PINs are in use, the inmate's PIN number is also reported.

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

5.2.26 It is desirable that the ICS call monitoring capability allow for [redacted] (e.g., [redacted] etc.). The Bidder must state, in its response, what is required to provide this [redacted] within the particular DOC facility.

GTL Response: GTL will comply. Authorized [redacted] to LazerPhone records and controls, including live monitoring, is accomplished though a secure network that is installed, managed, monitored, and maintained by GTL. The [redacted] needs a properly configured computer and authorization to access the DOC's LazerPhone system.

A call-in-progress, visible on LazerPhone's Call Monitoring screen, may be directed to a speakerphone or to a [redacted] receiver by double-clicking the call entry to open a pop-up box and choosing the "Send call to computer speakers" option, or by entering a destination telephone number. If a telephone number is entered, [redacted]

A call-in-progress detected by the LazerPhone's [redacted] system is automatically directed to up to three pre-designated phone numbers (standard phone [redacted], or pager). [redacted]. When the alert goes to a pager, the origination and destination numbers of the call are reported. When PINs are in use, the inmate's PIN number is also reported.

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

5.3 GENERAL TELEPHONE EQUIPMENT REQUIREMENTS

The Inmate Telephone Station Equipment required for the DOC shall consist of five (5) types of telephones as listed in this section of the RFR

GTL Response: GTL will comply. GTL will provide the telephone equipment as requested.

Type 1: Wall Mounted Telephones (Indoor)

The first type, which will be the majority of inmate telephones installed, shall be permanently mounted wall telephones meeting the following specifications:

GTL Response: GTL will comply. GTL will provide the Commonwealth of Massachusetts with inmate telephones that meet the following requirements.

5.3.1 All Inmate Telephone Equipment must be of new manufacture and be provided (and installed) with the proposed ICS at no cost to the DOC.

GTL Response: GTL will comply. GTL's proposal is a no cost turnkey solution. GTL will provide all inmate telephone equipment at no cost to the Commonwealth. GTL's intent is to negotiate the purchase of the inmate telephones from the DOC.

5.3.2 The Bidder must provide all required materials, hardware, software and telephone cabling (where re-use is unavailable or new locations are required) to install the proposed inmate telephones.

GTL Response: GTL will comply. GTL's proposal is for a no cost turnkey solution. GTL will provide all materials, hardware, software and telephone cabling required to install the proposed inmate telephone.

5.3.3 The Bidder is responsible for reimbursing the DOC for any "construction" costs incurred to facilitate the installation of the inmate telephones.

GTL Response: GTL will comply. GTL will reimburse the DOC for any construction costs incurred to facilitate the installation of the inmate telephones.

5.3.4 All inmate telephones must be powered by the ICS system and require no additional power source at the instrument.

GTL Response: GTL will comply. GTL's inmate telephones are line-powered through the LazerPhone ICS and require no additional power source.