

GTL Response: Read, understand, and will comply.

2.15.1 (I) DOC telephone monitoring system vendor contact: Matt McNally, Northland Business Systems, 1606 E. Cliff Rd., Burnsville

2.15.2 (I) DHS telephone monitoring system vendor contact: Eric Pelto, MacTek Systems Inc., 13533 Glasgow Lane, Apple Valley, MN 55068

2.15.3 (R) Describe how the system integration with the existing telephone monitoring systems will be accomplished.

GTL Response: Read, understand, and will comply.

GTL has discussed the current configuration and interface with both: Eric Pelto at MacTek, and Matt McNally at Northland Business Systems. Since GTL currently provides both vendors with the necessary and compliant interface there will be no integration or implementation required. GTL will continue to work with both vendors if they choose to modify their requirements so that the system(s) compatibility will remain transparent to the DOC/DHS.

2.16 (M) Exception Reports The system must enable authorized facility personnel to enter telephone numbers which, when dialed by an offender/client, will generate an exception report.

GTL Response: Read, understand, and will comply.

2.16.1 (D) The system should accommodate at least 1,000 exception numbers per site.

GTL Response: Read, understand, and will comply.

GTL *exceeds* the requirement by allowing an unlimited number of "exception" (or "hot") numbers to be added to the system. Authorized DOC/DHS staff can specify both PINs and destination numbers for exception-reporting. LazerPhone's *Hot Number Alert* system will automatically notify specified individuals when:

- Particular offender/client PINs are used
- Particular destination numbers are dialed

LazerPhone's *Hot Number Alert Report* shows all calls made to exception numbers (and/or calls made by offender/clients with "hot" PINs). In standard call detail reports, call records for hot numbers are highlighted in a unique color on LazerWeb's Call Search screen.

2.17 (D) Telephone Shutdown Capability The system shall have a disconnect feature which can be operated by facility staff from a secure area. By a keystroke on the system controller phones should be shut down individually, by banks, or globally as determined by each facility.

GTL Response: Read, understand, and will comply. Details provided below.

2.17.1 (R) Describe how this is accomplished:

GTL Response: Read, understand, and will comply.

LazerPhone allows authorized staff in a secure location to discontinue service to one or more individual telephone stations without affecting others stations or units, using options available in LazerWeb, the system’s user-management interface. Telephones can be shutdown individually, by banks, or globally at the discretion of each facility.

Acti	Station ID	Description	Group	Line Status	Destination	Pin
	9186870003	D5 Ph. 1	main	Connected	9282192725	580379
	9186870008	D7 Ph. 1	main	Connected	8705041642	232510
	9186870010	D1 Ph. 1	main	Connected	4053306627	526830
	9186870013	D5 Ph. 2	main	Connected	9188623765	546460
	9186870015	D3 Ph. 2	main	Connected	9187752132	282083
	9186870017	D1 Ph. 2	main	Getting Destination		
	9186870020	D4 Ph. 1	main	Connected	4054271953	502072

Figure 2.2 or Deactivate Service to Any or All Inmate Telephones

2.18 (M) Call Records The system shall store all call detail records on storage media within the system at each facility. All data must be in readily retrievable format and maintained for a minimum of nine months.

GTL Response: Read, understand, and will comply.

2.18.1 (I) DOC facilities are networked together and have the capabilities of viewing CDRs from all facilities. DHS is also networked together and has the same requirement.

2.18.2 (R) Describe storage/retrieval options:

GTL Response: Read, understand, and will comply.

Call Record Storage: GTL currently provides on-site call record storage for one year at each facility which **exceeds** the nine month requirement and we will continue with this practice. In addition, GTL will provide storage that **exceeds** the on-site requirement by providing storage of call detail records on-line for the life of the contract

LazerPhone operates automatically in a dynamic, real-time environment. As offender/client calls are placed and completed, call records are created and saved to the facility’s local hard drive array and transmitted in real-time to GTL’s Data Center in Mobile for archiving and bill processing. An exact copy of each call detail record is immediately sent to GTL’s Data Center in Houston. These initial events create three (3) identical copies of each call record (1 on-site, 2 off-site). Additionally, call records at each GTL Data Center are backed up periodically to separate storage locations within each center.

