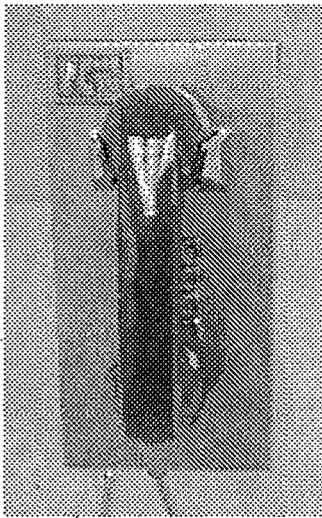




5.3.5 The inmate telephone instrument must be compact in design. The Bidder must include photographs of the proposed inmate telephones in its response.

GTL Response: GTL will comply. GTL proposes the CT-300 Brick phone (or similar equipment) to meet the requirements of the Commonwealth.



CT-300-SS-VC-32

CT-300 Brick

Housing: High Security, 14 Gauge, Steel
Size: 10 1/2"H x 5 1/4"W x 2 1/4"D
Switch Hook: Magnetic or Micro Switch
Volume Control: Technician Set or Optional External Button
Sidetone Reduction: Built-in Confidencer Function
Connections: Modular or Screw Terminal
Keypad: Heavy Chrome Metal
Handset: Armored Cord with Steel Lanyard and Heavy Gauge Steel Retainer
Conformal Coating: Protects components for Outdoor Use
Line Powered: No A/C power required
Mounting: Mounts directly to wall, to a Model CT-3500BB Backboard or to an existing 178A Backboard with adapter Model CT-178ADP
Warranty: 2 Years
FCC Registered: 1U8USA-74411-CC-T

5.3.6 The inmate telephone instruments must not include coin entry slots or coin return slots regardless of whether these functions are disabled.

GTL Response: GTL will comply. The inmate telephone instruments are dumb sets that do not include any coin entry slots or coin return slots.

5.3.7 The inmate telephone instruments shall not contain card reader capabilities or slots used to identify inmate telephone accounts for purpose of debiting inmate telephone accounts.

GTL Response: GTL will comply. The inmate telephone instrument is a dumb set that does not contain any card reader capabilities.

5.3.8 The Bidder shall provide a unique number, physically imprinted on each Inmate Telephone so that the number can be seen by DOC personnel for the purposes of



reporting troubles and troubleshooting problems. As new inmate telephones are added or telephones are replaced they shall be identified in the same manner and all appropriate paper work shall be updated to reflect the addition.

GTL Response: GTL will comply.

5.3.9 The inmate telephones must be capable of reducing or eliminating background noise to the inmate using the telephone. The Bidder must describe, in its response, how this will be accomplished with the proposed inmate telephone instruments (e.g., confidencers, phone enclosures, etc.).

GTL Response: GTL will comply. GTL's inmate telephones have a built-in Confidencer function that minimizes side tones and background noise.

5.3.10 All inmate telephones shall provide volume controls which allow inmates to amplify the called party's voice.

GTL Response: GTL will comply. GTL's inmate telephones provide volume controls that allow inmates to amplify the called party's voice.

5.3.11 The Bidder shall provide dialing instructions as well as a "warning" that states "This Call is Being Recorded" to the inmate in English and Spanish on each inmate telephone in a manner which reduces the possibility of being destroyed. Simple labels or other accessible surface instructions will not be acceptable to meet this requirement.

GTL Response: GTL will comply. GTL will provide durable written dialing instructions and the warning "This Call is Being Recorded", in both English and Spanish, on each inmate telephone. Instruction placards are mounted within the frame of the telephone, protected by shatter-proof glass.

Additionally, LazerPhone's 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's opening message to the called party includes the warning that "This call is being recorded."

5.3.12 The Bidder shall maintain the above required telephone dialing instructions and warning statements for legibility and accuracy during the course of this contract.



GTL Response: GTL will comply.

5.3.13 The inmate telephone instrument shall not be capable of being used to program any feature of the proposed ICS.

GTL Response: GTL will comply. GTL's inmate telephone is "dumb," meaning that it is incapable of being used to program the LazerPhone system.

5.3.14 All of the proposed inmate telephones must be compliant with all applicable requirements of the American with Disabilities Act (ADA).

GTL Response: GTL will comply. Global Tel*Link's inmate telephones are compliant with Americans With Disabilities Act (ADA), providing hearing aid compatibility and volume control. When necessary, telephone handsets may be cradled in TDD units to permit severely hearing-impaired inmates to communicate with others through the telephone line.

Type 2: Special Management Unit Telephones

5.3.15 The second type of inmate telephone instrument shall be portable or "movable" inmate telephones that are used mainly in special management units and must be manufactured to withstand abuse (physical, liquid, etc.) as well as be compact enough to fit through standard food slots. Industry standard 2500 telephone sets will not be acceptable at meeting this requirement. The Bidder must state how it will allow the DOC to secure the touch tone pad after the special management unit's inmate's initial call now been placed.

GTL Response: GTL will comply. Constructed of heavy-duty stainless steel, GTL's inmate phone is a totally secure unit, ideally suited for prisons and jails. 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. 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.

GTL inmate phones have a stream-line design and are more compact than standard 2500 telephones. They can be flush mounted to a wall or mounted on a wheeled cart for portability. The handset is compact enough to fit though standard food slots. For special management units, if approved by the DOC, GTL mounts the portable telephone in such a way and at the correct height to permit the inmate to self-dial through the cell's food slot. Alternately, the phone is mounted in such a way as to prevent the inmate's access to the telephone



GTL

keypad. In this case a DOC officer dials the number for the inmate and passes the handset through the food slot to allow the inmate to converse with the called party.

5.3.16 The Bidder must describe, in its response, how these movable or portable telephones will be moved from one cell to another by DOC personnel to allow for inmate calling.

GTL Response: GTL will comply. GTL inmate telephones are mounted on wheeled carts to provide portability from one cell to another.

5.3.17 The Bidder must provide a special management unit telephone that includes all call restrictions of the ICS with regard to inmate PINs, call duration, etc.

GTL Response: GTL will comply. Like all other inmate telephones, GTL's cart-mounted phones are fully controlled by the LazerPhone ICS. All call restrictions, PIN assignments, call durations, etc. apply.

5.3.18 The Bidder must provide a special management unit telephone that allows DOC personnel to provide the handset only to the inmate thus denying access to the dial pad by the inmate. The Bidder must describe, in its response, how this is accomplished with the proposed telephone instrument.

GTL Response: GTL will comply. For special management units, if desired by the DOC, GTL mounts the portable telephone on the wheeled cart in such a way as to prevent the inmate's access to the telephone keypad. In this case a DOC officer dials the number for the inmate and passes the handset through the food slot to allow the inmate to converse with the called party.

5.3.19 The Bidder must provide special management unit telephones according to the telephone quantities listed in Attachment B.

GTL Response: GTL will comply. GTL will provide the required number of special management unit telephones.

Type 3: Outdoor Telephones

5.3.20 The third type of Inmate Telephone Station Equipment shall be "all weather" inmate telephone sets to be used in some outdoor conditions as various DOC facilities.



GTL Response: GTL will comply. GTL will install the required number of "all weather" inmate telephone sets at outdoor locations specified by the DOC.

5.3.21 The outdoor inmate telephone instruments must meet all requirements of the Type 1: Wall Mounted Telephones (Indoors) described in this section. The Bidder must state this compliance in its response.

GTL Response: GTL will comply. GTL's outdoor inmate telephones meet all the requirements of Type 1 wall-mounted telephones described in this section.

5.3.22 The outdoor inmate telephone instrument must be weather-proof to ensure durability in outdoor conditions including winter weather.

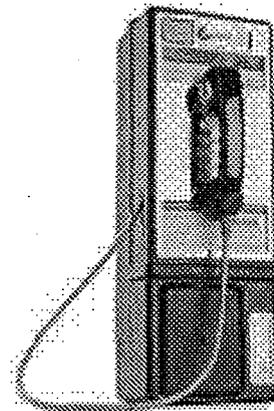
GTL Response: GTL will comply. GTL's outdoor inmate telephones are weather-proof to ensure durability in outdoor conditions, including winter weather.

Type 4: Coin Operated Telephones

The fourth type of inmate telephone instrument shall be coin operated pay telephones primarily used in pre-release areas, lobby and/or visiting areas only. Coin operated telephones are not to be proposed to meet the inmate telephone requirement. Coin operated telephones must offer all standard payphone options including coin, collect and calling card access.

GTL Response: GTL will comply. GTL proposes to replace the existing coin telephone sets with the Elcotel Series 5 "smart" coin public terminal (or similar equipment). The Elcotel Series 5 "smart" coin public terminal is a fully remote programmable and downloadable, coin-pay station that is completely line powered for maximum protection from electrical outages. Its state-of-the-art features include:

- ◆ Self diagnostics detect and record numerous alarm conditions and transmit them to the host system for analysis and dispatch as required. The include, but are not limited to, coin jam, coin box full, coin box removed, inactivity, and handset failure.
- ◆ Call Type Counters are updated with each call and downloaded daily to the host system.





- ◆ A self-resetting volume control button.
- ◆ Full, stored-memory rating functionality.
- ◆ A 50-number programmable speed dial memory function.
- ◆ An ADA compliant handset with full acoustic coupling capability.

Specifications

Housing dimensions:	21 x 7-5/8 x 6 inches
Payphone weight:	48 lbs.
Handset:	Hearing aid compatible (HAC)
Coin Acceptance:	Nickel, dime, quarter
Power:	Telephone line powered, 48 VDC (on hook), 23 mA loop current (off hook) Internal rechargeable lead-acid gel cell, 6V, 500 mAH
<i>Operating Temperature Range:</i>	<i>-4 to +140 Degrees Fahrenheit</i>
Telco line type:	COCOT (PAL), B-1, Loop Start
Loop Current Range:	23 mA to 80 or 100 mA
Ringer Equivalency Number (REN):	0.7B
FCC Registration Number:	E2DUSA-61027 -CX -E
Telco Line Interface:	Internal to payphone, terminal strip with standard US RJ11C connector terminated cable and RJ11C jack on printed circuit board.
Coin Relay Driver:	Internally provided +/- 80 VDC
Voice Prompts:	High quality digitally recorded female voice in English.

5.3.23 The Bidder must provide coin-operated, public telephones to DOC facilities, as listed in Attachment B. These telephones must meet all FCC and Massachusetts Dept. of Telecom & Energy regulations regarding local calling, toll free number surcharges and alternate carrier access.

GTL Response: GTL will comply. GTL will provide the required number of coin-operated



public telephones as listed in attachment B.

5.3.24 Throughout the term of the contract the Bidder must install additional coin operated telephones as required by DOC. This includes expansion to existing institutions and newly constructed facilities. This must be done at no cost to DOC.

GTL Response: GTL will comply. GTL will install coin operated phones as required by DOC.

5.3.25 Coin operated telephones must provide outgoing service only. Incoming calls must not be accepted at any coin operated telephones at the DOC facilities.

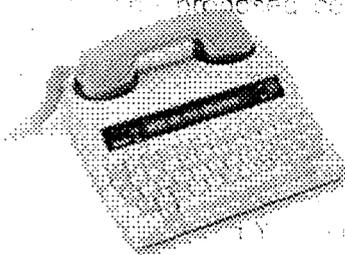
GTL Response: GTL will comply. The proposed coin telephones can be programmed to provide outgoing service only.

Type 5: TDD/TTY Devices

5.3.26 The DOC currently have inmates who are deaf or hearing impaired and must place outgoing telephone calls via a TDD/TTY. The Bidder must describe, in its response, how such calls will be conducted in conjunction with the proposed ICS.

GTL Response: GTL will comply. GTL will provide the required number of TDD/TTY devices for locations designated by the DOC. These devices fully meet the requirements of the "Americans With Disabilities Act". The TDD/TTY units provided by GTL for hearing impaired inmates can be used for communication to a call recipient who also has a TDD/TTY unit (unit-to-unit connection) or can connect to a deaf relay service. LazerPhone call controls are enforced during unit-to-unit calls. Connection through a deaf relay service requires that LazerPhone relinquish control of the call to the relay service, after which the LazerPhone restrictions are no longer operative.

Ultratec Minicom IV TTY





This basic TDD is easy to use. It has an easy-touch keyboard with a bright, tilted 20-character display and includes a printer port to connect an external printer. Turbo Code provides "real-time" conversations with other Turbo Code TDD units. Auto ID informs the called party that the caller is using a TDD. Turbo Code® and Auto IDTM

- Convenient GA/SK keys
- Printer port to connect to external printer
- 20-character display
- 43-key, 4-row keyboard
- Rechargeable batteries and AC adapter included
- Baudot code(45.5/50baud rate)

5.3.27 The Bidder must describe, in its response, how outgoing inmate calls via the TDD/TTY are conducted in the following circumstances while maintaining all call controls:

- a standard telephone number on the inmate's call list;

GTL Response: GTL will comply. The TDD/TTY units provided by GTL for hearing impaired inmates can be used for communication to a call recipient who also has a TDD/TTY unit (unit-to-unit connection) or can connect to a Deaf Relay Service. LazerPhone call controls, such as a standard number on an inmate's call list, are enforced during unit-to-unit calls. Connection through a Deaf Relay Service requires that LazerPhone relinquish control of the call to the Relay Service, after which the ICS restrictions can no longer be applied.

- toll free number for the deaf relay service;

GTL Response: GTL will comply. GTL provides a toll free number for the Deaf Relay Service.

- 711 deaf relay service call;

GTL Response: GTL will comply. GTL's TDD/TTY unit allows 711 Deaf Relay Service calls.



5.3.28 The Bidder must describe, in its response, how outgoing call control for TDD/TTY users is maintained with the proposed ICS.

GTL Response: GTL will comply. LazerPhone call controls, such as a standard number on an inmate's call list, are enforced during outgoing unit-to-unit calls. Connection through a Deaf Relay Service requires that LazerPhone [REDACTED] to the Relay Service, after which the [REDACTED]

5.3.29 The Bidder must provide adequate TDD/TTY or suitable devices to each DOC facility, maintain such devices as well as provide additional devices, at no cost, when requested by a specific DOC facility.

GTL Response: GTL will comply. GTL will provide and maintain the required number of TDD/TTY devices for locations designated by the DOC, at no cost to the DOC. These devices fully meet the requirements of the "Americans With Disabilities Act".

5.3.30 The Bidder must provide TDD/TTY or suitable devices which contain a digital display (e.g., LCD, LED, etc.) and a printing device.

GTL Response: GTL will comply. TDD/TTY devices provided by GTL contain a digital display and a printing device.

5.3.31 The Bidder must provide TDD/TTY or suitable devices that allow the inmate conversation [REDACTED] allowing the DOC [REDACTED] with the exception of privileged calls to attorneys, etc.

GTL Response: GTL will comply. This basic TDD is easy to use. It has an easy-touch keyboard with a bright, tilted 20-character display and includes a printer port to connect an external printer.

5.3.32 The Bidder must describe, in its response, how inmate call will be invoiced (and to whom) when the inmate uses the TDD/TTY device to place a call via the Massachusetts Deaf Relay Service.

GTL Response: GTL will comply. GTL believes that it is of the most importance that these calls be completed for non hearing inmates. GTL is willing to provide these as [REDACTED]

5.4 DATA BACK-UP



5.4.1 The Bidder must perform all system and database back-ups and archiving. All archival hardware, supplies, network and recovery procedures which ensure that no data shall be lost must be provided by the Bidder at no cost to the DOC.

GTL Response: GTL will comply. GTL provides all necessary equipment and performs all system and database back-ups and archiving at no cost to the DOC. GTL has gone to extraordinary lengths to ensure the safe keeping of system configuration information and inmate call records. LazerPhone's centralized design provides redundancy of critical operational components and allows automatic backup of ALL call detail records.

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 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.

Redundant Control Computers: At each LazerPhone Control Center, LazerPhone system controls for every site 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.

5.4.2 The Bidder must be capable of recovering all system data for all locations, to the point of full system operation, using a system backup.



GTL Response: GTL will comply. Should there be a catastrophic loss at any or all DOC facilities, GTL is capable of recovering all system data for all locations to the point of full operation using GTL's system backups. (See "Redundant DOC Data Storage" above at 5.4.1)

5.4.3 The Bidder must describe, in its response, the back-up schedule for:

- The local system programming databases for each DOC facility;

GTL Response: GTL will comply.

Back-ups of the local system programming at each DOC facility occur in real time. As changes are made to the facility's active database, the change is simultaneously transmitted to the facility's backup storage array and to GTL's centralized database.

- The central Contractor maintained programming database for all DOC facilities;

GTL Response: GTL maintains two fully redundant data centers, one in Mobile, AL the second in Houston, TX. These two data centers are replicated in near real time. Meaning, data delivered to one data center is replicated to the second within seconds. Should a database issue occur, a comprehensive database is contained in both GTL locations and available for use in the event of a database failure.

Each of GTL's data centers adheres to a ridged back-up program. At each of GTL's data centers incremental back-ups are performed each evening between midnight and 5:00 central time. During these incremental back-ups any data created during that days activities is written to be back-up servers. Incremental back-ups are performed Monday through Saturday. Complete back-ups are performed during the same hours on Sunday.

Each database is backed up to a separate physical drive locally on the database server, During the nightly process data is written to an LTO tape drive back-up system. Full tapes are stored in a secured fireproof cabinet while on premise. Weekly tapes are transferred to and stored in location off premise. Taped are rotated on a twelve (12) week rotation.

All inmate call records for each DOC facility;

GTL Response: GTL will comply. Back-ups of inmate call records at each DOC facility occur in real time. 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.

- All inmate call records for all DOC facilities maintained at the Contractor's site;



GTL Response: GTL will comply. GTL maintains two fully redundant data centers, one in Mobile, AL the second in Houston, TX. These two data centers are replicated in near real time. Meaning, data delivered to one data center is replicated to the second within seconds. Should a database issue occur, a comprehensive database is contained in both GTL locations and available for use in the event of a database failure.

Each of GTL's data centers adheres to a ridged back-up program. At each of GTL's data centers incremental back-ups are performed each evening between midnight and 5:00 central time. During these incremental back-ups any data created during that days activities is written to be back-up servers. Incremental back-ups are performed Monday through Saturday. Complete back-ups are performed during the same hours on Sunday.

Each database is backed up to a separate physical drive locally on the database server, During the nightly process data is written to an LTO tape drive back-up system. Full tapes are stored in a secured fireproof cabinet while on premise. Weekly tapes are transferred to and stored in location off premise. Taped are rotated on a twelve (12) week rotation.

- All inmate call recordings for each DOC facility;

GTL Response: GTL will comply. Back-ups of inmate call recordings at each DOC facility occur once a day. At the time of an inmate's call, the call's recorded conversation is saved in real time 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.

GTL maintains two fully redundant data centers, one in Mobile, AL the second in Houston, TX. These two data centers are replicated in near real time. Meaning, data delivered to one data center is replicated to the second within seconds. Should a database issue occur, a comprehensive database is contained in both GTL locations and available for use in the event of a database failure.

Each of GTL's data centers adheres to a ridged back-up program. At each of GTL's data centers incremental back-ups are performed each evening between midnight and 5:00 central time. During these incremental back-ups any data created during that days activities is written to be back-up servers. Incremental back-ups are performed Monday through Saturday. Complete back-ups are performed during the same hours on Sunday.

Each database is backed up to a separate physical drive locally on the database server, During the nightly process data is written to an LTO tape drive back-up system. Full tapes are stored in a secured fireproof cabinet while on premise. Weekly tapes are transferred to and stored in location off premise. Taped are rotated on a twelve (12) week rotation.



- All inmate call recordings for all DOC facilities maintained at the Contractor's site.

GTL Response: GTL will comply. GTL backs-up the off-site centralized database containing inmate call recordings for all DOC facilities With three copies of the inmate call recording, recordings are not backed up at the central location. In the event of a failure at one or two of the locations, recordings could be totally restored from the third storage location.

- 5.4.4** The Bidder must state, in its response, if these system back-ups are performed in real-time (e.g., as the transaction/call completes) or as a pre-scheduled time during the day.

GTL Response: GTL will comply. LazerPhone performs system and call detail record back-ups in real time and performs recording back-up every 24 hours.

- 5.4.5** The Bidder must describe, in its response, how the local ICS databases at all DOC facilities will be kept current with the ICS backups at the Contractor site in case of required re-programming or system recovery at a DOC facility.

GTL Response: GTL will comply. Because LazerPhone performs system and call detail record back-ups at all DOC facilities in real time, system settings and call detail records in the centralized databases at GTL's off-site storage location will always be current with the active storage arrays at DOC sites. Should a DOC facility's active storage array require re-programming or system recovery, GTL can restore the site's system from the facility's on-site back-up storage array or, if necessary, from GTL's off-site storage array for that facility.