Call Record Retrieval: For the entire duration of the contract all call detail records (for all calls at all facilities) will be immediately accessible via LazerWeb, the system's secure user-interface program, by authorized DOC/DHS staff.

The secure, virtual private network (VPN), provided and maintained by GTL specifically for our LazerPhone systems, allows all DOC facilities to be networked together and all DHS facilities to be networked together for on-site or remote retrieval of call data by individuals authorized by the DOC or DHS to access such data.

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2.19 (M) System Security The system must provide for password security per facility to access four different levels.

E.g.:

Area	Investigations	Offender/Client Accounting	Phone Room Locations	Electronic Technicians
Level				

GTL Response: Read, understand, and will comply.

2.20 (M) Telephone Billing The system must be able to process calls and provide billing to all telephone numbers in the United States and possessions and to all telephone companies, including those considered off-net by some offender/client telephone providers.

GTL Response: Read, understand, and will comply.

2.21 (M) Personal Identification Numbers The system must be able to handle debit and collect calling with personal identification numbers (PINs) with a minimum of 12 numeric characters.

GTL Response: Read, understand, and will comply. Details provided below.

2.21.1 (R) Describe how this is accomplished

GTL Response: Read, understand, and will comply.

GTL currently provides debit and collect calling through the use of a 12 digit OID/CID number. Each DOC/DHS LazerPhone installation will be configured to include comprehensive PIN and debit functionality that provides offender/clients the capability to place debit calls as well as collect calls.

During each call attempt, after the PIN and desired destination number have been entered, the system's automated operator instructs the offender/client to indicate with a specified key-press if the call is to be placed as collect or debit. If the debit option is selected, the automated operator reports the current balance in the offender/client's prepaid account. If the balance is sufficient, call processing continues. If the balance is insufficient for the current call type, the offender/client is informed that additional funds must be added to the account before a debit call can be made.

When a debit call is accepted by the called party, the cost of the call is automatically deducted from the offender/client's LazerPhone debit account.

2.21.2 (D) The system should automatically assign a PIN and provide notification to first time users of the system.

GTL Response: Read, understand, and will comply. Details provided below.

2.21.3 (R) Describe how this is accomplished.

GTL Response: Read, understands and will comply.

The LazerPhone platform currently provides PIN assignments for offenders through the exclusive NCC FTP feed provided by GTL. The 12-digit split PIN is completed with minimal effort from the DOC staff. GTL has an automated PIN enrollment feature established on a similarly sized DOC account that has proven successful. This process is accomplished by a minor adjustment to the NCC process. In addition to the Auto – PIN feature through this modified NCC feed, GTL has Web interfaces that could be developed to incorporate this request.

The **first time** an offender/client attempts a call, following the input of the newly assigned PIN, the system's automated operator prompts him or her to "clearly say your full name". The name is recorded and stored in the PIN file for automatic retrieval when the called party answers the phone.

All PINs and associated information are stored in a secure, centralized database. Only authorized personnel will be able to access the password protected-database. The LazerPhone database will enable System or PIN Administrators to quickly modify or deactivate an offender/client's PIN.

2.22 (M) Establish Offender/Client Accounts A workstation must set up offender/client telephone accounts with offender/client PIN and offender/client identification (OID/CID) number.

GTL Response: Read, understand, and will comply.

2.22.1 (M) The workstation must set up offender/client PIN accounts by offender/client name, OID/CID number, living unit and bed as determined by facility.

GTL Response: Read, understand, and will comply.

2.22.2 (M) An established offender/client PIN shall automatically follow the offender/client to all the DOC or DHS facilities on a transfer.