- 5.4.6** The Bidder must agree, in its response, that the DOC retains ownership of all archived information, call detail, inmate records, etc. The Bidder must agree, in its response, that the DOC has the right to obtain all archived information, call detail, inmate records, etc. associated with the ICS regardless of the location of such information within the Contractor's organization or site.

GTL Response: GTL agrees.

- 5.4.7** The Bidder must describe, in its response, how it will provide system security for all data stored locally and at its central storage location. Such security description must include system security as well as how access to such sensitive information will be performed within the Bidder's organization.



GTL Response: GTL will comply. LazerPhone on-site system equipment and back-up storage arrays are installed in a secure location within the facility. GTL's off-site storage location is equally secure. Only authorized GTL personnel can access the building and the records at GTL's centralized storage location.

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

A User Security Profile is associated with [REDACTED]. 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.

[REDACTED] 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.

Security for LazerPhone ICS LAN and WAN: GTL provides a unique [REDACTED] 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 remote access to LazerPhone records and controls, whether from [REDACTED] or from a different DOC facility, is accomplished through this secure network system that is installed, managed, monitored, and maintained by GTL. These interconnecting LAN and WAN networks are unique and proprietary in nature, developed by GTL exclusively for LazerPhone Inmate Telephone System functionality. GTL networks are protected by both [REDACTED] programs.

5.5 ICS MANAGEMENT/ADMINISTRATION REQUIREMENTS

5.5.1 The Bidder must propose an ICS that can be administered on-site by the Bidder's personnel and DOC personnel.

GTL Response: GTL will comply. LazerPhone permits multiple users to access the system and perform functions for which each is authorized. 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.

[REDACTED]: Authorized individuals can enter [REDACTED] that may include destination telephone numbers or inmate PINs. If a call is made using [REDACTED] 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 [REDACTED] [REDACTED], in an emergency situation, an authorized user may shut down the entire LazerPhone Inmate Telephone system, preventing all inmate calls, through [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.

5.5.2 The Bidder must propose an ICS that allows for changes to be administered in “real time” 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. At the system workstation authorized personnel are able to make additions, changes, or retrieve reports in real-time at the workstation without having to take the system off line.

5.5.3 The Bidder must propose an ICS that provides a Graphical User Interface (e.g., Microsoft Windows™) for both system administration and system reporting functions. The Bidder must provide samples of its User Interface screens with its response.

GTL Response: GTL will comply. Our LazerPhone Inmate Telephone System’s controlling software, through which all system management and administration is accomplished, is a Web-based, Microsoft® Windows XP program that runs on a Windows 2000 server platform. Global Tel*Link provides all of the server and workstation software required to operate, access, and control the inmate telephone system.

5.5.4 The Bidder must describe, in its response, what system administration functions are available with the proposed ICS (i.e., new account entry, account/record modification, account deletion, etc.).

GTL Response: GTL will comply. At the LazerPhone workstation the system administrator or other authorized facility personnel 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] that may include destination telephone numbers or inmate PINs. If a call is made using a [REDACTED] the



system will automatically dial to up to three preprogrammed numbers to [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 [REDACTED] [REDACTED], in an emergency situation, an authorized user may shut down the entire LazerPhone Inmate Telephone system, [REDACTED] the [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.

PIN Transfer Between DOC Sites

The DOC makes transfers of inmates between facilities on a daily basis (Monday through Friday). In addition, unscheduled inmate transfers can occur at any time or on any day. Although the DOC understands that there will sometimes be unusual circumstances to prevent such, it is important that the PIN assigned to the transferred inmate be active at the new facility within [REDACTED] after the physical transfer. The DOC will provide the Contractor with a list of inmates to be transferred on a daily basis to assist in facilitate this PIN transfer.



GTL Response: GTL will comply. LazerPhone has been designed to allow inmates to move freely between the DOC's LazerPhone facilities with automatic transfer of PIN information. The first time an inmate attempts to make a call after being transferred to another DOC facility, GTL's Validation system recognizes it and transfers the inmate PIN information from one facility to the other. This transfer is accomplished within the GTL's Data Center.

Also, the IMS interface program provided by GTL, for transfer of inmate data from the DOC's Inmate Management System (IMS) to LazerPhone, will transfer in near real-time any changes made to individual inmate IMS accounts that are also appropriate to LazerPhone PIN accounts. Additionally, the interface program provided by GTL will fully update each DOC facility's PIN database once every twenty-four hours.

LazerPhone's Portable PIN function allows a newly transferred inmate to immediately make calls from the new facility. 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 (an authorized person at the workstation or automatic detection by the LazerPhone system), and the date and time the transfer was logged.

5.5.5 The Bidder must agree, in its response, to this [REDACTED] PIN transfer requirement.

GTL Response: GTL will comply. Due to LazerPhone's Portable PIN function, a transferred inmate's PIN will be recognized at the new facility, [REDACTED] if the inmate is able to call from the [REDACTED] within [REDACTED] of his/her arrival.

5.5.6 The Bidder must describe, in its response, how it will perform daily scheduled transfers.

GTL Response: GTL will comply. The IMS interface program provided by GTL, for transfer of inmate data from the DOC's Inmate Management System (IMS) to LazerPhone, will transfer in near real-time any changes made to individual inmate IMS accounts that are also appropriate to LazerPhone PIN accounts. Additionally, the interface program provided by GTL will fully update each DOC facility's PIN database once every twenty-four hours.

Even without the specialized IMS interface, LazerPhone's Portable PIN function would allow the system to recognize when an inmate has been transferred from one DOC facility to another. An inmate transfer record is automatically generated within LazerPhone when an inmate PIN assigned at one facility is being used to place a call at a different facility.

5.5.7 The Bidder must describe, in its response, how it will perform unscheduled PIN transfers to ensure that the transferred inmate has access to their attorney through the ICS.

GTL Response: GTL will comply. LazerPhone has been designed to allow inmates to move freely between the DOC's LazerPhone facilities with automatic transfer of PIN information. The



GTL's Validation system recognizes it and transfers the inmate PIN information from one facility to the other. This transfer is accomplished within the GTL's Data Center.

Semi-Annual Review

5.5.8 The Contractor must conduct a semi-annual review of the inmate PIN database to ensure that all DOC staff, volunteers, consultants, etc. telephone numbers are not part of the system allowable number lists. The DOC will provide a list of appropriate telephone numbers.

GTL Response: GTL will comply.

5.5.9 The proposed ICS must allow for multiple levels of system access by authorized DOC personnel (e.g., reports only, call recordings at a specific facility only, etc.). The Bidder must describe, in its response, how this is accomplished and any limitations to these password levels.

GTL Response: GTL will comply. Access to the LazerPhone control program is restricted by a password protected User Security Profile system that allows for multiple levels of access by authorized DOC personnel. A User Security Profile is associated with each valid password. The Security Profile record for each user specifies exactly which LazerPhone functions will be accessible by that individual. This allows multiple correctional personnel to access only those functions corresponding to their security levels.

5.6 SYSTEM REPORTING FUNCTION

5.6.1 The proposed ICS must provide a system reporting package accessible by DOC personnel. This reporting package must allow for the querying of inmate call records and include a graphical user interface (GUI) for ease of use.

GTL Response: GTL will comply. LazerPhone's Call Search screen at the on-site workstation offers a wide variety of call record and administrative reports that can be generated for given time periods. Predefined report queries selected from drop-down menus, make report generation simple. Easy, point and click Record Filters can be selected to refine the search for calls that meet specified criteria.

LazerPhone Reports Include (but are not limited to):



- ◆ CALL DETAIL REPORT
- ◆ [REDACTED]
- ◆ [REDACTED]
- ◆ FREQUENCY REPORT (BY TRUNK ID)
- ◆ FREQUENCY REPORT (BY PIN, IF APPLICABLE)
- ◆ [REDACTED]
- ◆ PIN ACCOUNT CREATION REPORT
- ◆ [REDACTED]
- ◆ [REDACTED]
- ◆ RECORDING PLAYBACK HISTORY REPORT
- ◆ CALL DOWNLOAD HISTORY REPORT
- ◆ CUSTOM CALL REPORTS
- ◆ DEBIT MODE RECONCILIATION REPORT
- ◆ INMATE TRANSFER REPORT
- ◆ AUDIT LOG REPORT
- ◆ OFFICER CHECK-IN REPORT (IF APPLICABLE)
- ◆ TRUNK ACTIVITY REPORT
- ◆ CALL TRAFFIC ANALYSIS REPORT
- ◆ CALL RATE TYPE ANALYSIS REPORT

Once the desired type of report is selected and any special search parameters defined, a click of the Search button produces the report on the screen. A click of the Print button, prints the report from the workstation printer. Up to the minute reports can be generated at any time and for any time period.

CALL DETAIL REPORTS

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
R	A recorded conversation is attached
N	A user Note is attached
L	The record is Locked to keep its recording beyond normal storage period
P	The recording has been played back (Playback History)
C	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.

Call Detail Report

Copy File(s) Lock File(s)

Show Filters Search

Print

Start Date / Time Descending

Total Count: Currently Viewing 1 to 9

R	N	L	P	C	Station	Location	Dest	RIN	Display Time	Length	Cost	Start	End
					610465005	H E POD PH-1	610292275		6102924 8:15:46 AM	00:00	\$0.00	DTMF Call Accepted	Station Hang Up
					610465005	H E POD PH-1	6102929105		6102924 5:42:29 AM	00:00	\$0.00	Station Hangup during Playback	Call not complete (no send code)
					610465005	H E POD PH-1	6103571274		6102204 4:04:39 AM	00:00	\$5.90	DTMF Call Accepted	Station Hang Up
					610465005	H E POD PH-1	6152655645		6102504 12:58:54 AM	04:40	\$1.20	DTMF Call Accepted	Station Hang Up
					610465005	H E POD PH-1	6152655645		6102304 12:54:46 AM	00:39	\$3.00	DTMF Call Accepted	Station Hang Up
					610465005	H E POD PH-1	6105388591		6102304 12:35:43 AM	01:52	\$3.00	DTMF Call Accepted	Station Hang Up
					610465005	H E POD PH-1	610292275		6102204 12:35:18 AM	00:00	\$0.00	Station Hangup during Playback	Call not complete (no send code)
Total Duration										1:23:73			
Total Cost										12:73			
This Screen Displays										61:18:38			
Total Duration										71:56:28			

Standard Record Filters Include:

Calls by Origination number (inmate phone)

- 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)

Calls with a specified Start or End code

- Completed calls
- Incomplete calls



Incomplete calls that validated
Locked call records

OVERVIEW OF OTHER STANDARD REPORTS

Frequency Report by Origination Number: This report provides investigative staff with the frequency of calls placed from a selected inmate station for a selected period of time. Additionally, it is used by GTL to determined phone usage and helps to determine if additional phones are required.

Frequency Report by Destination Number: Designed for the investigative staff, this report provides a count of calls placed to a specific destination number over a selected period of time. It is also used by GTL to determined potential fraudulent use of the inmate phone system.

Frequency Report by Trunk ID: Used primarily by GTL Technical Support, bad trunks can be identified and placed out of service until repaired. It also provides insight into the phone-to-trunk usage of a facility allowing GTL to more effectively process inmate traffic.

Frequency Report by PIN: Designed for the investigative staff, this report provides a count of calls placed by a specific inmate PIN over a designated period of time

[REDACTED] **Report:** Used in conjunction with a PIN based system,

[REDACTED] **Report:** This report provides

PIN Account Creation Report: This report details the creation of new PIN accounts, showing when and by whom the accounts were created and/or modified.

[REDACTED] **Report:** Again, designed primarily for the facility's investigative staff, this report provides all [REDACTED] report

[REDACTED] **Report:** Designed primarily for the facility's investigative staff, this report provides



Recording Playback History Report: This report is available for all call records within the specified time period, as well as for individual call records. It identifies each playback by date, time, and the authorized user who played back the recording.

Call Download History Report: This report is available only for individual calls. It identifies each download by date, time, and the authorized user who downloaded a copy of the call's data to a disk or CD.

Custom Call Reports: A custom search query in the Search By Custom field on the Call Search screen's Filters dialog box can generate unusual or special reports. GTL's Customer Support personnel will be happy to construct custom queries for special reports, or assist facility personnel with the construction of custom queries.

Debit Account Reconciliation Report (if applicable): If inmates are permitted to make prepaid calls using LazerPhone's integrated Debit Account option, facility personnel may periodically print reconciliation reports for inmate accounts.

Inmate Transfer Report: The Inmate Transfer Report helps the DOC or Sheriff's Office track inmate transfers. For each transferred inmate the Inmate Transfer Report shows Inmate PIN, Old Facility, New Facility, who logged the change (an authorized person or the LazerPhone system), and the date and time the transfer was logged.

An inmate transfer record is automatically generated when an authorized system user manually updates an inmate's account to a new facility or when LazerPhone recognizes that an inmate PIN assigned at one facility is being used to place a call at a different facility.

Audit Log Report: LazerPhone's User Log 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 Audit Log Report documents system access and activities.

Officer Check-In Report: LazerPhone permits officers to check-in at inmate telephones as they make rounds throughout the facility. The Officer Check-In report shows the location and number of the phone used, the officer's ID number, and the date and time of the check-in call.

Trunk Activity Report: provides facility staff and LazerPhone's Technical Support Staff with utilization of the systems trunks. This report provides vital system resource information that enables GTL to manage the system to its potential.

Call Traffic Analysis Report: This report provides a snapshot of the calling activities over a specified period of time for a facility or all facilities within the system group.

Call Rate Type Analysis Report: This report provides for each rate type (local, intraLATA,



interLATA, etc) the number of calls and the amount of revenue per day for the selected facility or for all facilities within the system group.

Fraud Attempt Flags and Reports: Three-way call attempts will be flagged 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. Such calls display in ORANGE on Call Detail Reports.

Report Type	Call Detail Report	Facility	Start Date / Time	Descending	Show Filters	Search	Print
15	01/12/2006	TCDF	01/12/2006 1:05:30 PM	00:00	\$0.00	Station Hangup during Outcall	Call not complete (no end code)
19	01/12/2006	TCDF	01/12/2006 1:06:24 PM	00:00	\$0.00	Station Hangup during Forward	Call not complete (no end code)
18	01/12/2006	WTFP2	01/12/2006 1:06:21 PM	00:00	\$0.00	No Answer	Call not complete (no end code)
19	01/12/2006	WTFP2	01/12/2006 1:06:33 PM	00:00	\$0.00	No Answer	Call not complete (no end code)
20	01/12/2006	MOB	01/12/2006 1:07:13 PM	00:00	\$0.00	Validation Denied	No Collect Calls
21	01/12/2006	SOC	01/12/2006 1:06:15 PM	00:00	\$0.00	Validation Denied	Out of Line Violation
24	01/12/2006	SOC	01/12/2006 1:06:13 PM	00:00	\$0.00	Call in Progress	Call not complete (no end code)
26	01/12/2006	MOB	01/12/2006 1:06:15 PM	27:50	\$1.00	DTMF Call Accepted	Station Hang Up
27	01/12/2006	WTFP2	01/12/2006 1:07:04 PM	00:00	\$0.00	Station Hangup during Outcall	Call not complete (no end code)
28	01/12/2006	TPW	01/12/2006 1:06:23 PM	00:00	\$0.00	Validation Denied	No Collect Calls

5.6.2 The proposed ICS must allow for the generation of reports by DOC facility, a combination of DOC facilities or all DOC facilities.

GTL Response: GTL will comply. LazerPhone reports can be generated at the system's workstation, any time the DOC facility, a combination of DOC facilities or all DOC facilities. LazerPhone's intuitive, easy to use program makes generating reports extremely easy. Most standard reports are simply selected from a list on a drop-down menu. Even setting filters to generate a custom report, is easy in LazerPhone's point-and-click environment. If unusual reports are needed and facility personnel are unsure how to generate them, Global Tel*Link's Technical Support personnel will be glad to create custom queries to generate the desired reports. If there is a need for Global Tel*Link to print a report and send it to the DOC, it will be



shipped by overnight carrier.

5.6.3 The proposed ICS must allow for the generation of reports by DOC personnel based on their user access level.

GTL Response: GTL will comply. 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 [redacted] and ensures that only authorized personnel are permitted to monitor and control inmate telephone usage.

A User Security Profile is associated with each [redacted] 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 [redacted] all security [redacted] LazerPhone's [redacted] Management [redacted], from which the User Security Profile 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.

Secure password [redacted]
[redacted]

[redacted]



Audit Log Report		All Facilities		Show Filters	Search
Log Date / Time		Descending		Print	
53	CFMARR	4/11/2005 12:00:17 AM CT	Destination Number 5105201022 updated at 5800		
54	CFMARR	4/11/2005 12:00:17 AM CT	Destination Number 5105201022 updated at 5800		
55	CFMARR	4/11/2005 12:00:17 AM CT	Destination Number 5105201022 updated at 5800		
56	CFMARR	4/11/2005 12:00:17 AM CT	Destination Number 5105201022 updated at 5800		
57	CFMARR	4/11/2005 12:00:17 AM CT	Destination Number 5105201022 updated at 5800		
58	CFMARR	4/11/2005 12:00:17 AM CT	Destination Number 5105201022 updated at 5800		
59	CFMARR	4/11/2005 12:00:17 AM CT	Destination Number 5105201022 updated at 5800		
60	CFMARR	4/11/2005 12:00:17 AM CT	Destination Number 5105201022 updated at 5800		
61	CFMARR	4/11/2005 12:00:17 AM CT	Destination Number 5105201022 updated at 5800		
62	CFMARR	4/11/2005 12:00:17 AM CT	Destination Number 5105201022 updated at 5800		
63	CFMARR	4/11/2005 12:00:17 AM CT	Destination Number 5105201022 updated at 5800		
64	CFMARR	4/11/2005 12:00:17 AM CT	Destination Number 5105201022 updated at 5800		
65	CFMARR	4/11/2005 12:00:17 AM CT	Destination Number 5105201022 updated at 5800		
66	CFMARR	4/11/2005 12:00:17 AM CT	Destination Number 5105201022 updated at 5800		
67	CFMARR	4/11/2005 12:00:17 AM CT	Destination Number 5105201022 updated at 5800		
68	CFMARR	4/11/2005 12:00:17 AM CT	Destination Number 5105201022 updated at 5800		
69	CFMARR	4/11/2005 12:00:17 AM CT	Destination Number 5105201022 updated at 5800		
70	CFMARR	4/11/2005 12:00:17 AM CT	Destination Number 5105201022 updated at 5800		
71	CFMARR	4/11/2005 12:00:17 AM CT	Destination Number 5105201022 updated at 5800		
72	CFMARR	4/11/2005 12:00:17 AM CT	Destination Number 5105201022 updated at 5800		
73	CFMARR	4/11/2005 12:00:17 AM CT	Destination Number 5105201022 updated at 5800		
74	CFMARR	4/11/2005 12:00:17 AM CT	Destination Number 5105201022 updated at 5800		
75	CFMARR	4/11/2005 12:00:17 AM CT	Destination Number 5105201022 updated at 5800		
76	CFMARR	4/11/2005 12:00:17 AM CT	Destination Number 5105201022 updated at 5800		
77	CFMARR	4/11/2005 12:00:17 AM CT	Destination Number 5105201022 updated at 5800		
78	CFMARR	4/11/2005 12:00:17 AM CT	Destination Number 5105201022 updated at 5800		
79	CFMARR	4/11/2005 12:00:17 AM CT	Destination Number 5105201022 updated at 5800		
80	CFMARR	4/11/2005 12:00:17 AM CT	Destination Number 5105201022 updated at 5800		
81	CFMARR	4/11/2005 12:00:17 AM CT	Destination Number 5105201022 updated at 5800		
82	CFMARR	4/11/2005 12:00:17 AM CT	Destination Number 5105201022 updated at 5800		
83	CFMARR	4/11/2005 12:00:17 AM CT	Destination Number 5105201022 updated at 5800		
84	CFMARR	4/11/2005 12:00:17 AM CT	Destination Number 5105201022 updated at 5800		
85	CFMARR	4/11/2005 12:00:17 AM CT	Destination Number 5105201022 updated at 5800		
86	CFMARR	4/11/2005 12:00:17 AM CT	Destination Number 5105201022 updated at 5800		
87	CFMARR	4/11/2005 12:00:17 AM CT	Destination Number 5105201022 updated at 5800		
88	CFMARR	4/11/2005 12:00:17 AM CT	Destination Number 5105201022 updated at 5800		
89	CFMARR	4/11/2005 12:00:17 AM CT	Destination Number 5105201022 updated at 5800		
90	CFMARR	4/11/2005 12:00:17 AM CT	Destination Number 5105201022 updated at 5800		
91	CFMARR	4/11/2005 12:00:17 AM CT	Destination Number 5105201022 updated at 5800		
92	CFMARR	4/11/2005 12:00:17 AM CT	Destination Number 5105201022 updated at 5800		
93	CFMARR	4/11/2005 12:00:17 AM CT	Destination Number 5105201022 updated at 5800		
94	CFMARR	4/11/2005 12:00:17 AM CT	Destination Number 5105201022 updated at 5800		
95	CFMARR	4/11/2005 12:00:17 AM CT	Destination Number 5105201022 updated at 5800		
96	CFMARR	4/11/2005 12:00:17 AM CT	Destination Number 5105201022 updated at 5800		
97	CFMARR	4/11/2005 12:00:17 AM CT	Destination Number 5105201022 updated at 5800		
98	CFMARR	4/11/2005 12:00:17 AM CT	Destination Number 5105201022 updated at 5800		
99	CFMARR	4/11/2005 12:00:17 AM CT	Destination Number 5105201022 updated at 5800		
100	CFMARR	4/11/2005 12:00:17 AM CT	Destination Number 5105201022 updated at 5800		
101	CFMARR	4/11/2005 12:00:17 AM CT	Destination Number 5105201022 updated at 5800		

The Audit Log Report tracks user login, user activities, and system changes.

5.6.4 The proposed ICS must provide for custom reports to be developed by the DOC and provide for the following standard, at a minimum:

- Chronological List of Calls
- Daily Call Volume Summary
- Daily Call Volume Detail
- Weekly Call Volume Summary
- Weekly Call Volume Detail
- Inmate Account Summary
- Inmate Account Detail
- Frequently Dialed Numbers



- Specific Telephone Number Dialed Usage
- Suspended Inmate Account
- [REDACTED]
- [REDACTED]
- [REDACTED]
- Quantity of Calls per Inmate Account
- Quantity of Minutes per Inmate Account
- Blocked Telephone Number List
- Local Exchange Volume (by Exchange)
- Area Code Volume (by Area Code)

GTL Response: GTL will comply. LazerPhone's *Search By Custom* report filter allows custom reports to be generated "as needed" at the system workstation. A custom search query in the Search By Custom field on the Call Search screen's Filters dialog box can generate unusual or special reports. GTL's Customer Support personnel will be happy to construct custom queries for special reports, or assist facility personnel with the construction of custom queries.

LazerPhone's Call Search screen at the on-site workstation offers a wide variety of call record and administrative reports that can be generated for given time periods. Predefined report queries selected from drop-down menus, make report generation simple. Easy, point and click Record Filters can be selected to refine the search for calls that meet specified criteria.

LazerPhone Reports Include (but are not limited to):

- ◆ CALL DETAIL REPORT
- ◆ FREQUENCY REPORT (BY ORIGINATION NUMBER)
- ◆ FREQUENCY REPORT (BY DESTINATION NUMBER)
- ◆ FREQUENCY REPORT (BY TRUNK ID)
- ◆ FREQUENCY REPORT (BY PIN, IF APPLICABLE)
- ◆ [REDACTED]
- ◆ PIN ACCOUNT CREATION REPORT
- ◆ [REDACTED]
- ◆ [REDACTED]
- ◆ RECORDING PLAYBACK HISTORY REPORT
- ◆ CALL DOWNLOAD HISTORY REPORT
- ◆ CUSTOM CALL REPORTS
- ◆ DEBIT MODE RECONCILIATION REPORT
- ◆ INMATE TRANSFER REPORT



- ◆ AUDIT LOG REPORT
- ◆ OFFICER CHECK-IN REPORT (IF APPLICABLE)
- ◆ TRUNK ACTIVITY REPORT
- ◆ CALL TRAFFIC ANALYSIS REPORT
- ◆ CALL RATE TYPE ANALYSIS REPORT

Once the desired type of report is selected and any special search parameters defined, a click of the Search button produces the report on the screen. A click of the Print button, prints the report from the workstation printer. Up to the minute reports can be generated at any time and for any time period.

CALL DETAIL REPORTS

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
R	A recorded conversation is attached
N	A user Note is attached
L	The record is Locked to keep its recording beyond normal storage period
P	The recording has been played back (Playback History)
C	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.



Call Detail Report

Client Over Facility: 5862

Start Date / Time: Descending

Copy File(s) Lock File(s)

Show Filters Search

Print

Total Count: 8 - Currently Viewing 1 to 8

#	R	N	L	P	C	Station	Location	Dest	PIN	Date/Time	Length	Cost	Start	End
1						5104460016	HI EPOD PH 1	2507422279		09/02/04 0:15:18 AM	18:57	\$4.04	DTMF Call Accepted	Station Hanging Up
2						5104460030	HI EPOD PH 1	5103303165		09/02/04 0:42:28 AM	00:00	\$0.00	Station Hanging during Prompts	Call not complete (no end code)
3						5104460065	HI EPOD PH 1	5103071204		09/02/04 1:04:20 AM	06:00	\$5.50	DTMF Call Accepted	Station Hanging Up
4						5104460065	HI EPOD PH 1	5103075586		09/02/04 12:58:34 AM	04:43	\$3.25	DTMF Call Accepted	Station Hanging Up
5						5104460065	HI EPOD PH 1	5103075586		09/02/04 12:58:34 AM	04:43	\$3.25	DTMF Call Accepted	Station Hanging Up
6						5104460065	HI EPOD PH 1	5103075586		09/02/04 12:58:34 AM	04:43	\$3.25	DTMF Call Accepted	Station Hanging Up
7						5104460065	HI EPOD PH 1	5103075586		09/02/04 12:58:34 AM	04:43	\$3.25	DTMF Call Accepted	Station Hanging Up
8						5104460029	HI EPOD PH 1	5102603072		09/02/04 12:35:16 AM	00:00	\$0.00	Station Hanging during Prompts	Call not complete (no end code)
This Screen Total											18:57			
Total Sum											1:04:72			
This Screen Duration											01:24:36			
Total Duration											01:38:30			

Standard Record 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)
- Calls with a specified Start or End code
- Completed calls
- Incomplete calls
- Incomplete calls that validated
- Locked call records



5.6.5 The proposed ICS must allow for selected reports to be generated automatically based on DOC criteria (e.g., time of day, volume of calls, particular inmate, etc.).

GTL Response: GTL will comply.

5.6.6 The proposed ICS must allow for automatic generation of reports by individual DOC facility or on a system wide basis.

GTL Response: GTL will comply.

5.6.7 The proposed ICS reporting function must allow for the exporting reporting data to Microsoft Excel® and Microsoft Word® at a minimum.

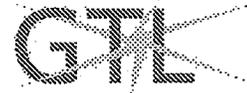
GTL Response: GTL will comply. At the workstation, call detail records may be saved in ASCII format or to a comma-delimited text file and copied to a diskette or backed up to a CD for archiving by the institution. Comma-delimited text files are easily imported into Microsoft Access or Excel. Additionally, throughout the life of the Contract, LazerPhone call records are always available on-line at the system workstation. After contract expiration, the DOC's call detail records remain archived on Global Tel*Link's Central Computers for a minimum of seven (7) years and will be available upon the DOC's request.

5.6.8 The proposed ICS must allow for all reports to be viewed in hard copy format or viewed "on-line" by a user with the proper access level.

GTL Response: GTL will comply. LazerPhone reports can be viewed on-screen at the system workstation by an authorized person, and/or can be printed and viewed in hard copy.

5.6.9 The proposed ICS must allow for access by [REDACTED] to the ICS at each of the DOC facilities for inmate call reports, inmate call monitoring and inmate call recording. The Bidder must describe, in its response, how this is accomplished and what security measures are in place during this access.

GTL Response: GTL will comply. GTL will configure DOC LazerPhone Inmate Telephone Systems for access by [REDACTED] to access call detail reports, listen to recorded conversations, and live monitor inmate calls-in-progress from an authorized computer provided by GTL.



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

A User Security Profile is associated with each user. 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 [redacted] may [redacted] the system.

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.

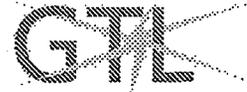
Security for LazerPhone ICS LAN and WAN: GTL provides a unique [redacted] network that allows the LazerPhone systems at all DOC facilities to be networked together via a secure closed network. [redacted] (Virtual Private Network) connections are also available for approved users that have access to the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

5.6.10 It is desirable that the ICS provide DOC personnel that [redacted] and address [redacted]. The Bidder must describe, in its response, how this function is provided and how it operates with the proposed system.

GTL Response: GTL will comply. LazerPhone provides DOC personnel [redacted]. A simple [redacted].

5.7 SYSTEM IMPLEMENTATION AND TRANSITION

The DOC is presently utilizing an ICS provided by Verizon. It is therefore of the utmost



importance that the Bidder address the issue of transition from the existing system to the new ICS at all DOC locations. The DOC realizes that some "down time" will occur during this transition but the Bidder must propose an implementation plan that reduces this "down time" and allows for a smooth progression to the new system.

GTL Response: GTL will comply. GTL's installation and changeover procedures are carefully designed to maximize efficiency of installation and minimize disruption of inmate telephone service.

Since GTL installs and configures all LazerPhone software in advance of bringing down the current system, and works closely with the local exchange company on scheduling changeover, "down time" is kept to an absolute minimum. We accomplish changeover on a one-to-one basis, phone by phone, so the telephone system itself is never completely down.

At the time of changeover, the inmate database for the facility is complete. The database contains relevant information from the existing service provider, including block list, attorney list, etc. to ensure that no data will be lost during the cutover process.

GTL has provided a preliminary installation plan in Exhibit C. Upon contract award, GTL will provide the Commonwealth with a more detailed plan that meets the above requirements.

5.7.1 The Bidder is required to provide the DOC a full implementation plan upon award of contract for the ICS. The Bidder's implementation plan must include a detailed explanation of the following items:

- pre-installation procedures for each DOC facility;
- pre-installation procedures for the complete system;
- network circuits/service coordination requirements;
- software programming and preparation;
- equipment delivery schedules;
- equipment security procedures;
- equipment/system installation procedures;
- inmate telephone installation procedures;
- system testing at each DOC facility;
- system testing of overall system connectivity;
- training of DOC personnel;
- actual system cutover to service
- list of DOC responsibilities.



GTL Response: GTL will comply. Upon contract award, GTL will provide a complete Implementation Plan. Following is an overview.

The GTL Implementation Team will be led by a full time Implementation Manager, [REDACTED] is located in [REDACTED]. Bill 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. [REDACTED] has previously installed and cutover the MA DOC, and has been responsible for the installation of other DOC's including the state of Maine, New Jersey, and North Carolina.

All of these projects are similar scope and many are similar in size and all share the same complexities as the MA DOC program ensuring Massachusetts a seasoned and highly experienced professional to oversee the successful transition of all facilities to the GTL solution. His experience and expertise will ensure that the MA DOC implementation will be a seamless and timely transition to the new system.

The implementation will be accomplished utilizing a highly trained team that will consist of skilled install technicians, technical support personnel, and a certified LazerPhone trainer.

The activities required to implement the Inmate Telephone Service equipment are listed in the Site Activities table below. The list includes steps that may or may not be performed on-site due to it being completed by GTL's Production Department during the system configuration and "burn-in" process. Also, the time duration given is a conservative estimate. Actual time necessary to complete the installation may be less.

INMATE PHONE SYSTEM INSTALLATION – ACTIVITIES

Item	Description	Duration
1	Site implementation meeting	1
2	System location requirements set	1
3	Call processing & recording equipment manufactured	10
4	Site survey completed	1
5	Site name branded call announcement recording developed	10
6	Cable installations scheduled	1
7	Employee security check	2
8	Establish conversion plan	3
9	Begin cabling and inmate telephone installation	2
10	Test existing or oversee new TELCO installation	1
11	Equipment delivered to the site	1
12	Installation of LazerPhone equipment	5
13	Software installed and system programmed	1
14	System testing and certification completed	2



Item	Description	Duration
15	System cutover and removal off existing equipment	1
16	Train facility staff and System Administrators	1
17	Final acceptance	30 - 41

The following numbered paragraphs provide a detailed description of the tasks listed in the table above.

- 1. Site Implementation meeting with facility staff:** Global Tel*Link's Project Manager and installation team will meet with facility staff to review installation activities required, the floor space, environmental, power, grounding connection and cabling requirements for the ITS on-site equipment and facility staff escort resource requirements and availability.
- 2. System location requirements set:** This addresses the verification of where the facility ITS interface closet is to be located and the location of where the user workstation(s) are to be installed. In addition, Global Tel*Link will address with facility staff the accessibility requirements of Global Tel*Link's support and maintenance staff to the equipment in order to perform system maintenance activities during the term of the contract as well as initial installation, testing and system certification activities.
- 3. Call processing and recording equipment manufactured:** The normal interval is 30 days.
- 4. Site surveys completed:** The site survey allows the Global Tel*Link implementation team to assess the specific needs of the installation. This may include additional cabling and other site preparations.
- 5. Site name branded call announcement recording developed:** This refers to the recorded message heard by the called party which identifies that the call is originating from the DOC Correctional facility and the facility name that is to be used.
- 6. Cable installations scheduled:** As required and identified during the site survey, Global Tel*Link will schedule with facility staff to perform the installation of the telephone and ITS cabling and cabling cross-connects within the facility from the inmate call processor to the inmate phones and to local dial-up system access circuits.
- 7. Employee security check:** Global Tel*Link will supply the required personal information for each company employee or subcontractor employee for the DOC's background security checks prior to granting facility access.
- 8. Establish conversion plan:** Global Tel*Link and DOC representative(s) will establish a



plan to ensure that conversion to the new service goes smoothly and without interruption of service.

9. **Begin cabling and inmate telephone installation:** Global Tel*Link's installation team will perform pre-installation cabling and related activities to prep the site for the delivery and installation of the ITS equipment. During this time Global Tel*Link will test, verify standards quality and label the existing and Department owned inmate telephone cabling that it will be re-using as well as and new cabling that is installed to support the proposed system.
10. **Test existing or oversee new TELCO installation:** This is part of site preparation to assure that the installation and testing of the access circuits goes smoothly.
11. **Equipment delivered to the site:** The proposed equipment will be delivered to the facility installation site by Global Tel*Link and its staff.
12. **Installation begins:** Installation activities begin of the proposed inmate call control/recording/monitoring equipment, workstations, computers, other equipment and any remaining cabling necessary.
13. **Software installed and system programmed:** This includes installation of the LazerPhone system station and trunk line cards and programming of the system.
14. **System Testing and certification completed:** This refers to Global Tel*Link's installation team successfully completing a full system test and certification process of the centralized LazerPhone system including, but not limited to placing various test calls to insure that all system features, system functionality, call control requirements and restrictions are operating and performing correctly prior to system cut-over.
15. **System Cutover:** Inmate telephones are cutover to new ITS equipment and additional test calls placed from each physical inmate telephone to assure that each of them as well as an additional system check to ensure that each are functioning and operating correctly. After these test are completed, the removal of the existing ITS will be accomplished. This should reduce down time at each site to a minimum.
16. **Train facility staff and System Administrators:** Facility staff and System Administrators will be trained to operate the system and perform activities meeting the particular needs of correctional facility personnel.
17. **Final acceptance:** Installation is complete.

5.7.2 The Bidder must work with the DOC to determine the exact times when Inmate



Telephone Equipment can be replaced to reduce "down time".

GTL Response: GTL will comply.

5.7.3 The Bidder is required to conduct a site visit to each DOC facility prior to installation of the ICS there in order to become familiar with the physical location of the ICS and the inmate telephones as well as to be completely familiar with the installation requirements of each particular facility.

GTL Response: GTL will comply. As part of its implementation plan, GTL will conduct site surveys prior to installation to become familiar with the installation requirements of each facility.

5.7.4 The Contractor shall coordinate the removal of the [REDACTED] in all DOC facilities. The Contractor is required to meet with the DOC so that the existing telephones may be used during the transition to the new inmate telephones provided under this contract.

GTL Response: GTL will comply. GTL will coordinate the removal of [REDACTED] in all DOC facilities.

5.7.5 The Bidder is allowed to re-use existing station cabling installed at each DOC facility for the inmate telephones once it has "tone and tested" each cable run to ensure that the station cable is capable of supporting the [REDACTED].

In cases where the existing cable is re-used, the Bidder will re-terminate and label the station cabling at the cross connect (main/intermediate distribution frames) to ensure that all cabling is identified correctly and terminated in such a way to simplify future maintenance.

In cases where existing station cabling cannot be used, the Bidder will install new station cabling (Category 5e minimum) at no cost to the DOC. Any new cabling must include required wall plate, cross connection, patch cords, etc. as required by the Bidder and the DOC to ensure proper operation of the inmate telephones.

GTL Response: GTL will comply.

5.7.6 Although the DOC does not anticipate that such work will be required, the Bidder must agree in its response to obtain DOC permission in writing before proceeding with any



work that requires cutting into or through girders, beams, concrete or tile floors, partitions or ceilings, or any work that may impair fireproofing or moisture proofing, or potentially cause any structural damage.

GTL Response: GTL will comply. GTL will obtain written permission from the DOC for any work that requires cutting into or through girders, beams, concrete or tile floors, partitions or ceilings, or any work that may impair fireproofing or moisture proofing, or potentially cause any structural damage.

5.7.7 The Bidder will be responsible for all programming of the ICS including the generation and creation of the system database(s) required to provide a fully operational ICS.

GTL Response: GTL will comply. GTL will be responsible for all programming of the ICS.

5.7.8 The Bidder must transfer the current ICS database information including inmate profiles (PINs) and call records to the new system. The Bidder must state, in its response, how this will be accomplished and what is required of the DOC to facilitate this transfer of information.

GTL Response: GTL will comply. The normal process to get inmate profiles (PINs) and other database and system configuration information (Authorized Attorney list, Allow lists, Block list, etc.) is for the DOC facility to make a request to the current vendor for an electronic copy of the information.

GLT will transfer existing data provided by the current vendor to the appropriate LazerPhone databases.

Due to potential differences in information and data structures of proprietary ICS systems, GTL does not transfer existing call records from the previous system to the LazerPhone Inmate Telephone System's call record database.

5.7.9 The Bidder must clean up and remove any and all debris and packaging material resulting from its work at the DOC facility on a daily basis.

GTL Response: GTL will comply. GTL will be responsible for removing all debris from the worksite.

5.7.10 Upon completion of installation, the Bidder must leave the DOC facility clean, orderly and ready for immediate use.



GTL Response: GTL will comply. GTL will leave all facilities clean and orderly.

5.7.11 The Bidder shall be completely responsible for replacing, restoring or bringing to former condition any damage caused by the Bidder's installation personnel to floors, ceilings, walls, furniture, grounds, pavement, etc. Any damage or disfigurements shall be restored to its former condition by the Bidder at no cost to the DOC.

GTL Response: GTL will comply. GTL will be responsible for any damage caused by GTL or its subcontractors during installation of the inmate calling system.

5.7.12 The Bidder must ensure that all of its 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 network 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 will comply. GTL will comply with all local, state and federal regulations relating to inmate telephone services. GTL will obtain all the required licenses and permits.

5.7.13 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. GTL will adhere to the prevailing wage rate schedules of the Commonwealth of Massachusetts Department of Labor and Workforce Development.

Implementation Team

5.7.14 The Bidder must provide a Project Manager for the implementation of the proposed ICS for the DOC. The Project Manager must serve as the Single Point of Contact (SPOC) for the DOC during the initial ICS implementation period regardless of the length of this



implementation period. The Project Manager must be available to the DOC via telephone, cellular telephone, and e-mail at a minimum during the course of this project.

The Project Manager for the implementation of the ICS must have experience with the implementation of an ICS on a scale equal to the DOC. The Project Manager for the implementation of the network services must not be the Account Manager required in Section 4.1.

The Bidder must provide, in its response, the name of the Implementation Project Manager to serve the DOC during the implementation of the ICS. A professional résumé detailing this Project Manager's qualifications and experience on projects of similar size and complexity as the DOC project must be provided as an attachment to the Bidder's response.

GTL Response: GTL will comply. James Beamer, Sales Account Manager, will interface with the DOC for all matters covered by the contract that results from this proposal. GTL's Project Manager for this account will be Bill Reynolds. [REDACTED] Bill 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. Bill has previously installed and cutover the MA DOC, and has been responsible for the installation of other DOC's including the state of Maine, New Jersey, and North Carolina.