GTL Response: Read, understand, and will comply.

2.22.2.1 (D) The offender/client PIN should automatically follow the offender/client on a transfer in real time.

GTL Response: Read, understand, and will comply. Description provided at 2.22.4.

2.22.3 (M) The system must read ASCII files and create or update accounts accordingly. A file will have one record per offender/client. Each record will include these fields: OID/CID (char-6), first name (varchar-30), last name (varchar-30), and facility (char-8).

GTL Response: Read, understand, and will comply.

2.22.4 (R) Describe how the above account management is accomplished:

GTL Response: Read, understand, and will comply.

GTL will continue to receive and process the nightly pin feed from MNDOC. GTL was instrumental in working with the State to set up this process and not only understands the process, understands the amount of work and effort required to get to where we are today. The development for PIN management deployed for and in place for MNDOC will continue to seamlessly allow automatic capability to follow the offender PIN to all DOC facilities on their transfer. With GTL's current thorough understanding of the processes in place for DOC it will be a transparent addition to manage the data provided by DHS if and when they decide to FTP their client information to the GTL FTP site.

The PIN used for phone calls on the offender/client system is more than the OID data provided in the nightly feed and the processes in place allow for the offenders to expeditiously have access to contacting friends and family once they are entered into the DOC system. GTL will maintain the level of granularity of location that we currently perform based on the data supplied by MNDOC.

As this process is well established, no incremental development by GTL is required for this functionality to continue to operate.

2.23 (M) Transferring Money to Accounts The system must be able to update offender/client phone time using a file by the Syscon Inmate Accounting System but will not interface with the Syscon system.

GTL Response: Read, understand, and will comply.

2.23.1 (M) Money in each offender's/client's phone account must transfer to another facility/hospital along with the offender/client by an automated process and not require the account to be closed and re-entered at a different facility.

GTL Response: Read, understand, and will comply.

2.23.1.1 (D) This transfer of money in each offender's/client's phone account should be in real time.

GTL Response: Read, understand, and will comply.

GTL is able to accommodate real-time money transfers by using our Webportal; a web services application with specifications written in industry standard language.

LazerPhone is currently able to update offender/client phone time using a file provided by the Syscon Inmate Accounting System, without the need for a direct interface with the Syscon System. If the State is interested in pursuing real time money transfers, GTL would be willing to discuss a possible direct interface to their Syscon System to accommodate these deposits.

As this process is well established, no incremental development by GTL is required for this functionality to continue to operate.

2.23.2 (M)The automated process for phone time purchases shall occur daily by 9:00 a.m. Central time.

GTL Response: Read, understand, and will comply.

2.23.3 (M) The system must read ASCII files, containing records consisting of OID/CID (char-6) and number of units (dollars) (decimal 6.2). Six total characters, two after decimal.

GTL Response: Read, understand, and will comply.

2.23.4 (M)The system must add number of dollars of credit from unit to each OID/CID.

GTL Response: Read, understand, and will comply.

2.23.5 (R) Describe how the above money transfers will be accomplished.

GTL Response: Read, understand, and will comply.

On behalf of DOC/DHS, GTL invested human and capital resources migrating from a local debit system to the current centralized debit system. The collaborative efforts between the State and GTL provide for an efficient, effective system that allows the offenders to purchase phone time during their canteen visits and have the money deposited on the GTL calling platform.

The phone time purchases are currently processed by receiving a nightly feed via an FTP process. GTL currently accepts and reads the provided ASCII file of offender/client identifiers and dollar values and immediately loads them into the LazerPhone PIN Debit database; distributing funds to the appropriate offender/client accounts. Each offender/client's phone time purchases and account balances transfer with the offender/client automatically with the current system in place. Account balances are not closed and re-entered during this process.

As soon as the allocated money is added to a PIN Debit account, it is available for the offender/client's use. This type of money transfer is a standard GTL process used in many current applications across the country.