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

Tom Sweeney	Executive Vice President of Sales & Marketing [REDACTED]	Phone: [REDACTED] Cell: [REDACTED]
Tim Miller	Area Sales Director [REDACTED]	Phone: [REDACTED] Cell: [REDACTED] Fax: [REDACTED]
Jim Beamer	Sales Account Manager [REDACTED]	Phone: [REDACTED] Phone: [REDACTED] Cell: [REDACTED] Fax: [REDACTED]
Bill Reynolds	Project Manager [REDACTED]	Phone: [REDACTED] Cell: [REDACTED] Fax: [REDACTED]

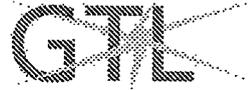


Danny Cravey	Installation Manager [Redacted]	Phone: [Redacted] Cell: [Redacted] Fax: [Redacted]
Tom Hearn	Vice President of Customer Service [Redacted]	Phone: [Redacted] Cell: [Redacted] Fax: [Redacted]
Laura Florey	Technical Support Manager [Redacted]	Phone: [Redacted] Cell: [Redacted] Fax: [Redacted]
Adrian Holifield	Client Systems Trainer [Redacted]	Phone: [Redacted] Cell: [Redacted] Fax: [Redacted]
Ricardo Cumberbatch	MBE- Publicall Telecommunications Inc. ricardo_cumberbatch@yahoo.com	Phone: [Redacted]
John Canny	MBE - Publicall Telecommunications Inc.	Phone: [Redacted]
Massachusetts DOC Specific Local Technician	To be provided on contract award.	Phone: Cell: Fax:

5.7.15 The Bidder must provide, in its response, the names of the implementation project team members, their location, and qualifications statements for each member assigned to the implementation of the ICS at the DOC.

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.



<p>Tom Sweeney Executive VP of Sales & Marketing [Redacted] [Redacted]</p>	<p>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.</p>
<p>Tim Miller Area Sales Director Located in [Redacted]</p>	<p>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.</p>
<p>Jim Beamer Sales Account Manager Located in Boston, [Redacted]</p>	<p>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.</p>
<p>Bill Reynolds Project Manager [Redacted] [Redacted]</p>	<p>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.</p>



<p>Danny Cravey Installation Manager Located [redacted] Mobile, [redacted]</p>	<p>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.</p>
<p>Tom Hearn Vice President of Customer Service Located [redacted] Mobile, [redacted]</p>	<p>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.</p>
<p>Laura Florey Technical Support Manager/Quality Control-Manager Located [redacted] Mobile, [redacted]</p>	<p>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 the Massachusetts DOC's system.</p>



<p>Adrian Holifield Client Systems Trainer Located In Mobile Ala.</p>	<p>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.</p>
<p>Ricardo Cumberbatch Publicall Telecommunications Inc. Located in Somerset, NJ</p>	<p>Mr. Cumberbatch is the President/Founder of Publicall Telecommunications, Inc. Publicall will provide the Site administrators/technicians</p>
<p>John Canny Publicall Telecommunications Inc. Located in South bound, NJ</p>	<p>Mr. Canny has the overall responsibility for account management for Publicall Telecommunications, Inc.</p>
<p>Local Area Technician/ Site Administrators</p>	<p>Upon contract award GTL will finalize and provide to the DOC the list of employees and subcontractors (if any) that will provide local maintenance and repair service for this contract.</p>

5.7.16 The Bidder must warrant in its response that all installation personnel who will implement the proposed ICS have been fully trained and certified by the manufacturer as qualified to install and service the proposed ICS. The Bidder must provide proof of manufacturer certification for its implementation team members as an attachment to its response.



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.

5.7.17 All personnel assigned to the Bidder's implementation team who will work on-site at the DOC facility at any time must comply with all DOC requirements for facility access including tool control, background checks and dress code. (See Section 4.3 and Section 4.4).

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

5.7.18 When individual personnel changes within the implementation team are necessary, the Bidder must provide personnel replacements whose experience and expertise is equal or superior to the personnel member being replaced.

GTL Response: GTL will comply.

5.7.19 All personnel replacements to the implementation team must be completely familiar with the Bidder's ICS offering to the DOC as well as the requirements of this RFR as they pertain to the implementation of the ICS as the DOC.

GTL Response: GTL will comply.

5.7.20 The Bidder must describe, in its response, how it will transition implementation team members when necessary. This transition must include a transfer of specific DOC information and knowledge as well as Bidder specific information/services offered to the DOC.

GTL Response: GTL will comply. GTL maintains a centralized database containing all pertinent information about configuration, account information and special configurations of stations, inmate accounts or institutions. The database will contain a comprehensive history of the DOC from the time of installation, through any expansions or upgrades. This information is available online through the network connections across Massachusetts. Should it become necessary to transition team members, the new team members will have access to this library



of information as well as GTL's Technical Support, Project Management and Support Staff. These resources will ensure a smooth transition with no disruption to the day to day activities of the institution or DOC as a whole.

5.7.21 The Bidder must state the implementation requirements and responsibilities of DOC personnel at each DOC facility. These requirements and responsibilities must be kept to a minimum. The Bidder is responsible for performing all installation tasks to provide a fully functional ICS at each DOC facility.

GTL Response: GTL will comply. GTL will not require any involvement of DOC personnel other than approval of our installation plan, allowing our technicians physical access to the Facility, and final approval and sign off of the LazerPhone System. GTL does require however, a person for the DOC that can make day-to-day decisions during the implementation phase an for the duration of the contract.

System Testing

5.7.22 The Bidder must describe, in its response, how it performs standard system testing to ensure that the proposed ICS and its network services are fully implemented and ready to accept inmate traffic and DOC use. This description must include the Bidder and industry standard methodologies, procedures and protocols consistent with the ICS proposed for the DOC. The Bidder must describe what is required of DOC personnel during this system testing. All hardware, software, software licensing, etc. required to perform this testing must be provided to the DOC at no cost.

GTL Response: GTL will comply. GTL's comprehensive functional test plan is provided in the detailed checklists and procedures used by installers to test and ensure the quality of the LazerPhone installation. Please see LazerPhone Installation Checklists in this proposal in Exhibit C.

5.7.23 The Bidder is required to provide system testing which simulates normal operating conditions of the installed ICS to ensure proper performance after hardware and software configuration is complete. This simulation must include full traffic load representing high traffic situations for inmate calling traffic.

GTL Response: GTL will comply. GTL has several processes to test and ensure the quality of installation.

- Before the system is shipped, it is taken through an intensive "burn in process" which



includes hammering the system with phone calls for a forty-eight hour period to simulate a high traffic situations.

- During the installation process, several checklists are provided for the field technician and the remote technical support representative to verify all software and hardware is functioning properly.
- Once the field technician and the technical support representative have completed all checklists, the customer makes the finally decision that they are satisfied with the installation.
- During the first ninety days of the system's life, the installation manager performs an extensive daily analysis to ensure that all systems are continuing to function properly.

After the ninety-day period is complete, the system is moved to maintenance mode where all software modules are continually monitored for failures. On a daily basis call traffic is reviewed and there are weekly and monthly reviews of all tickets and failures.

5.7.24 The Bidder must agree, in its response, to the DOC's right to require the replacement of any network service or system component whose failure to meet required performance levels during testing has risen to chronic problem level.

GTL Response: GTL agrees.

System Acceptance

5.7.25 The DOC defines system acceptance as the "problem free" operation of the ICS and its network of services for a period of 30 consecutive days commencing with the actual completion of ICS installation and testing.

Should the proposed ICS operate "problem free" during the initial 30 day acceptance period, the Bidder may consider the ICS installation as complete at that DOC facility and commence with post installation maintenance and support.

Should the ICS fail to operate "problem free" during the 30 day acceptance period, the Bidder shall correct the problem at no cost to the DOC and the 30 day acceptance period will begin again. The Bidder is required to provide all materials and labor to ensure that the installed ICS is performing according to manufacturer specifications and the requirements of this RFR. Failure of the Bidder to have the installed ICS installation "accepted" by the DOC within 60 days of the installation date will result in the replacement of the ICS in its entirety at that specific DOC facility.



GTL Response: GTL agrees.

5.7.26 The Bidder must agree, in its response, to negotiate the definition of “problem free” operation with the DOC **prior to system contract**. However, for the purposes of this RFR, “problem free” operation during the initial 30 day period is defined as the following:

- Failure of no more than two percent (2%) of the telephone instruments;
- Failure of no more than ten percent (10%) of analog network services’
- Failure of no more than one (1) digital trunk (T1, ISDN PRI);
- Operation of the system security features including PINs, etc.
- Operation of the system software without major conflicts or feature failure;
- Non- failure of any Central Processing Unit (CPU).

GTL Response: GTL will comply.

System Documentation

5.7.27 At the completion of the project, the Bidder must provide a complete set of system reference manuals which must include information specific to the installation at each DOC facility.

GTL Response: GTL will comply. GTL will provide system reference manuals.

5.7.28 The Bidder shall supply all necessary documentation to DOC personnel with regard to maintenance contact numbers, maintenance reporting procedures, maintenance escalation procedures, etc.

GTL Response: GTL will comply. Upon contract award the DOC will receive an GTL’s full Implementation and Service Plans, including all necessary documentation with regard to maintenance contact number, maintenance reporting procedures, maintenance escalation procedures, and much more.

5.7.29 The Bidder must provide programming manuals that are specific to each DOC facility.

GTL Response: GTL will comply.

5.7.30 The Bidder must provide DOC facility specific “checklists” allowing trained DOC



personnel to become acquainted with the specific programming of the ICS installed at that particular DOC facility.

GTL Response: GTL will comply.

5.7.31 The Bidder must provide written procedures at each DOC facility that instruct DOC personnel on how to report system troubles, escalate system troubles within the Bidder's organization, contract Bidder personnel during weekend shifts, etc. The Bidder must update such written procedures on a quarterly basis during the term of this contract.

GTL Response: GTL will comply. DOC facilities will receive the required written procedures. GTL will update the DOC's documentation as needed throughout the term of the contract.

5.8 TRAINING REQUIREMENTS

It is instrumental to the success of the installation of the ICS that DOC personnel be trained in various aspects of the system operation. Therefore, the Bidder must provide an complete training schedule based on the following requirements.

GTL Response: GTL will comply.

Facility Personnel Training

Global Tel*Link provides factory certified trainers to teach correctional personnel how to use the LazerPhone Inmate Telephone System control program.

TRAINING TOPICS

Basic Features: Topics include phone settings, system settings, PIN administration, blocking features, on/off phone settings, system shutdown, and restoration procedures. This portion of the training will ensure that the trainees have a fundamental understanding of the operation of the system, including how to access and exit the system, verify inmate accounts/PINs, verify telephone numbers on an inmate's allowed call list, set calling parameters and restrictions, identify problems, and telephone shutoff procedures. This component also describes how the inmates will be instructed, via automated system prompts and announcements, how to use the system to make calls.

Call Detail Reporting Features: Topics include the call detail report, which is the default report type most frequently used. Within the call detail report, users will learn how to



retrieve detailed call information regarding both complete calls with recordings and incomplete call attempts. Additionally, within this report, users will learn how to use filters to locate calls by destination number, inmate, date and time of the call, and length of call.

Other report types covered in Call Detail Reporting Features include frequency reports by origination, destination, trunk, and PIN, [REDACTED] by PIN, [REDACTED] lists by destination, call traffic analysis, origination number, three-way call attempt reports, Audit Log reports for tracking and reporting who logs into the LazerPhone system and events that occur while an individual is logged-in, Audit Log reports of Officer Check-ins, and inmate transfers.

Recording and Monitoring: Topics include investigative information gathering from the LazerPhone data and live monitoring features. During this segment of training attendees will learn how to retrieve recordings, copy call recordings to CD or hard-disk, monitor calls in real-time from the workstation, and [REDACTED].

This portion of the training, along with the training on the system's reporting features, will provide the elements required for a complete investigation. This component will completely describe the system's investigative tools and operations—use of the call recorder, call monitoring capability, establishing a [REDACTED] telephone number database, visual system alarm, [REDACTED] and the interpretation of investigative reports. Investigation coverage also will describe facility-based investigations as well as [REDACTED].

System Overview and Technical Support: Topics include a complete description of the system and how the system is configured. A discussion of the technical support procedures for the LazerPhone, including after-hours outage reporting, remote upgrading, software manipulation, service, and maintenance. This component also will describe the problem reporting and resolution path, and access to the Help Desk.

Online Help: Attendees receive a complete demonstration of the online help, which is available on the main menu of LazerPhone.

The LazerPhone certified trainers answer questions that facility personnel may have and perform demonstrations - either individually or in scheduled group training sessions.

TRAINING AIDS

Training aids that our Technicians utilize in the instructional meetings include: LazerPhone User Manual, live system demonstrations, hands-on practice, and the use of LazerPhone's on-line Help menu.

TRAINING OUTLINE

1. BASIC FEATURES (approximately 2 hours)
 - 1.1. Phone setting



- 1.2. System setting
- 1.3. PIN administration
- 1.4. Blocking features
- 1.5. On/off phone settings
- 1.6. System shutdown
- 1.7. Restoration procedures

2. CALL DETAIL REPORTING FEATURES (approximately 2 hours)
 - 2.1. Call detail report
 - 2.1.1. Call Filters
 - 2.1.2. Completed Calls
 - 2.1.3. Incomplete Calls
 - 2.2. Audit log report
 - 2.3. Frequency report by destination
 - 2.4. Frequency report by origination
 - 2.5. Frequency report by PIN
 - 2.6. Frequency report by truck
 - 2.7. Call Traffic Analysis
 - 2.8. Inmate transfers

3. RECORDING AND MONITORING (approximately 2 hours)
 - 3.1. Retrieve recordings
 - 3.2. Copy recordings
 - 3.3. Call monitoring
 - 3.3.1. Monitoring from the workstation
 - 3.3.2. [REDACTED]
 - 3.4. [REDACTED]
 - 3.5. [REDACTED]
 - 3.6. [REDACTED]
 - 3.7. [REDACTED] art
 - 3.8. Investigative reports
 - 3.9. Facility wide investigations
 - 3.10. [REDACTED]

4. SYSTEM OVERVIEW AND TECHNICAL SUPPORT (approximately 2 hours)
 - 4.1. Inmate phone system overview
 - 4.2. System specifications
 - 4.3. Technical support procedures
 - 4.4. Reporting problems
 - 4.5. Software maintenance
 - 4.6. Software upgrades



GTL Response: GTL will comply.

5.8.3 The Bidder must provide training for various levels of DOC personnel including full-time system administrators, part-time system administrators, special investigators, and data entry specialists, etc.

GTL Response: GTL will comply.

5.8.4 The Bidder must provide full training for all assigned system users on how to create, delete and modify inmate programming and profiles.

GTL Response: GTL will comply.

5.8.5 The Bidder must provide full training for all assigned system users on how to generate appropriate system reports.

GTL Response: GTL will comply.

5.8.6 The Bidder must provide full training for all assigned system users on how to maintain inmate [REDACTED] and respond accordingly when these [REDACTED] are exceeded.

GTL Response: GTL will comply.

5.8.7 The Bidder must provide full training on all components of the Secure Inmate Calling System.

GTL Response: GTL will comply.

5.8.8 The Bidder must provide full training on the provided call recording function including the [REDACTED] of inmate calls, playback of archived calls and the transfer of calls to other media for playback [REDACTED].

GTL Response: GTL will comply. GTL provides full training on all aspects of recording and [REDACTED], playback of archived calls and the transfer of calls to CDs for playback [REDACTED].

5.8.9 The Bidder shall provide full training for all assigned DOC system users on how to



change inmate restriction levels (by telephone, suspend PIN, etc.).

GTL Response: GTL will comply. GTL provides full training on all aspects of how to set and change calling restrictions for all or selected inmates.

5.8.10 The Bidder must provide full training for all assigned system users on how to initiate system restrictions including the shutting down of individual inmate telephones, groups of inmate telephones or the entire facilities systems.

GTL Response: GTL will comply. GTL provides full training on all aspects of initiating system restrictions, including shutting down inmate telephones throughout the entire facility or selected groups or individual inmate phones.

5.8.11 The Bidder must provide ongoing system training for existing DOC personnel when required by the DOC at no cost.

GTL Response: GTL will comply.

5.8.12 The Bidder must provide additional training for new DOC personnel when required by the DOC at no cost.

GTL Response: GTL will comply.

5.8.13 The Bidder must describe, in its response, any advanced system training that may be available to DOC personnel whether provided on-site at the DOC facility or off-site at the Bidder's training facilities.

GTL Response: GTL will comply. GTL routinely provides training for facility personnel shortly after system installation and can provide advanced or specialized LazerPhone training for investigators or facility personnel who need it. Training is usually done at the facility. We are pleased to work with the DOC to define and provide the kind of training that most benefits the DOC. Training is provided at no cost to the DOC.

5.8.14 The Bidder must in its proposal include the name, title and qualifications of the Bidder staff member who will have the overall responsibility for training.

GTL Response: GTL will comply. Adrian Holifield will have the overall responsibility for the training of DOC personnel. Mr. 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 a Systems Trainer 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.

5.8.15 The proposed ICS must provide for integrated help function for system operation, administration, reporting and management functions.

GTL Response: GTL will comply. Our LazerPhone system has an integrated, on-line Help System that provides clear instructions for system operation, administration, reporting and management functions.

5.8.16 The Bidder must provide a "live" Help Desk support function to DOC at no cost to the DOC during the term of this contract. This Help Desk function must be capable of providing support via telephone to the DOC ICS personnel for the functions of the ICS. This Help Desk function must be available Monday through Friday, 8:00 am to 6:00 pm Eastern Time.

GTL Response: GTL will comply. GTL's toll-free "live" Help Desk for Technical Support number [REDACTED] is answered 24 hours a day, 365 days a year. This number is answered from 6:00 AM until 10:30 PM, CST, 7 days a week by personnel in our Technical Support Center. At all other times, calls from facilities are immediately forwarded by a live operator to the on-call Technical Support Engineer. We currently employ 34 full-time technical support personnel.

Initially, Technical Support Engineers attempt to resolve trouble reports via remote access. Should an on-site technician be required to resolve the problem, the facility's dedicated Technical Support Engineer will dispatch a Massachusetts DOC Specific Local Technician.

5.8.17 The "live" Help Desk support function provided by the Contractor must be located within the continental United States.

GTL Response: GTL will comply. Our toll-free "live" Help Desk is located at GTL headquarters in Mobile, Alabama.

5.9 EQUIPMENT/SYSTEM MAINTENANCE

5.9.1 The Bidder must provide an ICS at all required DOC facilities that is fully functional in regards to all labor, materials, programming, system hardware and software.

GTL Response: GTL will comply. GTL will provide the required number of systems.



5.9.2 The Bidder must warrant that the ICS installed for the DOC facilities shall be free of defects, irregularities, unprofessional installation, code violations and shall operate as designed and proposed. Should the system not operate as designed and proposed or violate any local, state or federal code, the Bidder shall immediately correct the defect or irregularity or bring the system within code and performance specifications at no cost to the DOC.

GTL Response: GTL agrees.

5.9.3 The Bidder must provide all post installation system programming and maintenance services at no cost to the DOC.

GTL Response: GTL will comply. GTL's proposal is for a no cost turnkey solution. GTL will provide all post installation system programming and maintenance services at no cost to the DOC.

5.9.4 The Bidder must agree in its response that maintenance service is available on its ICS seven days per week, twenty-four (24) hours a day

GTL Response: GTL agrees. Understood and agreed. GTL's toll-free Technical Support number [REDACTED] is answered 24 hours a day, 365 days a year. This number is answered from 6:00 AM until 10:30 PM, CST, 7 days a week by personnel in our Technical Support Center. At all other times, calls from facilities are immediately forwarded by a live operator to the on-call Technical Support Engineer. We currently employ 34 full-time technical support personnel.

Initially, Technical Support Engineers attempt to resolve trouble reports via remote access. Should an on-site technician be required to resolve the problem, the facility's dedicated Technical Support Engineer will dispatch a Massachusetts DOC Specific Local Technician.

At installation, the DOC's LazerPhone System is put on-line with GTL's LazerPhone Support Center 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. Global Tel*Link's core value of RESPONSIVENESS includes knowing about problems before you do.

5.9.5 The Bidder must propose an ICS that provides for remote diagnostics and maintenance.



GTL Response: GTL will comply. The underlying architecture of the LazerPhone system allows engineers at Global Tel*Link to perform diagnostic, programming, polling, and other problem resolution activities remotely, from the Technical Support Center.

LazerPhone performs **continuous on-line self-diagnostics**. Should a system component fail a diagnostic test, LazerPhone automatically generates a trouble ticket in the form of an email and a visual alert on the site monitor at Global Tel*Link's Technical Support Center. In most cases, problems are diagnosed and resolved before facility personnel are aware that a problem existed.

Changes in call traffic, that might indicate more subtle problems, are identified through **daily performance level reports**. These reports measure items such as number of completed calls, number of call attempts, daily revenue and number of validation attempts. Historical data gathered from Global Tel*Link's extensive installed customer base has allowed Global Tel*Link to build a sophisticated measurement model. This model is used to compare actual data from anticipated data. Thresholds that are exceeded or fall short of expectations are reported daily to our Customer Service department. Global Tel*Link is capable of adjusting the measurement model on an installation-by-installation basis to ensure accurate problem reporting. In most cases, a problem is detected and resolved before the facility is aware that a problem has occurred.

5.9.6 The Contractor is responsible for replacement of the ICS 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 agrees.

5.9.7 The Contractor is responsible for replacing of inmate telephones in their entirety regardless of cause including, but not limited to, normal wear/use, inmate abuse, natural disaster, or inmate unrest. The Contractor must replace inmate telephones requiring repair and not repair components of the inmate telephone on site at the DOC.

GTL Response: GTL agrees.

Response To Maintenance Calls

Should any critical component of the ICS provided by the Bidder fail, the Bidder must respond to ICS maintenance/repair calls from the DOC in the manner outlined in this section.



GTL Response: GTL will comply.

5.9.8 Definition of a “Major Emergency”

For the purpose of this RFR, a “Major Emergency” shall be defined as an occurrence of any one of the following conditions. The Bidder is required to further negotiate with the DOC prior to system installation to determine additional **specific criteria** for a “Major Emergency”.

- A failure of the ICS processor, its common equipment or power supplies which render the system incapable of performing its normal functions;
- A failure of the recording function or any of its components that affects the full recording operation;
- A failure of 50% or more of the inmate telephones at **any one area** within a DOC facility;
- A failure of any of the ICS functions that result in the ability of inmates to place calls without the use of assigned PINs;
- A failure of any of the ICS functions that results in the ability of inmates to make direct dialed calls when the system is operating in collect call mode;
- A failure of any of the system functions that results in the ability of inmates to reach a “live” operator;
- A failure of the system “kill switches” or similar ICS disabling function proposed by the Bidder.

GTL Response: GTL will comply.

5.9.9 Response Times for a “Major Emergency”

For a “Major Emergency” the Bidder must respond to the service problem within 30 minutes of initial trouble report by the DOC facility through the use of remote testing or access. Should the ICS not be accessible for remote access, the Bidder must have a qualified technician, suitably equipped for the installed ICS, on site at the DOC location within two (2) hours from the time of initial trouble report.

Should the problem not be resolved via remote access, the Bidder must have a qualified technician, suitably equipped for the installed system, on site at the DOC institution within two (2) hours from the time of initial trouble report.



Response to "Major Emergency" conditions must be performed on a 24 Hours-a-Day/Seven Days-a-Week/365 Days-a-Year basis through out the term of this contract.

GTL Response: GTL will comply.

5.9.10 Definition Of "Routine Service"

For the purpose of this RFR, Routine Service shall be defined as an ICS failure or problem other than a "Major Emergency" item as listed above or defined by the DOC.

GTL Response: GTL agrees.

5.9.11 Response Times For "Routine Service"

For a "Routine Service" the Bidder must respond to the service problem within four (4) hours of the initial trouble report by the DOC facility through the use of remote testing or access. Should the ICS not be accessible for remote access, the Bidder must have a qualified technician, suitably equipped for the installed system, on site at the DOC facility within twelve (12) business hours from the time of initial trouble report. Business hours are defined as 8:00 a.m. to 6:00 p.m., Monday through Friday.

Should the problem not be resolved via remote access, the Bidder must have a qualified technician, suitably equipped for the installed system, on site at the DOC institution within six (6) hours from the time of initial trouble report.

GTL Response: GTL will comply.

Answering of Maintenance Calls

5.9.12 The Bidder must ensure and state, in its response, that all maintenance calls from the DOC shall be answered by a "live" operator/service representative at all times.

GTL Response: GTL will comply. GTL's toll-free Technical Support number [REDACTED] is answered 24 hours a day, 365 days a year. This number is answered from 6:00 AM until 10:30 PM, CST, 7 days a week by personnel in our Technical Support Center. At all other times, calls from facilities are immediately forwarded by a live operator to the on-call Technical Support Engineer.



5.9.13 It is desirable that that all maintenance calls from the DOC be answered by a “live” operator/service representative who is local (within Massachusetts) at all times.

GTL Response: GTL will comply.

Critical Component Availability

5.9.14 The Bidder must guarantee to the DOC that all parts and materials necessary to repair the proposed ICS are readily available to on-site service personnel 24 hours per day, seven days per week, 365 days per year. The DOC will not accept the delay of any ICS repair based on the fact that service personnel cannot access a system parts warehouse, office or similar Bidder facility because the facility not being opened “after hours”, or on weekends or holidays.

GTL Response: GTL will comply. GTL’s Local Service Providers are equipped with System Maintenance and Repair Kits that ensure parts and materials necessary to repair the LazerPhone ICS are readily available when needed. For each DOC location, GTL provides a 5 to 10 % spare-parts inventory either at the site or with the local technicians who service the site. As spare parts are used, an RMA is issued to replenish the inventory. Any part that is needed, but is not currently in the local spare parts inventory, will be shipped by overnight carrier from Global Tel*Link’s headquarters in Mobile, Alabama.

5.9.15 It is desirable that the Contractor provide “spare” inmate telephone equipment at each DOC facility to allow for timely replacement of telephones that are not operating for any reason. The Bidder must provide on site a minimum number of spare sets equal to five percent (5%) of the total number of inmate telephones installed at each DOC facility.

GTL Response: GTL will comply. GTL provides a 5 to 10 % spare-parts inventory, either at the site or with the local technicians who service the site. The number of spare telephones and other parts kept in the local inventory is adjusted as needed. Broken or damaged phones are replaced from the cache of spares. At the time of telephone replacement, an RMA is issued to replenish the inventory. Any part that is needed, but is not currently in the local spare parts inventory, will be shipped by overnight carrier from Global Tel*Link’s headquarters in Mobile, Alabama.

Escalation Procedures During Service Maintenance

5.9.16 The Bidder must provide, in its response, escalation procedures to address inadequate maintenance service of the ICS. These escalation procedures must include multiple



levels of management personnel. Access to additional management personnel must be made available to the DOC upon request.

GTL Response: GTL will comply. See GTL's Work Order and Escalation Procedures at Exhibit H.

The Bidder must provide, in its response, a **complete list** of its maintenance service escalation procedures including:

- a list of personnel at each level of escalation;
- contact telephone, fax, pager, cellular numbers;
- methods by which escalation is initiated; and
- criteria for escalation at each level.

GTL Response: GTL will comply. See GTL's Work Order and Escalation Procedures in Exhibit H. GTL's maintenance service escalation procedures provided in this proposal include methods by which escalation is initiated, criteria for escalation at each level, and the title of the person who will be responsible for escalation at each level. Upon contract award the DOC will be provided with a complete list of personnel at each level of escalation, as well as the required personal contact information for each.

The Bidder must agree, in its response, that the DOC has the right to initiate these escalation procedures at its discretion based on diminished service or non-performance of the Bidder.

GTL Response: GTL will comply.

Maintenance Records

5.9.17 The Bidder must provide to the DOC, upon request during the term of this contract, maintenance records that include a listing all repair notices including the date and time of the service trouble report, the nature of the problem reported, and date/time of problem resolution.

GTL Response: GTL will comply. GTL's Technical Support Engineers log all maintenance and service performed into the GTL Technical Support Management System as a work order, or service report. This work order is tracked until problem resolution is achieved by either remote manipulation of software or by an onsite technician service call. Work order status updates for a problem can be called, faxed, or emailed according to DOC preference.



The Technical Support Management System documents include the date and time of repair requests, major alarms, actions taken to clear an alarm, itemization of all parts replaced, reason for replacement, name of technician performing work and problem resolution date and time. Technical Support Management System logs relating to any DOC facility's LazerPhone System will be available at the request of the DOC at any time.

5.9.18 The Bidder must provide historical maintenance records for 24 months from the current date.

GTL Response: GTL will comply. Historical maintenance records for all DOC facilities are retained at GTL throughout the life of the contract and are available upon request by the DOC.

5.9.19 It is desirable that the Bidder provide historical maintenance records from the initial contract date of this contract with the DOC.

GTL Response: GTL will comply. Historical maintenance records for all DOC facilities are retained at GTL throughout the life of the contract and are available upon request by the DOC.

5.10 CONTRACTOR PERFORMANCE

As the single Commonwealth Agency responsible for promoting public safety by incarcerating offenders while providing opportunities for participation in effective programming, the DOC requires that the ICS and the Contractor perform at the highest levels of operation and service.

GTL Response: GTL will comply.

5.10.1 The Bidder must describe, in its response, how it will maintain maximum network "up time" for the ICS installed at each DOC location. The Bidder must provide current network "up time" figures for similar ICS installations.

GTL Response: GTL will comply. GTL will use [REDACTED] management servers to ping each individual ICS element at each facility. Each device in the network such as routers, switches, call processors, storage servers, and UPS will be set to generate email alarms to or technical service center within 2 mins. of a failure. A critical outage ticket will be opened upon failure of any of these types of elements. In addition to [REDACTED] monitoring, the network management servers will monitor CPU usage, network statistics, and file server usage and generate alarms upon critical failures.

Inmates at 160 county and municipal facilities and more than 50% of all State DOC inmates in



the United States communicate using GTL's *LazerPhone* system. The popularity of our inmate telephone platform reflects our ability to provide unsurpassed equipment quality, reliability, and system performance.

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 inmate telephone systems are put on-line with the LazerPhone Service Center in Mobile, Alabama, and remain 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.

5.10.2 The Bidder must describe, in its response, how it will maintain maximum network "up time" for the network services installed for the ICS at each DOC location. The Bidder must provide current network "up time" figures for similar ICS installations.

GTL Response: GTL will comply. GTL will use [REDACTED] network management servers to ping each individual ICS element at each facility. Each device in the network such as routers, switches, call processors, storage servers, and UPS will be set to generate email alarms to or technical service center within 2 mins. of a failure. A critical outage ticket will be opened upon failure of any of these types of elements. In addition to [REDACTED] monitoring, the network management servers will monitor CPU usage, network statistics, and file server usage and generate alarms upon critical failures.

Catastrophic Network Failure Conditions

5.10.3 The Bidder must describe, in its response, the business continuity plans it has in place within its own organization and its network of services to ensure that the network services installed to serve the ICS installed at the DOC.

GTL Response: GTL will comply. GTL has built redundancy into the LazerPhone platforms, network and back office infrastructure, however we recognize the need to respond to a catastrophic disaster as it affects the Massachusetts Department of Corrections. These plans



have been implemented to lessen or eliminate the effects on our major accounts. These plans include GTL's back office and premise based LazerPhone systems.

GTL maintains a completely redundant back office support structure. These data centers are located in Mobile, AL and Houston, TX and are both staffed with knowledgeable Network and Technical Support personnel. Each DOC facility will be assigned a principal validation location, either Mobile or Houston. However, all sites will contain the registry keys for both data centers. Should a failure at one facility occur, the secondary keys would provide connectivity to the alternate site. This occurs automatically without human intervention. As stated previously in this response, MA DOC call records and system configurations are replicated between the two data centers, therefore information is current and backed up by GTL on a daily basis.

All LazerPhone systems will contain redundant network connections. Systems will be configured for both analog and digital trunks connecting to the [REDACTED]. Generally all Interstate, International and InterLata traffic will be processed via a digital T1, while all Local and IntraLata calls are delivered via analog service from the LEC. In the event of a catastrophic network failure, the systems can be reconfigured to deliver calls via either working network path. In addition, should a catastrophic network failure effect the frame relay network, each platform is configured to connect to GTL Validation by means of a dial-up connection. While on dial back up there is no loss of call control capabilities of the LazerPhone platforms.

In Massachusetts, GTL will maintain spare parts of sufficient quantity and type to address any hardware failures of the LazerPhone Platform serving any MA DOC facility. Each MA DOC facility will be configured with common components, therefore compatibility presents no issues. Further, GTL has agreements with our major suppliers of hardware components to augment our spare parts inventory should the need arise.

Site-specific data that may be stored on the local LazerPhone systems, such as system configuration, are also stored in GTL's data centers in Mobile and Houston. Call detail information, PIN information, blocked or allowed numbers and historical data all reside in both Mobile and Houston. In the event of a catastrophic failure of a LazerPhone system, data loss is eliminated as a concern. Recording of inmate calls is also redundant. Should a failure occur with the local mass storage device, redundant copies are available. After needed repairs are made, these redundant copies are reloaded to the primary mass storage array with no loss of integrity.

GTL has formed a disaster team to prevent catastrophic events, such as a hurricane, from effecting facilities serviced by GLT. The team consists of all departments within the company and consists of midlevel and senior management. In the event of a widespread catastrophic



event, the team convenes to circumvent issues and plan for alternatives before facilities become affected. Throughout the course of the trouble, the team meets every two (2) to four (4) hours until the issue presents no further danger. A few days after, the team convenes to determine if all proper procedures were followed and additional procedures are established to safeguard against similar failures in the future.

GTL maintains a 99.99% uptime by having established plans to manage both the minor and major issues that may effect the inmate communications needs of the systems serviced by GTL.

Penalty for Non-Performance and Network Downtime

5.10.4 The operation of the Contractor's ICS at each DOC facility must be of the highest priority for the Bidder. Therefore the Bidder must provide a credit of \$100 to \$500 (depending on the occurrence) per hour for each hour the Contractor exceeds the response times listed in Section 5.9.9 and Section 5.9.11. (Refer to Section 2.29 with regard to the application of penalties.)

GTL Response: GTL agrees.

5.11 POST INSTALLATION & EXPANSION REQUIREMENTS

5.11.1 The DOC may require the addition of equipment at its facilities after the original installation of the proposed ICS. The Bidder must install additional equipment within 30 days upon notification from the DOC authorized personnel. The installation of this equipment shall be at no cost to the DOC.

GTL Response: GTL will comply.

5.11.2 When a new DOC facility is opened by the DOC, the Bidder shall determine (in conjunction with the DOC) a schedule for installation of an ICS at that facility to ensure inmate calling service at the new site as soon as practical. The ICS shall be installed at the new facility at no cost to the DOC.

GTL Response: GTL will comply. GTL will determine, in conjunction with the DOC, an installation schedule for any new facility added during the term of this contract, at no cost to the DOC.



5.11.3 The Bidder shall be responsible for making all system modifications necessary to allow inmates to place calls as industry dialing requirements change including the introduction of new area codes and new exchanges. These system modifications shall be provided at no additional cost to the DOC. The update of the ICS with new area codes and exchanges will be performed within 30 days of the area code and/or exchanges introduction to the general public.

GTL Response: GTL will comply. GTL will make all system modifications necessary to allow calls to be placed as industry dialing requirements change.

5.11.4 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, county and municipal modifications. These changes shall be made at no additional cost to the DOC.

GTL Response: GTL will comply. GTL will update the Inmate Calling System for any regulatory changes required during the life of the contract.

5.11.5 All call processing and call rating information shall be kept current by the Bidder to ensure inmates can place calls to all approved numbers. 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 shall provide the DOC with rating information within 24 hours when requested by the DOC.

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

5.11.6 The Bidder must describe, in its response, the transition plan for all call records and call recordings to be transferred to the DOC at the completion of the contract resulting from this procurement.

GTL Response: GTL will comply. At the end of the contact period, all DOC call records and recordings rightfully belong to the DOC, while all equipment provided by GTL remains the property of GTL. The GTL Project Manager and the appropriate DOC authority enter



negotiations to decide a reasonable price for any GTL equipment that the DOC may need for the purpose of accessing LazerPhone call records and recordings.

5.11.7 The Bidder shall provide, in its response, a full explanation of how it will handle a phase-out situation at the end of the contract period should the Bidder not be selected for the next contract to provide an ICS to the DOC.

GTL Response: GTL will comply. In the unlikely event GTL is not chosen to continue to provide inmate telephone services to the MA DOC under a new contract, we will work closely with the service provider chosen by the state to provide a smooth transition. All system components will remain in service and processing calls until the new vendor is able to install, test and place equipment into service. All telephone instruments will also remain in service until the new vendor can replace on a one for one basis. Our goal will be a smooth transition of the inmate platform with little or no downtime for the institutions.

At the conclusion of the contract should the MA DOC wish to retain any or all call detail records associated with the inmate telephone system, they will be supplied in an agreed upon format. Further all records associated with the MA DOC will be provided as requested.

This plan shall indicate any commission adjustment that will take effect should the next provider not be able to phase-in its service for ninety (90) days.

GTL Response: GTL will comply. GTL will continue paying commission on revenue on our systems during a phase out.

The Bidder shall identify any equipment which will be owned by the DOC and any equipment not owned by the DOC at the end of this contract.

GTL Response: GTL will comply. At the end of the contact period, all DOC call records and recordings rightfully belong to the DOC, while all equipment provided by GTL remains the property of GTL. The GTL Project Manager and the appropriate DOC authority enter negotiations to decide a reasonable price for any GTL equipment that the DOC may need for the purpose of accessing LazerPhone call records and recordings.

5.12 SITE ADMINISTRATORS

The Contractor is required to provide on-site Site Administrators for the DOC facilities during the term of this contract.



The Site Administrators must be fully trained on the proposed ICS with regards to system programming, entering of inmate information, manipulation of call recordings and the treatment of call records for required reports.

GTL Response: GTL will comply. GTL proposes to provide a Site Administrator for each DOC facility for the duration of the contract. Site Administrators provided by GTL will be fully trained on all features and functions of the LazerPhone system control program, including system programming, entering of inmate information, manipulation of call recordings, and report generation. GTL's plan for the training of site administrators is detailed in this section. Please see our response to RFP item 5.12.15.

Supervisor Personnel

5.12.1 The Contractor must provide a full time (40 hours per week minimum) supervisor dedicated to the DOC for the term of this contract. The Bidder must provide, in its response, the qualifications of the supervisor by means of a professional résumé.

GTL Response: GTL will comply. GTL will provide a full time Supervisor dedicated to the Massachusetts DOC Project for the term of the contract. This individual will reside within Massachusetts and will oversee the performance of Site Administrators at all DOC facilities. The selection and assignment of this Supervisor will be finalized prior to contract signing. During that process, GTL will present for the DOC's approval, a professional resume with details of this person's qualifications. In Exhibit B, GTL has provided a sample resume of the qualifications that it would seek from its potential dedicated supervisor.

5.12.2 The Contractor provided supervisor must be located locally within Massachusetts.

GTL Response: GTL will comply. The person selected as supervisor to oversee the performance of site administrators provided by GTL will be located within Massachusetts.

5.12.3 The Contractor provided supervisor must have full responsibility for the performance of the all site administrators provided by the Contractor to the DOC.

GTL Response: GTL will comply. The person selected by GTL as Site Administrator Supervisor for the MA DOC Project will have full responsibility for the performance of all of the site administrators provided by GTL.

5.12.4 The Contractor provided supervisor must be familiar with the DOC and visit each DOC



facility a minimum of once per month to meet with the site administrator at that particular DOC facility.

GTL Response: GTL will comply. The person selected by GTL as Site Administrator Supervisor for the MA DOC Project will visit each DOC facility at least once a month to meet with the site administrator at particular facility.

5.12.5 The supervisor provided by the Contractor to the DOC must be a full time employee of the Contractor.

GTL Response: GTL will comply. The person selected as Site Administrator Supervisor for the MA DOC Project will be a full time employee of GTL. In Exhibit B, GTL has provided a sample resume of the qualifications that it would seek from its potential dedicated supervisor.

5.12.6 The Contractor provided supervisor must not be one of the site administrators provided by the Contractor to meet the requirements of this RFR.

GTL Response: GTL will comply.

5.12.7 The Contractor provided supervisor must be capable of fulfilling the duties of a site administrator due to unexpected absence of the site administrator at any DOC facility.

GTL Response: GTL will comply. The person selected as Site Administrator Supervisor for the MA DOC Project will be fully trained on all administrative aspects of the LazerPhone Inmate Telephone System and will be capable of fulfilling the duties of a site administrator in the unexpected absence of the site administrator at any DOC facility.

Site Administrators

5.12.8 The Contractor must provide a full time site administrator at the DOC facilities in Concord and Framingham. These locations are the committing facilities for the DOC. The Contractor must provide full time site administrators dedicated to the DOC only and be on-site in Concord and Framingham Monday through Friday, eight (8) hours per day.

GTL Response: GTL will comply. GTL will provide full time Site Administrators at the DOC's committing facilities in Concord and Framingham. These individuals will be dedicated to the DOC only and will perform their duties on-site at the Concord and Framingham facilities Monday through Friday, eight hours per day.



5.12.9 The Contractor must provide dedicated site administrators for each of the DOC's remaining facilities for four (4) hours per day, Monday through Friday. Actual assignment of site administrator personnel will be finalized prior to contract signing with the Contractor. Any change in site administrator assignments or coverage will be made only upon approval by the DOC.