As this process is well established, no incremental development by GTL is required for this functionality to continue to operate.

- 2.24 (M) Call Accounting** The system must be able to update offender/client's phone time at the end of each call and announce remaining phone time before the next call. Include time required to accomplish this in your response.

GTL Response: GTL understands and will comply.

LazerPhone updates the monetary balance (phone time) in offender/client PIN debit accounts in **real time** as calls are completed. An offender/client who hangs up and immediately places another debit call, upon choosing the debit option during call setup, will hear the already updated balance in his or her account.

- 2.25 (M) System Reports** System shall provide automated reports and the system data base shall be accessible to DOC/DHS personnel to create reports on demand.

GTL Response: Read, understand, and will comply.

- 2.25.1 (M)** The system shall provide automated phone call data reports daily prior to 6:30 a.m. and is to contain all of the calls from the previous day using the format: Facility, Date, Time, Length, Area Code, Phone Number, Offender/Client OID/CID, Channel, C if Collect/D if Direct. Format the call comes in is: RC04062706400100153202594205 . 00002056170052C The conversion is: MCF-RC,80,06/27/2004,20:25:36,11,320,2594205,205617,51,C.

GTL Response: Read, understand, and will comply.

Per Addendum #1 of the RFP, this section relates to the FTP of SMDR/CDR data for integration into the States iBase System. GTL worked extensively in a collaborative effort to establish this

process and it has been time-proven to be an effective means to allow the OSI team to use this data in merging call records with offender data to streamline the work they perform.

2.25.2 (M) Personnel from DOC and DHS shall be able to access the database to create and manipulate their own ad hoc reports providing search capabilities by different criteria.

GTL Response: Read, understand, and will comply.

2.25.3 (M) Multiple DOC/DHS staff must be able to access the database simultaneously.

GTL Response: Read, understand, and will comply.

2.25.4 (M) Reports are to be created either ad hoc or on an automated scheduled basis.

GTL Response: Read, understand, and will comply.

2.25.5 (M) Reports must show both purchase and use data, including but not limited to: offender/client's name, OID/CID, number dialed from, number dialed to, start and end time of call, call duration and charges.

GTL Response: Read, understand, and will comply.

2.25.6 (M) There shall be no limit on the number of times reports are run in any time frame.

GTL Response: Read, understand, and will comply.

2.25.7 (R) Describe how access to database and these reports are accomplished:

Authorized personnel from DOC and DHS are able to access LazerPhone databases to generate reports, on-demand in real time, using the LazerWeb **Call Search** window, which offers a wide variety of call record and administrative reports based on offender/client call records and the system's activity log. Predefined report types (templates), selected from a drop-down menu, make report generation simple. Point-and-click Record Filters easily customize the selected template to search for calls or system activities that meet specified criteria.

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 sends the report to the workstation printer. Up to the minute reports can be generated at any time and for any designated time period.

LazerWeb Standard Report Types	
Call Detail Report	Custom Query
Frequency Report by Origination Number	Account Creation Report (PINs)
Frequency Report by Destination Number	Reconciliation (PIN Debit Accounts)
Frequency Report by PIN	Inmate Transfer Report

Frequency Report by Trunk ID	Trunk Activity Report
Hot Alert – PIN	Call Traffic Analysis
Hot Alert List – Destination	Call Rate Type Analysis
Shared Destination List	Audit Log Report

CALL DETAIL REPORTS

Standard Call Detail Report: This report includes for each call record: Phone Station ID, Site ID, Station Location, Destination Number, PIN, Alias*, Last Name, First Name, 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)

* The Alias field of a call detail record is available for additional information about the inmate: alternate name, gang affiliation, et cetera.