GTL Response: GTL will comply. GTL will provide part time (four hours per day) Site Administrators at each of the remaining DOC facilities.

5.12.10 The Bidder must state if the site administrators proposed for the DOC will be employees or independent contractors of the Contractor.

GTL Response: GTL will comply. The final selection of Site Administrators for the various DOC facilities will be made upon notification of the DOC's intent to award this important contract to GTL. It is likely that Site Administrators for the MA DOC Project will be employees of GTL, but it is possible that GTL may utilize the services of highly qualified independent contractors to fill this position at some facilities.

5.12.11 The Bidder must describe, in its response, how it will keep the turnover of site administrators at a minimum during the term of this contract (e.g., competitive salary, paid holidays, reasonable health benefits, vacation packages, etc.).

GTL Response: GTL will comply. To minimize turnover of personnel selected as Site Administrators for the MA DOC Project, GTL offers competitive salaries, paid holidays, reasonable health benefits, and vacation packages. Additionally, during the selection process, each candidate's work history, circumstances, and apparent level of commitment is carefully evaluated.

5.12.12 It is desirable that the Contractor provide site administrators with a minimum hourly wage of \$15.00 and competitive health benefits. The Bidder must describe in its response how it meets this desirable specification.

GTL Response: GTL will comply. GTL offers both competitive salaries and benefits to attract and ensure the retention of qualified individuals that will fill Site Administrator positions for the MA DOC Project.

5.12.13 It is desirable that the Contractor make all reasonable efforts to hire bi-lingual site administrators.



GTL Response: GTL will comply. GTL will make all reasonable effort to hire by-lingual site administrators for the MA DOC Project.

5.12.14 The site administrators provided by the Contractor must adhere to all background and security checks required by the DOC as well as attend the DOC's new employee orientation (40 hours total).

GTL Response: GTL will comply.

5.12.15 The Contractor must provide site administrators that are fully trained in the operation of the ICS proposed for the DOC. The Bidder must describe, in its response, the training that each site administrator will undergo prior to deployment at the DOC facilities.

GTL Response: GTL will comply. Site administrative personnel selected for the DOC's Project will undergo full training on all administrative aspects of the LazerPhone Inmate Telephone System, prior to deployment at DOC facilities. Training topics and an outline of training classes are described below.

TRAINING TOPICS

Basic Features: Topics include phone settings, system settings, PIN administration, blocking features, on/off phone settings, system shutdown, and restoration procedures. This portion of the training will ensure that the trainees have a fundamental understanding of the operation of the system, including how to access and exit the system, verify inmate accounts/PINs, verify telephone numbers on an inmate's allowed call list, set calling parameters and restrictions, identify problems, and telephone shutoff procedures. This component also describes how the inmates will be instructed, via automated system prompts and announcements, how to use the system to make calls.

Call Detail Reporting Features: Topics include the call detail report, which is the default report type most frequently used. Within the call detail report, users will learn how to retrieve detailed call information regarding both complete calls with recordings and incomplete call attempts. Additionally, within this report, users will learn how to use filters to locate calls by destination number, inmate, date and time of the call, and length of call.

Other report types covered in Call Detail Reporting Features include frequency reports by origination, destination, trunk, and PIN, [REDACTED] lists by PIN, [REDACTED] lists by destination, call traffic analysis, origination number, three-way call attempt reports, Audit Log



reports for tracking and reporting who logs into the LazerPhone system and events that occur while an individual is logged-in, Audit Log reports of Officer Check-ins, and inmate transfers.

Recording and Monitoring: Topics include investigative information gathering from the LazerPhone data and live monitoring features. During this segment of training attendees will learn how to retrieve recordings, copy call recordings to CD or hard disk, monitor calls in real-time from the workstation, and [REDACTED]

This portion of the training, along with the training on the system's reporting features, will provide the elements required for a complete investigation. This component will completely describe the system's investigative tools and operations—use of the call recorder, call monitoring capability, establishing a [REDACTED] or [REDACTED] telephone number database, visual system alarm, [REDACTED], [REDACTED], [REDACTED] f [REDACTED]

System Overview and Technical Support: Topics include a complete description of the system and how the system is configured. A discussion of the technical support procedures for the LazerPhone, including after-hours outage reporting, remote upgrading, software manipulation, service, and maintenance. This component also will describe the problem reporting and resolution path, and access to the Help Desk.

Online Help: Attendees receive a complete demonstration of the online help, which is available on the main menu of LazerPhone.

The LazerPhone certified trainers answer questions that facility personnel may have and perform demonstrations - either individually or in scheduled group training sessions.

TRAINING AIDS

Training aids that our Technicians utilize in the instructional meetings include: LazerPhone User Manual, live system demonstrations, hands-on practice, and the use of LazerPhone's on-line Help menu.

TRAINING OUTLINE

5. BASIC FEATURES (approximately 2 hours)
 - 5.1. Phone setting
 - 1.2. System setting
 - 1.3. PIN administration
 - 1.4. Blocking features
 - 1.5. On/off phone settings
 - 1.6. System shutdown
 - 1.7. Restoration procedures



6. CALL DETAIL REPORTING FEATURES (approximately 2 hours)

- 2.1. Call detail report
 - 2.1.1. Call Filters
 - 2.1.2. Completed Calls
 - 2.1.3. Incomplete Calls
- 2.2. Audit log report
- 2.3. Frequency report by [REDACTED]
- 2.4. Frequency report by [REDACTED]
- 2.5. Frequency report by PIN
- 2.6. Frequency report by truck
- 2.7. Call Traffic Analysis
- 2.8. Inmate transfers

7. RECORDING AND MONITORING (approximately 2 hours)

- 3.1. Retrieve recordings
- 3.2. Copy recordings
- 3.3. Call monitoring
 - 3.3.1. Monitoring from the workstation
 - 3.3.2. [REDACTED] e
- 3.4. [REDACTED]
- 3.5. [REDACTED]
- 3.6. [REDACTED]
- 3.7. [REDACTED]
- 3.9. Investigative reports
- 3.9. Facility wide investigations
- 3.10. [REDACTED] s

8. SYSTEM OVERVIEW AND TECHNICAL SUPPORT (approximately 2 hours)

- 4.1. Inmate phone system overview
- 4.7. System specifications
- 4.8. Technical support procedures
- 4.9. Reporting problems
- 4.10. Software maintenance
- 4.11. Software upgrades

5.12.16 It is important to the success of this contract that the site administrator positions are filled at all times by the Contractor. The Contractor must fill any site administrator position vacancy within 45 days. Failure to achieve such may result in a \$200 per day penalty (See Section 2.29) commencing on day 46 until the position is filled and the new site administrator attends the DOC's new employee orientation.



GTL Response: GTL will comply.

5.12.17 The Contractor must provide site administrators that will perform the following functions, at a minimum, for the DOC with regard to the ICS installed at each facility:

- Test the ICS to ensure functionality each day;
- PIN data base initial entry (at committing sites);
- PIN changes, moves, transfers, discipline sanctions, etc.;
- Production of standard administrative and investigative reports;
- Production of customized reports as required;
- Conducting of quarterly inmate PIN list updates;
- Conducting of semi-annual scans of inmate PIN lists for DOC personnel telephone numbers, etc.
- Initiate or facilitate maintenance and repair of the proposed ICS, as required;
- Primary Bidder point of contact for the DOC facility;
- Resolve all complaints and inquiries regarding the ICS in a timely manner;
- Transfer call recordings to portable media as directed by the DOC;
- Transfer of inmate PINs between DOC facilities when required;
- Other related duties as determined by the DOC.

GTL Response: GTL will comply. Site administrators provided by GTL will perform the above listed duties as well as other related duties as determined by the DOC.

5.12.18 The Bidder must comply with all confidentiality requirements under Massachusetts General Law (M.G.L.). Additional information regarding Massachusetts General Laws may be found on the Commonwealth of Massachusetts website www.mass.gov.

GTL Response: GTL will comply.

5.13 RATE AND BILLING REQUIREMENTS

5.13.1 The Bidder shall provide all local exchange, intra-LATA (Eastern Massachusetts) and inter-LATA network services at all DOC facilities where the ICS is installed. The Bidder shall be responsible for installing and maintaining all telephone circuits necessary to provide the required ICS operation at no cost to the DOC.

GTL Response: GTL will comply. GTL will provide the Local, intralata, interalata, and



interstates service for this contract.

Usage and Surcharge Rate Limitations

5.13.2 The Bidder's per call surcharge rates charged to the called party for collect calls within Massachusetts (local, intra-LATA and intra-state, inter-LATA) shall be the current DOC charge of \$.86 for inmate collect calls.

GTL Response: GTL will comply.

5.13.3 The Bidder's per call surcharge rate to the called party for inter-state, inter-LATA collect (outside of Massachusetts) shall be the current DOC charge of \$3.00 for inmate collect calls.

GTL Response: GTL will comply.

5.13.4 Local Calling: The Bidder's usage rates for local calling, in accordance with regulations of the Massachusetts Department of Telecommunications and Energy (MDTE) must adhere to the current effective Verizon tariff: DTA MA No. 10, Part M, Section 1.9.1, Schedule 2 (Page 29) for structure, billing and rates (\$.10 per minute). The DOC will not accept rates that differ from this required tariff.

GTL Response: GTL will comply.

5.13.5 Intra-LATA Calling: The Bidder's usage rates for Intra-LATA (eastern Massachusetts), in accordance with regulations of the Massachusetts Department of Telecommunications and Energy (MDTE) must adhere to the current effective Verizon tariff: DTA MA No. 10, Part M, Section 1.9.1, Schedule 2 (Page 29) for structure, billing and rates (\$.10 per minute). The DOC will not accept rates that differ from this required tariff.

GTL Response: GTL will comply.

5.13.6 Intra-State, Inter-LATA Calling: The Bidder's usage rates for intra-state, inter-LATA calling, in accordance with regulations of the Massachusetts Department of Telecommunications and Energy (MDTE) must adhere to the current effective Verizon tariff: DTA MA No. 10, Part M, Section 1.9.1, Schedule 2 (Page 29) for structure, billing and rates (\$.10 per minute). The DOC will not accept rates that differ from this



required tariff.

GTL Response: GTL will comply.

5.13.7 Inter-State, Inter-LATA Calling: The Bidder must quote a per minute rate for all interstate, inter-LATA calls. All proposed rates must be based on a per minute basis only and not be distance sensitive. This per minute rate must be set at the current DOC required rate cap of \$.69 per minute for day, evening and night/weekend rates.

GTL Response: GTL will comply.

5.13.8 The Contractor may not make any changes to the per minute rates and per call surcharges during the life of this contract without the written approval of the DOC.

GTL Response: GTL will comply. GTL will get the approval of the DOC if rate changes are required during the life of the contract.

5.13.9 The Bidder must describe, in its response, how collect call to international locations outside the North American Dialing Plan are processed.

GTL Response: GTL will comply. Although LazerPhone can be configured to permit international collect calls (not prepaid), this is not recommended, since the system would be required to pass the call to a live international operator.

LazerPhone is capable of processing international prepaid 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. To retain this level of control, inmate international calls must be prepaid through LazerPhone's inmate debit system.

5.13.10 The Bidder must describe, in its response, how the pre-paid debit function of the ICS will operate with regard to international calls. The Bidder must provide a list of international locations to which inmates may place pre-paid debit calls and the per minute rate for such calls in the Cost Tables in Attachment D.

GTL Response: GTL will comply. LazerPhone processes international prepaid calls in the same manner it processes domestic local and long distance calls, meaning that the entire process is facilitated by LazerPhone's automated operator, 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. To retain this level of control, inmate international calls must be prepaid through LazerPhone's inmate debit system.

Please see our completed Cost Table for International prepaid calls in Attachment D.

Billing and Payment of Commissions

5.13.11 The Bidder shall assume sole responsibility for billing called parties receiving collect calls from the ICS and for the collection of payments for these calls.

GTL Response: GTL agrees.

5.13.12 The Bidder shall provide a toll free number which will be clearly shown on the called party's bill for assistance in billing matters.

GTL Response: GTL will comply. GTL's "trouble center" for billing problems or complaints about blocked numbers, is located at the company's headquarters in Mobile, Alabama. Billing problems or complaints are handled by a team of customer support personnel in Global Tel*Link's Billing Department.

Our toll-free Billing and Customer Service number [REDACTED] is answered from 8am eastern to 10pm eastern time CST, Monday through Friday.

Global Tel*Link's Billing Customer Service personnel are knowledgeable of the LazerPhone Inmate Telephone System, public payphones, and are skilled in handling billing disputes and adjustments. In the instance of billing disputes, the Billing and Collections Department works closely with the local exchange company to ensure accurate adjustments are made to bills and/or refunds are issued in a timely manner.

An issue that cannot be readily resolved by the Billing Representative who takes the call is quickly brought to the attention of a Billing Supervisor. When necessary, the Billing Supervisor researches and documents issue parameters, before escalating the issue to the Global Tel*Link's Billing Manager, Katie Collins.

5.13.13 The Bidder must describe and list, in its response, the billing arrangements it has with local exchange carriers (LECs) to ensure that collect calling from the ICS can be processed to the called party.

GTL Response: GTL will comply. GTL's billing clearing house, Billing Concepts, has billing arrangements with the list of local exchange carriers in Massachusetts, (found in Exhibit I)



ensuring that collect calls from our LazerPhone ICS can be processed to the called party.

5.13.14 It is desirable that the Bidder have billing arrangements with at least [REDACTED] of the local exchange carriers doing business in Massachusetts. The Bidder must provide, in its response, verification of this percentage being met.

GTL Response: GTL will comply. GTL's billing clearing house, Billing Concepts, has billing arrangements with all local exchange carriers in Massachusetts, ensuring that collect calls from our LazerPhone ICS can be processed to the called party.

5.13.15 It is desirable that the Bidder have billing arrangements with cellular service providers. The Bidder must provide, in its response, a list of cellular service providers with which it has billing arrangements.

GTL Response: GTL will comply. GTL is unaware of any cellular service providers that permit collect toll calls.

5.13.16 The Bidder shall collect all revenue from the called party for collect calls placed by inmates. The Bidder shall provide a percentage of this revenue as a commission fee to the DOC on a monthly basis. The Commission rate proposed by the Bidder must be included in the Bidder's Price Bid. Do not include any specific costs or commission information in the Technical Bid.

GTL Response: GTL will comply. See GTL's Price Bid.

5.13.17 The Commission Revenue paid to the DOC will be based on Gross Revenue. Gross Revenue is defined as revenue for all accepted calls without exception. The Bidder shall not deduct fraudulent, uncollectible or unbillable calls from the Gross Revenue prior to applying the Commission Percentage Rate for the DOC.

GTL Response: GTL will comply. Global Tel*Link pays commissions based on the gross revenue billed for all phones covered by an Agreement. Gross Revenue shall mean all revenue generated by every completed call that is accepted by a consumer or paid through a Global Tel*Link prepaid account, but excludes all taxes, billing fees, and Federal, State, County or local telecommunications fees that additionally apply to a consumer's monthly telephone bill. Commissions shall be paid monthly and mailed directly to the Premise Provider.

5.13.18 The Bidder must agree, in its response, that a check for the commission amount will be sent to the DOC no later than 30 days after the close of the billing month. For example,



a commission check for calls made during April will be forwarded to the DOC no later than June 1st.

GTL Response: GTL will comply. GTL will send commission checks to the DOC no later than 30 days after the close of the billing month.

5.13.19 The Bidder must state, in its response, all charges associated with the inmate initiated collect call that will appear on the called party's telephone bill.

GTL Response: GTL will comply. The gross revenue billed for each inmate call accepted by the called party during the billing period will be itemized on the called party's monthly bill.

Any and all applicable Federal, State, County, Municipal and/or Excise taxes are also added to the consumer's telephone bill. These once-a-month charges are separate from and do not affect in any way the total gross revenue from inmate calls, upon which the DOC's commission is based.

5.13.20 The Contractor is not allowed to place any charges on the called party's telephone bill that are not directly related to providing the collect call. This includes charges for "property taxes", "construction fees", and other like charges that are not dictated by regulatory bodies. Violation of this requirement during the term of this contract may result in a one time fine of up to \$10,000 assessed by the DOC as well as refunds made to the called parties for all such charges.

GTL Response: GTL will comply. For inmate collect charges appearing on customer bills mailed to their homes no additional charges will appear other than the inmate collect rate, required taxes and regulatory fees.

For prepaid collect calls GTL bills the following; Federal tax, State tax, Local taxes (where applicable), and any other regulatory fees such as USF. For some prepaid collect deposits types a set up fee will apply. ***GTL is proud to offer the lowest setup fee for credit card and check by phone customer deposits then any other inmate phone provider.***

GTL has provided the set up fee for prepaid collect deposits for only credit cards and check by phone in the pricing portion of our response.

For all other payment types for prepaid such as personal check, certified checks, money orders, Western Union payments, etc GTL will NOT charge a set up fee.

No set up fee will apply to any and all deposit type if deposit is \$50 or over. GTL encourages



the MASS DOC to thoroughly investigate all bidder responses for any and all prepaid collect fees.

5.13.21 The Bidder must describe, in its response, all pre-paid collect call options available to inmate families and other authorized called parties.

GTL Response: GTL will comply. GTL offers an AdvancePay program to families and friends of inmates who need or want to pay in advance for inmate collect calls. An AdvancePay account can be setup through GTL's automated system at the time of an inmate's call or by calling GTL's AdvancePay or Billing Customer Support number.

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.

Other forms of deposits available for Prepaid collect payment are:

- Western Union
- Personal Check



- Certified Check
- Money Order

5.13.22 It is desirable that the pre-paid collect call option available to inmate families and other authorized called parties provide the following:

GTL Response: GTL will comply. Understanding the prepay collect process, low rates and fees, appropriate Customer Service Representative staffing and hours of operation affording access to calling parties is one of the keys to ensuring successful migration from a non revenue producing CLEC blocked customer to converting that customer to a prepaid collect customer. This understanding generates revenue and commissions for the Commonwealth while satisfying both the inmate and their friends and families.

GTL is proud to be a leader in the prepaid collect market place which is demonstrated by our double digit percent of conversion to prepaid caller!

- [REDACTED] offered to the inmate's called party;

GTL Response: GTL will comply. LazerPhone provides this: At the time of an inmate's call to a number that might otherwise be blocked for financial reasons, LazerPhone's pre-paid collect call option provides a free initial call period during which the called party hears options and makes decisions relative to setting up an AdvancePay account. The inmate is on-hold during this period and cannot communicate with the called party.

- Automatic transfer of the called party to the Bidder's billing customer service department for payment arrangement;

GTL Response: GTL will comply. LazerPhone provides an even better solution: At the time of an inmate's call, after hearing available options for setting up a prepaid account, if the called party decides to prepay for the current call using a VISA or Mastercard the called party simply follows the automated AdvancePay setup prompts. After providing the requested information, including the desired credit card number, the inmate's call is connected. Alternately, if the called party does not have a VISA or Mastercard or prefers to fund the AdvancePay account using other means (or simple prefers not to use the automated system), the called party can call the AdvancePay number provided by the automated operator and speak with one of GTL's AdvancePay representatives, who will be happy to setup the AdvancePay account.

Please note that GTL provides a fully staffed and trained Advance Payment center located within the United States, unlike some providers that have out sourced one or



more of their payment centers to another country.

- Funds tied entirely to a specific called party telephone number (of the depositor);

GTL Response: GTL will comply. LazerPhone provides this: Prepaid funds designated by called parties for payment of inmate collect calls are specific for that called party's telephone number.

- Balance of pre-paid account and the cost of the call be provided to the called party for each call;

GTL Response: GTL will comply. At the time of every inmate's call to a party who has an established AdvancePay account, the called party is offered an opportunity to hear the cost of the call and is provided with GTL's customer service number to learn the balance in his/her prepaid account.

- Payment via credit card;

GTL Response: GTL will comply. LazerPhone's AdvancePay program allows called parties to prepay using a credit card. To automatically setup or replenish funds in an AdvancePay account, a VISA or Mastercard must be used. Other types of major credit cards can be used when the AdvancePay account is setup or replenished by contacting GTL's AdvancePay operators.

- Payment via debit card;

GTL Response: GTL will comply. LazerPhone's AdvancePay program allows called parties to prepay using a VISA or Mastercard debit card.

- Payment via money transfer organization (e.g., Western Union, etc.)

GTL Response: GTL will comply. GTL allows friends and families of inmates to fund an AdvancePay account via a money transfer organization such as Western Union and MoneyGram.

5.13.23 It is desirable that the pre-paid collect call option allow for [REDACTED] of the pre-paid account.



GTL Response: GTL will comply.

5.13.24 The Contractor must provide, on a monthly basis, a commission report that breaks down the total commission paid to the DOC [REDACTED]. The Bidder must provide, with its response, a sample of this commission report.

GTL Response: GTL will comply. Please see a sample commission report in Exhibit D.



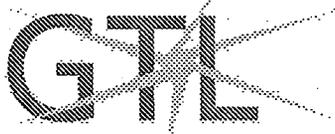
Section 6

Bidder History & References

6.1 COMPANY BACKGROUND

- 6.1.1 The Bidder must be in the business of providing Secure Inmate Calling Systems and Related Services (as specified in this RFR) for a period of at least three (3) years prior to the due date of this RFR. The Bidder must state the number of years it has been providing ICS and provide documentation in its response.

GTL Response: GTL will comply.



The Merger of AT&T and Global Tel*Link

Merger of telecommunications giant and inmate calling's technology leader creates the most experienced and innovative company in the inmate calling industry.

The Originator

AT&T created the first "Collect Only" inmate calling service in the early 1980s, and is the most experienced provider of inmate calling services in the industry.

In the years since, AT&T has provided inmate calling services and solutions for over 300 major customers nationwide. These customers represent over 1,300 correctional facilities and more than 49,000 inmate telephone stations. AT&T's extensive experience also includes the Coin Telephone market. The combined companies will continue to support this market and handle over 10,000 coin phones nationwide.

The Innovator

Global Tel*Link has provided exceptional telecommunications service to correctional facilities since 1989. Continuing its tradition of progressive technology and professional service, Global Tel*Link has expanded to include facilities in more than half of the United States.

Global Tel*Link's distinctive Inmate Telephone System products are designed for use in any size facility



whether the inmate population is 15 or 5,000. GTL's visionary engineers continually upgrade our products to meet the increasing demands of correctional facilities. Customers can use the standard system or explore a new world of investigative technology and telephone administration with optional – and exclusive – system features.

Our LazerPhone Inmate Telephone System equipment is currently installed at one hundred sixty (160) county and municipal correctional facilities and at multiple facilities operated by each of seventeen (17) state Departments of Corrections. GTL is the sole prime vendor at one hundred twenty-five (125) county/city facilities and eighteen (18) facilities run by the Tennessee DOC. Through partnerships with other companies, GTL provides both our state-of-the-art LazerPhone equipment and our comprehensive system support.

In 1993, Global Tel*Link was purchased by Schlumberger Technologies, Inc., a subsidiary of Schlumberger, LTD, an established international technology based company, primarily in oil field services, with operations in more than 100 countries. Ten years later, due to a realigned strategic direction for Schlumberger, a decision was made to divest of all non-core companies and Global Tel*Link was included in those divestitures. Global Tel*Link Corporation ("GTL"), is now a privately held corporation.

The New Leader

On June 2, 2005 AT&T's National Public Markets Division was acquired by Global Tel*Link Corporation, thus combining two premier inmate service providers. The combined company has provided inmate telephone service for the past 23 years.

GTL immediately becomes one of the largest inmate providers in the industry, with over 200 highly experienced employees, specializing in serving the needs of the inmate and corrections industry. The combined companies' revenues exceed \$230 million dollars.

The unprecedented opportunity created by this merger will enable GTL to continue moving toward its goal of *becoming the undisputed leader in the inmate telecommunications field; while providing industry leading customer service.*

The company's headquarters will remain in Mobile, Alabama. Here we manufacture and oversee the maintenance of the exclusive LazerPhone system, design new software features, and provide technical service and customer support. In addition, all system technicians receive extensive training at this location prior to certification which enables them to work on Global Tel*Link's products.

The combined company of AT&T and Global Tel*Link (GTL) currently has its Inmate Telephone Systems installed in facilities in the following states:



Alabama	Georgia	Montana	New York	Texas
Arkansas	Idaho	Minnesota	Oklahoma	Virginia
Arizona	Indiana	Missouri	Oregon	West Virginia
California	Illinois	Nebraska	Ohio	Washington
Colorado	Kentucky	Nevada	Pennsylvania	Wisconsin
Connecticut	Louisiana	New Jersey	Rhode Island	
Florida	Mississippi	North Carolina	Tennessee	

Each Global Tel*Link installation includes one of the following state-of-the-art system configurations:

- Series II (basic inmate phone control)
- LazerPhone (advanced inmate phone control and management)
- LazerPhone with Recording (advanced inmate phone control and management with conversation recording and monitoring)
- LazerPhone with Biometrics (advanced inmate phone control and management with conversation recording and monitoring, as well as fingerprint identification, digital image capture, and hidden microphone)

For the highest commission return with the most comprehensive set of management and investigative features, we recommend our LazerPhone Inmate Telephone System and Services.

In addition to its headquarters in Alabama, GTL maintains a validation and secondary system and data backup site in Houston, Texas, to ensure system reliability. GTL also maintains sales and administrative offices throughout the country.

Our combined seasoned management team remains intact. Our goals are to continue excellent service to our existing customers, increase opportunities to service new customers while maintaining profitability and providing the best of work places for our employees.

With combined financial strength, innovative technology and industry experience, GTL welcomes the opportunity to put our team to work for you.

- 6.1.2 It is desirable that the Bidder be in the business of providing Secure Inmate Calling Systems and Related Services (as specified in this RFR) for a period of ten (10) years prior to the due date of this RFR. The Bidder must state the number of years it has been providing ICS and provide documentation in its response.



GTL Response: GTL will comply. GTL has been providing Secure Inmate Calling Systems and Related Services since the early 1980's. In Exhibit E, is a copy of a contract showing proof of being in business since 1992.

6.1.3 The Bidder must include, in its response, a summary which describes, briefly, the following:

- Number of Offices;
- Number of Offices within Massachusetts;
- Organizational Structure;
- Total Staff
- Number of Years in Business;
- Number of Years Providing Secure Inmate Calling Systems and Related Services;

GTL Response: GTL will comply. GTL's only business is providing superior inmate telephone systems and services.

Number of Offices: GTL has over 20 offices located across the continental United States.

Number of Offices in Massachusetts: 1

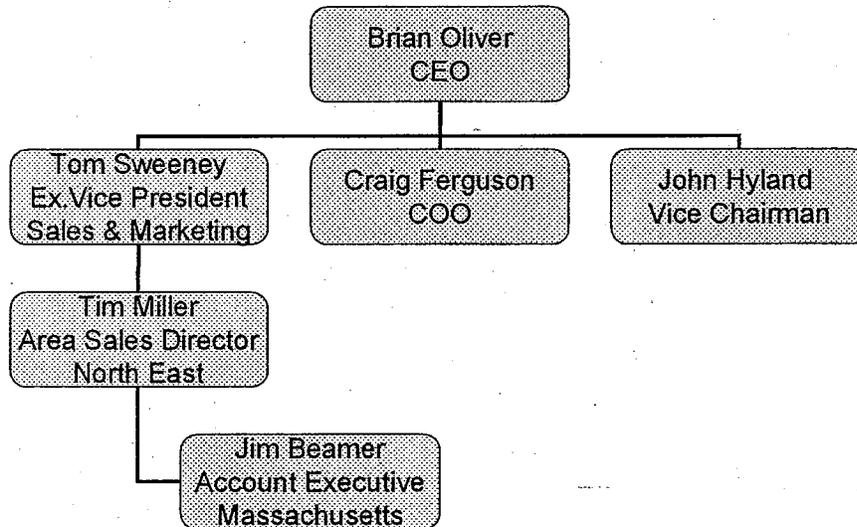
Total Staff: 199

Number of years in business: 20

Number of Years Providing inmate systems: The combined company has been providing inmate services for over 23 years.



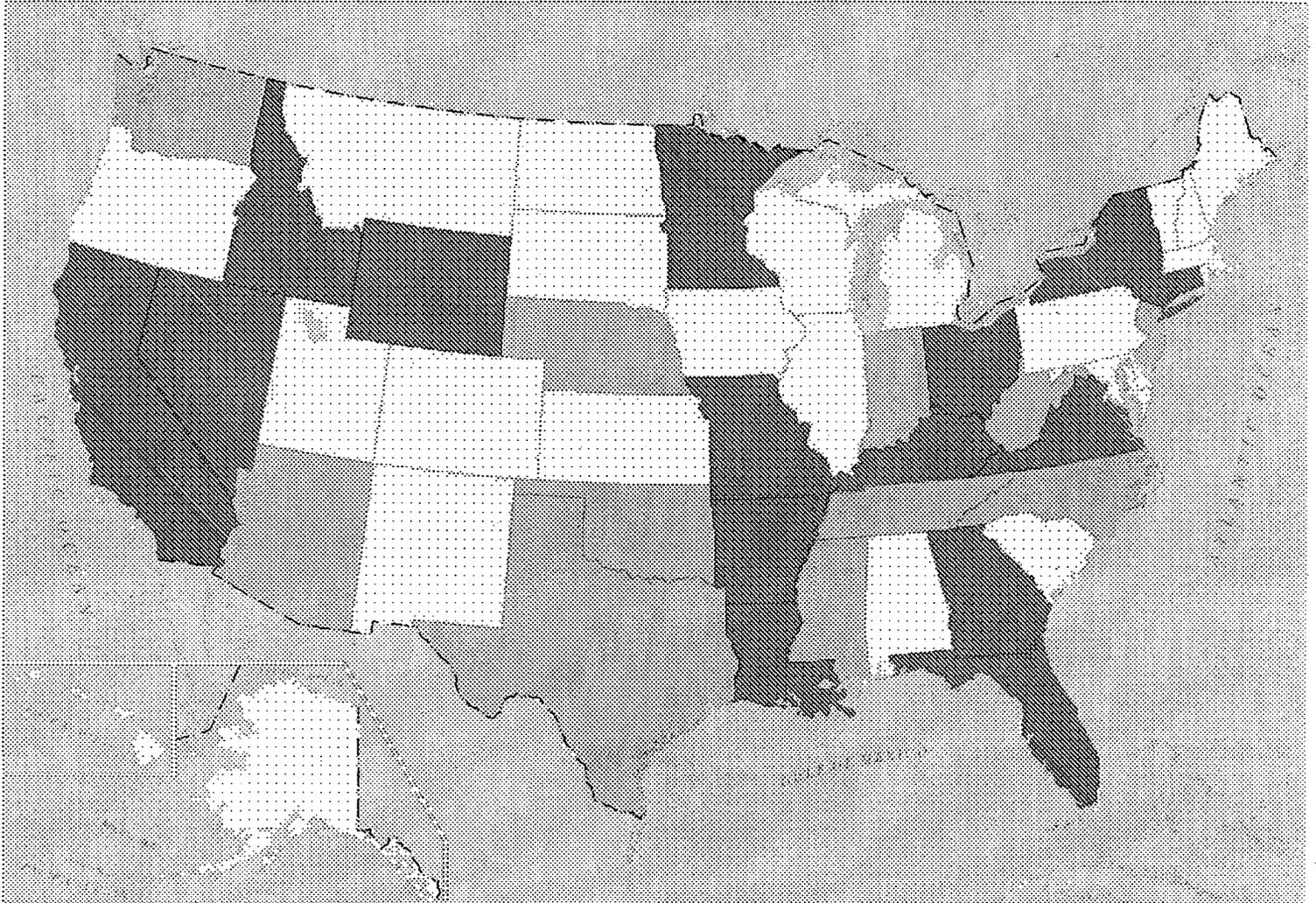
GTL Executive Team



Global Tel*Link Corporation is the largest provider of Inmate Calling Service (combining both Prime and Equipment only accounts) in the United States today.

More than 50% of all DOC inmate calls are processed via GTL equipment and or Service!

See Map below for current GTL state DOC locations where GTL provides inmate telephone services.



-  = GTL provides all Inmate Telephone Systems and Services
-  = GTL provides all Inmate Telephone System Equipment



6.2 BIDDER/PRODUCT REFERENCES

The Bidder **must** provide end user references with its response. These references will be contacted either by telephone, mail or facsimile transmission to verify the Bidder's experience and "real world" installation procedures. All reference reviews are done in a professional and timely manner to minimize the demands on Bidder reference contacts.

A minimum of three (3) references must be provided on the Business Reference Form provided in Attachment F and included with your response. (Changed per Amendment #1).

Failure to provide references as required on the Business Reference Form may lead to disqualification of the Bidder's response.

It is the Bidder's responsibility to ensure that any reference provided in its response be aware that they may be contacted by the DOC regarding the services provided by the Bidder. All reference reviews are done in a professional and timely manner to minimize the demands on Bidder reference contacts. However, reference contacts which refuse to discuss the Bidder or the services provided by the Bidder will result in a "0" rating for the Bidder for that reference. The DOC is not responsible for "negotiating" a response from a reference provided by a Bidder and will not tolerate such reference responses as "we are not allowed to discuss that", "we do not have time to discuss this", etc.

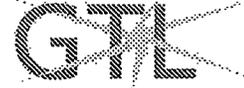
The Bidder must provide an authorized primary and secondary contact name for each reference submitted. This will allow the DOC to complete any reference reviews in a timely manner.

GTL Response: GTL will comply. See GTL's references provided in Attachment F.

6.3 BIDDER EXPERIENCE

6.3.1 The Bidder must further demonstrate its experience in the inmate calling system and correctional industries by providing a list of all correctional institution in which the Bidder has installed the proposed ICS. This list must include the institution, its location, and the total number of inmate telephones installed.

If the Bidder has not installed the proposed ICS in any other correctional institutions, the Bidder must state that fact in order to meet the requirement of this specification.



GTL Response: GTL will comply. GTL's customer list is included in Exhibit F. We respectfully request that the DOC separate this confidential information from the portion of our proposal that will be publicly viewed after opening. This list is proprietary and Confidential and should not be shared with other bidders or the public.

6.3.2 It is desirable that the Bidder have at least one reference of the same size as the DOC with regard to facilities and inmates. The Bidder must provide, in its response, a description of this reference including the number of facilities and number of inmates.

GTL Response: GTL will comply. Our reference, **North Carolina DOC**, included on a Business Reference Form in Attachment F, is approximately the same size as Massachusetts Department of Corrections with regard to facilities and inmates.

Attachment A

Required Forms Checklist

Attachment A Required Forms Checklist

Bidders must complete, execute and return the following forms, which are found under the "Forms & Terms" tab of this solicitation on the Comm-PASS system.

- X Standard Contract Form
- X Commonwealth Terms and Conditions
- X Request for Taxpayer Identification and Verification (W9)
- X Contractor Authorized Signatory Listing
- X Affirmative Action Plan Form
- X Affirmative Market Program Plan
- X Northern Ireland Notice and Certification
- X Certification of Tax Compliance

The Bidder must complete this checklist and include it with the completed forms as an attachment to its response to the RFR document.

Attachment B

Required Inmate Telephones

Attachment B

Required Number of Inmate Telephone Instruments

Location	Inside Inmate Telephones	Outside Inmate Telephones	Special Mgmt Unit Telephones	Coin Telephones
Bay State Correctional Center	24	6	0	2
Boston Pre-Release Center	12	0	0	3
Bridgewater State Hospital	18	4	0	1
Lemuel Shattuck Hospital Correctional Center	2	0	0	3
Mass Alcohol & Substance Abuse Center (MASAC)	18	0	0	2
Massachusetts Treatment Center	59	7	2	2
MCI - Cedar Junction	79	4	20	2
MCI - Concord	85	4	5	1
MCI - Framingham	64	0	2	4
MCI - Norfolk	57	11	3	2
MCI - Plymouth	13	2	0	1
MCI - Shirley	123	0	4	7
North Central Correctional Institution at Gardner	106	5	2	2
Northeastern Correctional Center	18	0	0	2
Old Colony Correctional Center	59	11	2	2
Pondville Correctional Center	11	0	0	0
South Middlesex Correctional Center	11	0	0	2
Souza Baronowski Correctional Center (Shirley)	159	7	9	4
TOTAL	918	61	49	42

Attachment C

**Current Inmate Call Volume
and
Commission History**

AMENDMENT #2

Attachment C – Current Inmate Call Volume and Commission History is replaced in its entirety with the following:

Attachment C
Current Inmate Call Volume and
Commission History

SUMMARY BY MONTH – ALL CALL TYPES

Date	Attempted Record Count	Accepted Record Count	Accepted Total Minutes
May, 2004	673,718	234,582	3,130,997
June, 2004	668,033	231,082	3,103,886
July, 2004	708,090	250,417	3,371,724
August, 2004	721,646	251,725	3,356,838
September, 2004	657,564	228,601	3,041,809
October, 2004	655,251	231,826	3,129,317
November, 2004	579,102	217,465	2,948,618
December, 2004	605,747	235,931	3,188,783
January, 2005	626,415	234,185	3,243,596
February, 2005	574,859	205,204	2,794,900
March, 2005	607,054	215,949	2,921,223
April, 2005	619,903	218,859	2,925,666
Totals:	7,697,382	2,755,826	37,157,357

SUMMARY BY MONTH – LOCAL CALLS

Date	Attempted Record Count	Accepted Record Count	Accepted Total Minutes
May, 2004	27,467	9,770	117,945
June, 2004	25,315	9,324	113,233
July, 2004	31,329	10,971	133,938
August, 2004	31,176	11,015	128,824
September, 2004	26,537	10,019	120,103
October, 2004	26,751	10,203	128,899
November, 2004	24,281	9,148	119,650
December, 2004	25,399	9,859	127,558
January, 2005	26,086	10,961	142,137
February, 2005	24,725	11,002	143,130
March, 2005	27,475	12,240	162,442
April, 2005	26,471	11,594	150,983
Totals:	323,012	126,106	1,588,842

SUMMARY BY MONTH – INTRALATA/INTRASTATE CALLS

Date	Attempted Record Count	Accepted Record Count	Accepted Total Minutes
May, 2004	543,841	196,930	2,605,122
June, 2004	537,604	192,518	2,561,669
July, 2004	557,988	204,654	2,727,186
August, 2004	575,282	207,223	2,734,773
September, 2004	520,707	186,607	2,453,411
October, 2004	511,924	186,071	2,477,778
November, 2004	452,462	174,438	2,334,125
December, 2004	473,279	190,182	2,544,974
January, 2005	485,107	186,596	2,568,531
February, 2005	437,707	160,300	2,155,690
March, 2005	459,708	168,029	2,240,552
April, 2005	464,416	168,619	2,219,129
Totals:	6,020,025	2,222,167	29,622,940

SUMMARY BY MONTH – INTERLATA/INTRASTATE CALLS

Date	Attempted Record Count	Accepted Record Count	Accepted Total Minutes
May, 2004	71,521	20,497	309,793
June, 2004	76,165	22,203	334,161
July, 2004	85,870	27,072	402,801
August, 2004	83,911	25,765	386,827
September, 2004	80,224	24,590	370,013
October, 2004	86,097	27,945	421,068
November, 2004	75,726	26,553	395,002
December, 2004	79,210	27,762	407,509
January, 2005	88,321	29,464	434,164
February, 2005	85,579	26,865	399,786
March, 2005	90,422	28,461	419,578
April, 2005	97,336	30,992	451,686
Totals:	1,000,382	318,169	4,732,388

SUMMARY BY MONTH – INTERLATA/INTERSTATE CALLS

Date	Attempted Record Count	Accepted Record Count	Accepted Total Minutes
May, 2004	30,889	7,385	98,137
June, 2004	28,949	7,037	94,823
July, 2004	32,903	7,720	107,799
August, 2004	31,277	7,722	106,414
September, 2004	30,096	7,385	98,282
October, 2004	30,479	7,607	101,572
November, 2004	26,633	7,326	99,841
December, 2004	27,859	8,128	108,742
January, 2005	26,901	7,164	98,764
February, 2005	26,848	7,037	96,294
March, 2005	29,449	7,219	98,651
April, 2005	31,680	7,654	103,868
Totals:	353,963	89,384	1,213,187

COMMISSION HISTORY
Fiscal Year 2004

Month	Total Revenue	DOC Commission (42%)
July, 2003	\$ 490,945.69	\$ 206,197.19
August, 2003	\$ 445,659.52	\$ 187,177.00
September, 2003	\$ 448,721.36	\$ 188,462.97
October, 2003	\$ 484,124.10	\$ 203,332.12
November, 2003	\$ 438,756.76	\$ 184,277.84
December, 2003	\$ 454,614.00	\$ 190,937.88
January, 2004	\$ 528,622.05	\$ 222,021.26
February, 2004	\$ 542,363.74	\$ 227,792.77
March, 2004	\$ 409,230.93	\$ 171,876.99
April, 2004	\$ 439,949.81	\$ 184,778.92
May, 2004	\$ 625,636.12	\$ 262,767.17
June, 2004	\$ 487,880.60	\$ 204,909.85
Totals:	\$5,796,504.68	\$2,434,531.96

Fiscal Year 2005

Month	Total Revenue	DOC Commission (42%)
July, 2004	\$ 594,881.69	\$ 249,850.31
August, 2004	\$ 527,634.83	\$ 221,606.63
September, 2004	\$ 379,338.57	\$ 159,322.20
October, 2004	\$ 364,367.90	\$ 153,034.52
November, 2004	\$ 406,782.55	\$ 170,848.67
December, 2004	\$ 766,795.57	\$ 322,054.14
January, 2005	\$ 667,263.57	\$ 280,250.70
February, 2005	\$ 524,624.31	\$ 220,342.21
March, 2005	\$ 499,326.90	\$ 209,717.30
April, 2005	\$ 589,396.40	\$ 247,546.49
Totals:	\$5,320,412.29	\$2,234,573.17

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Attachment E

Sample Inmate Telephone Number Request Form

Attachment E **Sample Inmate Telephone Number Request Form**

The Bidder must provide a three part form allowing for the request of telephone numbers by the inmate which are used as the inmates "call list" associated with the inmate's PIN. The Bidder must provide these forms during the term of the contract.