Search Criteria for Call Records Include (but are not limited to):

- Call data by Facility
- Call data by Date or Range of Dates
- Call data by Time or Range of Time
- Call data by Origination Number (inmate phone)
- Call data by Destination Number
- Call data by Inmate PIN
- Call data by Group of Inmate Phones
- Call data by Rate Type (Local, InterLata, etc.)
- Call data by Trunk Line
- Calls with Recorded Conversations
- Calls with Replayed Recordings
- Calls with Notes
- Calls with Specified Words or Phrases in Notes
- Calls of a Specified Duration
- Calls with a Specified Start or End Code
- Free calls
- Completed calls
- Incomplete calls
- Incomplete calls that validated

Ad Hoc Custom Query: There are more fields of information in call detail records than can be easily displayed in a single report. When needed, call detail reports can be customized to display alternate information. 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.

- 2.26 (M) TTY Capabilities/ADA Compliance Options** The system must have TTY functionality. See Appendix A for number of TTYs per location

GTL Response: Read, understand, and will comply.

- 2.26.1 (I)** The number of TDDs and their locations will be determined by each facility at time of conversion.

- 2.26.2 (M)** ~~Printout from TDD must be able to be sent automatically to a pre-determined secure location to be determined by each facility at the conclusion of each call.~~ (M) History/transcript from TTY calls must be able to be sent automatically to a pre-determined secure location to be determined by each facility at the conclusion of each call. (Changed per Addendum #1)

GTL Response: Read, understand, and will comply.

- 2.26.3 (M)** Each TDD location must function as any other phone location as to time limits, debit capable etc.

GTL Response: Read, understand, and will comply.

- 2.26.4 (M)** TDD locations must be designed so that offenders/clients cannot disable the printer.

GTL Response: Read, understand, and will comply.

- 2.26.5 (D)** List other ADA Compliance options including but not limited to video.

GTL Response: GTL understands and will comply.

As the current provider, GTL initiated a TDD "pilot" program that has since become a successful model within all facilities requiring TDD calling. GTL has worked diligently with the state and ADA compliance officers to ensure that the TDD locations under the "pilot" program perform the same as any other phone location including the options to make TDD to TDD calls, or TDD to Voice through the use of the Minnesota Relay service. GTL has provided the State with the process document that outlines the exact steps the offenders/clients need to perform when making TDD calls.

GTL is sensitive to the needs of offenders/clients requiring TDD devices and under the guidance of MNDOC has allowed provisions for the hearing impaired to have additional time limits due to the typing necessary to communicate with a TDD device. As always, these guidelines are all subject to the approval of MNDOC and can be modified as directed by the State.

GTL realizes there are several relay services available for relay type calling and is willing to explore other options with the State, including video relay. GTL would be agreeable to implement another "pilot" program to test the success of video calling for their offender/client population. GTL would strongly caution on the use of video to video communications for hearing impaired inmates due to the lack of control and the potential loss of investigative data from these types of calls.

2.26.6 (R) Describe how these will be accomplished listing requirements and any limitations.

GTL Response: Read, understand, and will comply.

GTL will provide MNDOC with TDD/TTY equipment at all required locations. GTL also recognizes that MNDOC will make its best effort in protecting and securing all equipment while not in use. GTL's existing TDD service is an accomplished, proven system across all State facilities and has been interfaced affectively with the Mercom recording equipment. In addition to the capability to playback calls via the Mercom equipment, the information recorded can also be printed out for evidentiary purposes.

GTL is offering the Ultratec SuperPrint 4425 or compatible device at no charge to the State, thus no comparison between the purchase and lease price is required. GTL further recognizes the fact that the facilities and hospitals reserve the right to provide their own TTY devices and will continue to work with each department in providing dialing instructions for these devices to the offenders/clients.

All telephone stations proposed are capable of handling TDD/TTY equipment. GTL will provide each site if required with an Ultratec SuperPrint 4425 or compatible TTY device with a built-in 24-character printer although the print functions is not a mandatory requirement within the RFP. The unit will require a standard 110v AC outlet within 5 feet of the inmate telephone.

In the industry there are two ways to process calls using TDD/TTY equipment, the LazerPhone System will accommodate both types of calls outlined below.

The first type of call is TTY to Voice (Relay). GTL will provide the ability for all hearing impaired inmates to contact the Minnesota Relay service via the LazerPhone system and the provided TDD phone. GTL has worked closely with the Minnesota Relay service the past 5 years and have established security rules and procedures for the relay operators to follow when they receive a call from any of the MNDOC facilities. GTL will continue to provide this service to MNDOC and DHS.

The second type of call is TTY to TTY calls. The LazerPhone system will support direct access to the called party and will not require any relay operator to set the call up. The inmate simply follows the on screen scripts and the call will be processed in the same manner as a non- TTY

call. Once the called party picks up the telephone, the LazerPhone system will provide the called party all called party prompts in standard TTY Baudot language. Once the called party accepts the call, the inmate and called party are connected and they can begin their conversation. TTY to TTY calls have the ability to be billed either collect or debit.

Although there is no requirement for printers on the TDD devices requested by the State, GTL understands the State's desire to disable the print function. There are multiple solutions to disabling print functionality from TTY devices and GTL is willing to work with MNDOC in determining the best and most practical solution. The users are prevented from disabling the baudot code which is sent to the LazerPhone and State's Mercom recording device. This code allows for printing the conversation at any location regardless of what the user does to the local print function. Automatic printout capability can be set up to any pre-determined secure location determined by each facility. GTL simply will need to be provided a location and telephone number for the print out to be sent to. In addition, GTL has devised a solution that would allow a redundant printer to be located within the facility to capture and print data regardless of the action of the user of the TDD.

2.27 (D) Detect 3-way Calling, Call Forwarding, and Call Transfer - Custom Calling Features (CCF) The system should have the capability to detect when call forwarding, call waiting and three-way custom calling features have been activated.

GTL Response: Read, understand, and will comply.

Inmate attempts to fraudulently use the facility's telephones fall into four categories: simple attempts to dial a disallowed or blocked number, hook-switch and keypad manipulations at the inmate phone, assistance from called parties (e.g. three-way or call forwarding), and PIN sharing. GTL has designed LazerPhone to address each of these issues.

Fraud attempts involving the simple dialing of disallowed/blocked numbers are easily detected and prevented by LazerPhone's number validation process. Manipulations at the inmate phone, such as hook-switch flashing or the dialing of extra digits are also easily detected and thwarted. Inmates frequently try both, but to no avail.

Hook-Switch Flashing: LazerPhone's exclusive electronic circuit design eliminates fraud through secondary dial tone, chain dialing, hand-held DTMF dialers, hook/switch dialing and access to non-billable numbers (i.e., payphones). Hook-switch flashing of a telephone controlled by LazerPhone is ineffective. It does not yield a secondary dial tone. When the switch is depressed, even briefly, the current call is disconnected and, upon release of the switch, LazerPhone's automated prompts for a new call setup begin to play.

Extra Digits Dialed: LazerPhone is capable of detecting extra digits dialed during an inmate call. The system can be configured so that upon detection one of the following actions will be taken: call is terminated, a warning message is played, or both of these.

Three-Way Calls: Three-Way calls are detected and processed by an exclusive LazerPhone hardware and software design that includes the utilization of a licensed proprietary process that may include: Hook-flash detection (timing parameters for hook-flash events can be adjusted), the occurrence of speech relative to a hook-flash event, secondary ringing and DTMF signals.

Upon detection of a three-way call attempt, LazerPhone provides the following options:

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

Fraud attempts involving called party cooperation to attempt a three-way call is frequently detectable. Although there is no way to count or otherwise note Three-Way call attempts that go undetected in an actual offender environment, detection and processing of three-way calls has proven to be highly effective on a clean network connection in test environments. In a working prison environment, all of the detected three-way attempts can be disconnected and reported by the LazerPhone system.