The current Inmate Telephone Number Request Form is provided on the following page. The Bidder must provide a form that is similar to this sample form.

GTL Response: GTL will comply. GTL has provided a sample report as an attachment to this section that will meet the DOC's requirements. This report will be provided in three part form.

MASSACHUSETTS DEPARTMENT OF CORRECTION
 Inmate Telephone System Number Request Form

INMATE NAME: _____ INMATE PIN # _____
 COMMITMENT #: _____ UNIT: _____ LANGUAGE PREFERENCE:
 ENGLISH SPANISH
 Inmate Signature: _____ Date: _____

Add(A)/ Delete (D)	Name of Called Party	Relationship	Area Code	Telephone Number
1.				
2.				
3.				
4.				
5.				
6.				
7.				
8.				
9.				
10.				

THE FOLLOWING (APPROVED) ATTORNEY AND PRIVILEGED NUMBERS WILL NOT BE RECORDED

Name	Area Code	Telephone Number

Your acceptance of a PIN and use of inmate telephones shall be deemed as consent to the conditions and restrictions placed upon inmate telephone calls, including call monitoring, recording and call detail. 3-Way Calling is Not Allowed.

Review by Unit Staff Member (name and signature)	Date
--	------

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Attachment F

Business Reference Forms

Bidder Business Reference #1

Bidder Name:	Global Tel*Link Corporation
Customer Name:	North Carolina DOC – Division of Prisons 840 W. Morgan Street Raleigh, NC 27603
Primary Contact:	Tricia Deal - Telecommunications Manager
Telephone Number:	[REDACTED]
Secondary Contact:	Denise Radford - Technical Analyst
Telephone Number:	[REDACTED]
Month/Year Installed:	May 2004
Number of Inmates:	33,000
Number of ICS Installed:	2000 stations
Additional Description Of Services Installed:	The inmate system supports over 2000 inmate telephones, 79 facilities, and approximately 33,000 inmates. GTL also supports approximately 1200 public payphones.

Bidder Business Reference #2

Bidder Name:	Global Tel*Link Corporation
Customer Name:	Arizona Department of Corrections 1110 West Washington Street Suite 280 Phoenix, AZ 85007-2935
Primary Contact:	Denis Brimhall, Network Support Manager
Telephone Number:	[REDACTED]
Secondary Contact:	Denel Pickering Chief Procurement Officer
Telephone Number:	[REDACTED]
Month/Year Installed:	June 2001
Number of Inmates:	33,000
Number of ICS Installed:	1000+ stations
Additional Description Of Services Installed:	The inmate system supports over 1000 inmate telephones, 21 facilities, and approximately 33,000 inmates.

Bidder Business Reference #3

Bidder Name:	Global Tel*Link Corporation
Customer Name:	Mobile County Metro Jail St. Emanuel Street Mobile, AL
Primary Contact:	Warden Mike Haley Mobile County Metro Jail
Telephone Number:	[REDACTED]
Secondary Contact:	Mr. Marty Irvin Mobile County Sheriff's Department
Telephone Number:	[REDACTED]
Month/Year Installed:	1998
Number of Inmates:	1200 inmates
Number of ICS Installed:	128 stations
Additional Description Of Services Installed:	The inmate system supports 128 inmate telephones, 2 facilities, and approximately 1200 inmates. This County uses the proposed inmate calling system platform.



Global Tel*Link
2609 Cameron Street
Mobile, Alabama 36607
Tel. 251 479 4500
Tel. 800 489 4500
Fax 251 473 4588
Web www.globaltellink.com

September 14, 2006

Mr. Peter V. Macchi
Director of Administration Services
The Commonwealth of Massachusetts
Department of Corrections
50 Maple Street, Suite 3
Milford, MA 01757

RE: GTL Pricing – Rate & Commissions

Dear Peter,

The enclosed document is Global Tel*Link's (GTL) response to the Commonwealth of Massachusetts, Department of Corrections for the pricing element of your RFR. We appreciate this opportunity to present our rates and commission offer.

A few things we would like to emphasize about why you should choose Global Tel*Link (GTL) for your inmate telephone service needs as it relates to Prepaid Collect:

- ◆ **PREPAID COLLECT** – GTL, in conjunction with our responses to the RFP section 5.13, would like to point out that all prepaid collect service are NOT equal in the Industry. Most apply set up fees to anyone calling to establish a prepaid account. Actually set up fees are designed to off set the prepaid calling centers and services such as Credit Card processing fees, Live operators, bank fees, etc.

GTL is proud to offer the lowest prepaid collect fee on deposits for customers wishing to prepay via credit card or Tele-check. The set up fee for these two payment types will be \$2.00 per deposit.

No other fee or special charge will be applied to any other prepayment type such as personal check, Western Union or Money Order, etc...

All fees, including the two mentioned above will be waived on all deposits of \$50 or more.

Note: All inmate calls are subject to standard Federal, State and local taxes along with any other regulatory charge that might apply. Set up fees are cost recovery items and not subject to commissioning.



◆ **COMPETITIVE COMMISSIONS AND ACCOUNTABILITY** - GTL's commission rates often match or exceed competitive systems that offer far less capabilities. Additionally, the value of our technology and service can be measured far beyond the commissions returned to your county or facility. Our customers have reported that costly trials are frequently avoided when LazerPhone call evidence, protected by a security envelope that verifies authenticity, is presented early in criminal cases. We ask that you consider the monetary value of the system you choose beyond the quoted commission percentage alone.

After the renewal of Washington County Oregon's contract with GTL, Sheriff Rob Gordon commented: "...although Global Tel*Link's commission offer was not the highest of all bidders, we saw that the overall value that your system and company provides is evident in a total savings to many of the departments within the county, which benefits the tax payers as well." (The LazerPhone Cost Savings Study conducted by Washington County investigator Ed Bowman, that estimates the savings that GTL's inmate phone system has brought to that county, is included in the Exhibits section of our proposal.)

◆ **ONLINE AUDITING** - GTL's commitment to ACCOUNTABILITY is reflected in on-line auditing features at the system workstation that allow County personnel to verify, from the facility's original call data, the revenues and commissions reported by GTL. These on-line auditing features can eliminate the need and expense of outside management companies.

Global Tel*Link's main office is located in Mobile, Alabama and our Northeast Regional office is located in Jackson, NJ. You may contact Tim Miller, Regional Sales Manager, at [REDACTED]. GTL has also maintained a satellite office in Fitchburg, MA for the past ten years. You may also contact Rae Pearson, RFP Director [REDACTED]. If further clarification or additional information is needed, Global Tel*Link will respond immediately to any such request. We look forward to working with the commonwealth of Massachusetts on this important contract.

Sincerely,

Thomas W. Sweeney
Executive Vice President of Sales and Marketing

AMENDMENT #4

Attachment D – Cost Tables is replaced in its entirety with the following:

**Attachment D
Cost Tables**

The Bidder must complete all of the following Cost Tables. The proposed Inmate Calling System and Related Services must be provided to the Massachusetts Department of Correction at no cost to the DOC. Costs proposed in these Cost Tables will be the Commission Percentage paid to the Commonwealth for all inmate calls made through the proposed system while in Collect-only Mode or Debit-Based.

The Bidder must include the Inmate Calling System and Related Services according to the RFR specifications for all goods and services. Any and all costs must be entered in U.S. currency. The Bidder should be careful when it completes these Cost Tables because the Bidder shall be responsible for any and all costs not included in these Cost Tables.

These cost tables must be provided in your response.

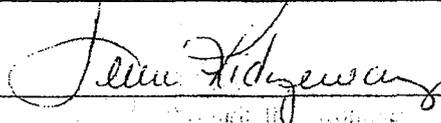
The following must be completed by the individual identified in the Contractor Authorized Signatory Listing.

I am authorized by the Bidder to provide these costs and commission fee schedule in response to this RFR.

Bidder Name:

Global Tel*Link Corporation

Signature:



Name:

Teresa Ridgeway

Title:

Vice President of Legal and Administration

Date:

September 8, 2005

COST TABLE 1.0
COLLECT CALL COMMISSION FEE SCHEDULE

The following stated percentage is the figure used to calculate the monthly Commission paid to the Mass DOC for all accepted¹ telephone calls placed through the Inmate Calling System. This percentage will be based on monthly Gross Revenue² attributed to the Inmate Calling System for all call traffic.

The Bidder must provide a commission rate that includes a figure to the 1/100 position (as in the example below) to ensure that no ties will be possible from proposing Bidders.

Example:

1	2	•	3	4
---	---	---	---	---

The Bidder must not leave any space in the following form blank. Insert an appropriate number into each space provide even if the number is a zero (0).

**Proposed Monthly
Commission Percentage:**

3	5	•	0	0
---	---	---	---	---

- 1 - Accepted calls are defined as those inmate collect calls positively accepted (proactively or passively) or approved by the called party via the use of Touch Tone input.

COST TABLE 2.0
PRE-PAID DEBIT CALLING COMMISSION FEE SCHEDULE

The following stated percentage is the figure used to calculate the monthly Commission paid to the Mass DOC for all telephone calls placed through the Inmate Calling System in pre-paid debit mode. This percentage will be based on monthly Gross Revenue² attributed to the Inmate Calling System for all pre-paid debit call traffic.

The Bidder must provide a commission rate that includes a figure to the 1/100 position (as in the example below) to ensure that no ties will be possible from proposing Bidders.

Example:

1	2	•	3	4
---	---	---	---	---

The Bidder must not leave any space in the following form blank. Insert an appropriate number into each space provide even if the number is a zero (0).

**Proposed Monthly
Commission Percentage:**

3	5	•	0	0
---	---	---	---	---

COST TABLE 3.0
INTERNATIONAL CALL PER-MINUTE SCHEDULE

Bidders must complete Cost Table 3.0 on the following page. Feel free to make copies for this table for inclusion with your response.

The Cost Table on the following page **must** be included in the Bidder's Response. This Cost Table provides the proposed per-minute cost for inmate calling to countries/locations outside of the North American Dialing Plan.

This Cost Table 3.0 (International Calling Costs) completed by the Bidder will be made an integral part of the Bidder's Contract with the DOC. The Bidder must list all countries/locations to which it can provide collect only or direct dial (debit based) calls. In the appropriate column, the Bidder must enter the per call surcharge, per minute rate (collect calls) and per minute rate (direct dial).

All rates (with the exception of the per call surcharge) must be quoted on a flat per minute basis and include all costs associated with processing the international call. No per call minimum will be allowed for international calling.

In the left hand column, the Bidder must enter the country (outside the North American Dialing Plan) to which it can provide service. In the right hand columns, the Bidder must enter a rate in the appropriate column to indicate if the Bidder carries traffic to the listed country in collect call mode, pre-paid debit mode or both.

The Bidder must not leave any spaces empty in the Cost Table on the following page. For example, if you provide pre-paid debit direct dial service to the United Kingdom but do not provide access to this country in a collect mode, place "Not Available" in the space provide for "Per Call Surcharge" and "Collect Call Rate".

All costs for the proposed hardware, software, maintenance, service, etc. for the proposed Inmate Calling System shall be the responsibility of the Bidder. No costs for such items shall be included in Cost Table 3.0.

**COST TABLE 3.0
INTERNATIONAL CALL PER-MINUTE SCHEDULE**

Bidders must complete Cost Table 3.0 and include it in their response. Feel free to make as many copies for this table as required for inclusion with your response.

Country/Location	Per Call Surcharge	Collect Only Rate	Pre-Paid Debit Direct Dial Rate
Afghanistan	\$0.00	N/A	\$5.01
Albania	\$0.00	N/A	\$2.28
Algeria	\$0.00	N/A	\$1.79
American Samoa	\$0.00	N/A	\$2.39
Andorra	\$0.00	N/A	\$1.31
Angola	\$0.00	N/A	\$2.93
Anguilla	\$0.00	N/A	\$1.86
Antarctica	\$0.00	N/A	\$4.81
Antigua (Barbuda)	\$0.00	N/A	\$1.36
Argentina	\$0.00	N/A	\$1.44
Armenia	\$0.00	N/A	\$2.66
Aruba	\$0.00	N/A	\$1.31
Australia	\$0.00	N/A	\$0.77
Austria	\$0.00	N/A	\$1.43

Country/Location	Per Call Surcharge	Collect Only Rate	Pre-Paid Debit Direct Dial Rate
Azerbaijan	\$0.00	N/A	\$2.12
Bahamas	\$0.00	N/A	\$0.76
Bahrain	\$0.00	N/A	\$2.22
Bangladesh	\$0.00	N/A	\$3.20
Barbados	\$0.00	N/A	\$1.65
Belgium	\$0.00	N/A	\$1.04
Belize	\$0.00	N/A	\$1.94
Benin	\$0.00	N/A	\$2.28
Bermuda	\$0.00	N/A	\$1.08
Bhutan	\$0.00	N/A	\$5.07
Bolivia	\$0.00	N/A	\$1.87
Bosnia-Herzegovina	\$0.00	N/A	\$1.94
Botswana	\$0.00	N/A	\$2.28
Brazil	\$0.00	N/A	\$1.26
British Virgin Islands	\$0.00	N/A	\$1.29
Bulgaria	\$0.00	N/A	\$1.55
Burkina Faso	\$0.00	N/A	\$2.93
Burundi	\$0.00	N/A	\$5/64
Cambodia	\$0.00	N/A	\$4.99
Cameroon	\$0.00	N/A	\$2.49
Canada	\$0.00	N/A	\$0.44
Cape Verde Island	\$0.00	N/A	\$2.66
Cayman Islands	\$0.00	N/A	\$1.14

Country/Location	Per Call Surcharge	Collect Only Rate	Pre-Paid Debit Direct Dial Rate
Central African Republic	\$0.00	N/A	\$4.00
Chad Republic	\$0.00	N/A	\$4.81
Chile	\$0.00	N/A	\$1.11
China	\$0.00	N/A	\$2.51
Colombia	\$0.00	N/A	\$1.72
Costa Rica	\$0.00	N/A	\$1.60
Croatia	\$0.00	N/A	\$1.94
Cuba	\$0.00	N/A	\$2.37
Denmark	\$0.00	N/A	\$1.05
Dominica	\$0.00	N/A	\$1.21
Dominican Republic	\$0.00	N/A	\$1.01
Ecuador	\$0.00	N/A	\$2.02
Egypt	\$0.00	N/A	\$2.25
El Salvador	\$0.00	N/A	\$1.57
Finland	\$0.00	N/A	\$1.06
France	\$0.00	N/A	\$0.64
Gabon	\$0.00	N/A	\$2.25
Gambia	\$0.00	N/A	\$2.00
Germany	\$0.00	N/A	\$0.66
Ghana	\$0.00	N/A	\$1.78
Greece	\$0.00	N/A	\$1.39
Grenada	\$0.00	N/A	\$1.64
Guatemala	\$0.00	N/A	\$1.49

Country/Location	Per Call Surcharge	Collect Only Rate	Pre-Paid Debit Direct Dial Rate
Guyana	\$0.00	N/A	\$2.59
Haiti	\$0.00	N/A	\$2.06
Honduras	\$0.00	N/A	\$2.02
Hong Kong	\$0.00	N/A	\$1.41
Hungary	\$0.00	N/A	\$1.23
India	\$0.00	N/A	\$2.49
Indonesia	\$0.00	N/A	\$1.85
Iran	\$0.00	N/A	\$3.00
Iraq	\$0.00	N/A	\$4.08
Ireland	\$0.00	N/A	\$0.94
Israel	\$0.00	N/A	\$1.73
Italy	\$0.00	N/A	\$1.06
Jamaica	\$0.00	N/A	\$2.16
Japan	\$0.00	N/A	\$0.78
Korea, South	\$0.00	N/A	\$1.26
Laos	\$0.00	N/A	\$5.16
Latvia	\$0.00	N/A	\$2.12
Lebanon	\$0.00	N/A	\$2.39
Liberia	\$0.00	N/A	\$1.80
Lihtuania	\$0.00	N/A	\$2.50
Malaysia	\$0.00	N/A	\$1.37

Country/Location	Per Call Surcharge	Collect Only Rate	Pre-Paid Debit Direct Dial Rate
Mexico – Rate Zones 1-3	\$0.00	N/A	\$0.70
Mexico – Rate Zones 4-8	\$0.00	N/A	\$1.22
Monaco	\$0.00	N/A	\$0.64
Montserrat	\$0.00	N/A	\$1.89
Morocco	\$0.00	N/A	\$2.20
Netherland Antilles	\$0.00	N/A	\$1.48
Netherlands	\$0.00	N/A	\$0.61
New Zealand	\$0.00	N/A	\$2.46
Nicaragua	\$0.00	N/A	\$1.65
Nigeria	\$0.00	N/A	\$2.77
Norway	\$0.00	N/A	\$0.75
Pakistan	\$0.00	N/A	\$2.77
Pakistan Karachi	\$0.00	N/A	\$2.77
Panama	\$0.00	N/A	\$1.71
Peru	\$0.00	N/A	\$1.76
Peru-Lima	\$0.00	N/A	\$1.76
Philippines	\$0.00	N/A	\$1.59
Philippines – Manila	\$0.00	N/A	\$1.59
Poland	\$0.00	N/A	\$1.32
Portugal	\$0.00	N/A	\$1.43
Puerto Rico	\$0.00	N/A	\$0.65

Country/Location	Per Call Surcharge	Collect Only Rate	Pre-Paid Debit Direct Dial Rate
Romania	\$0.00	N/A	\$1.96
Russia	\$0.00	N/A	\$2.11
Russia-Moscow	\$0.00	N/A	\$2.11
Russia-St. Petersburg	\$0.00	N/A	\$2.11
Rwanda	\$0.00	N/A	\$3.20
Saudi Arabia	\$0.00	N/A	\$2.79
Senegal	\$0.00	N/A	\$3.32
Singapore	\$0.00	N/A	\$1.25
Slovakia	\$0.00	N/A	\$1.58
Slovenia, Republic of	\$0.00	N/A	\$1.94
Somalia	\$0.00	N/A	\$7.05
South Africa	\$0.00	N/A	\$1.55
Spain	\$0.00	N/A	\$1.28
St. Kitts	\$0.00	N/A	\$1.37
St. Lucia	\$0.00	N/A	\$1.62
St. Pierre & Miquelon	\$0.00	N/A	\$1.29
St. Vincent & Grenadines	\$0.00	N/A	\$1.82
Sudan	\$0.00	N/A	\$4.26
Sweden	\$0.00	N/A	\$0.61
Switzerland	\$0.00	N/A	\$0.66
Syria	\$0.00	N/A	\$2.93

Country/Location	Per Call Surcharge	Collect Only Rate	Pre-Paid Debit Direct Dial Rate
Taiwan	\$0.00	N/A	\$1.41
Thailand	\$0.00	N/A	\$1.94
Trinidad & Tobago Islands	\$0.00	N/A	\$1.80
Turkey	\$0.00	N/A	\$1.59
Turks & Caicos	\$0.00	N/A	\$1.63
U.S. Virgin Islands	\$0.00	N/A	\$0.95
Uganda	\$0.00	N/A	\$2.12
Ukraine	\$0.00	N/A	\$2.39
United Emirate	\$0.00	N/A	\$1.53
United Kingdom	\$0.00	N/A	\$0.51
Urguay	\$0.00	N/A	\$2.05
Venezuela	\$0.00	N/A	\$1.34
Venezuela – Caracas	\$0.00	N/A	\$1.34
Vietnam	\$0.00	N/A	\$3.24
Yemen	\$0.00	N/A	\$1.85
Yugoslavia	\$0.00	N/A	\$1.98
Zaire	\$0.00	N/A	\$2.12
Zimbabwe	\$0.00	N/A	\$1.85