With current technology, however, there remain challenges to three-way call detection: (1) Call waiting or noise conditions (poor quality lines, use of cordless phones or cell phones that create noise, use of an extension phone during a conversation, etc.) may mimic the sound of a three-way call, which makes differentiation virtually impossible and can result in erroneous disconnects; (2) Call forwarding may not yield a detectable sound; and (3) Noise, conversation (an attempt by the called-party to "talk-over" a hook-flash, secondary ringing or DTMF signals) and muting by the called party may mask sounds and signals normally present during a three-way call attempt, which makes three-way detection virtually impossible. GTL engineers continuously strive to meet these challenges in more and more effective ways. As fraud prevention strategies evolve, new versions of the software will be automatically uploaded to all LazerPhone systems.

Announced Warning: To help discourage three-way call attempts, LazerPhone can announce to the inmate and called party: "Do not attempt to place a 3-Way call or your call will be disconnected."

Call Forwarding: Fraud attempts involving a called party's cooperation in having calls automatically forwarded to a remote number, is a great challenge. A reliable method for detection or prevention of forwarded calls is not currently available anywhere (in spite of some claims to the contrary). GTL has been actively involved in the development of the 'call forwarding' feature for the past 5 years. We have worked with our internal engineering and development teams as well as outside firms and multiple LEC'S across the USA. Our Fraud Team works hand in hand with our customers to monitor forwarded calls. As new technology develops that can accurately detect call forwarding, our Company will incorporate this technology into our software releases and Minnesota DOC/DHS will be furnished with this technology.

Although there is currently no reliable electronic method of detecting and stopping calls from being forwarded to another number, our Fraud Control Department monitors called numbers and we have successfully recognized when calls to a particular number have been forwarded. In such cases, we have prevented these numbers from being called again by inmates.

PIN Sharing: Fraud attempts involving PIN sharing among inmates are most easily prevented by the assignment of Call Allow lists. A limited list of approved numbers can be assigned to each inmate PIN. This is a passive but powerful way to deter PIN sharing, since numbers on one inmate's list are rarely significant to another. Call Allow lists also greatly reduces the need to continuously update blocked numbers.

Because manually creating a Call Allow list for each inmate is time consuming, LazerPhone has a **self-learning** feature that can be used to automatically generate an initial Call Allow list for every inmate PIN, based on the first few destination numbers called after the inmate enters the system. The facility is free to decide how many numbers can be added to a Call Allow list and free to review and manually change the numbers on any inmate's automatically generated list.

Pin sharing may also involve attempts by two inmates to use the same PIN at one time. If inmate A is on a call using his PIN and a second inmate attempts to use inmate A's PIN the system will detect and prevent the second call from occurring. These calls are tagged with a "PIN Sharing" code and searchable in LazerPhone's reports mode.

It is important to note that no technology is 100% reliable in detecting three way calls and call forwarding. Local telephone companies offer features that are seamless in nature and are designed to be silent in nature to improve the overall service to their customers. GTL knows of no detection technology which can reliably detect 100% of three way calls or custom calling features. Be mindful of these claims of absolute reliability as this detection technology does not exist in the correctional environment.

- 2.27.1 (D)** When this occurs the system should play a recorded message to the offender/client that the system has detected custom-calling feature activated (CCFA) and their call will be disconnected in 15 seconds.

GTL Response: Read, understand, and will comply.

When a three-way call attempt is detected, LazerPhone can play a recorded message informing the offender/client that the system has detected a three-way event and the call will be disconnected in 15 seconds.

- 2.27.1.1 (D)** The recorded message and call disconnect features should be able to be activated/deactivated by each facility

GTL Response: Read, understand, and will comply.

Each facility is able to select LazerPhone's response to fraudulent activity. Response options, which can be activated or deactivated by authorized personnel, include:

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

2.27.2 (D) The system should also log and code on SMDR/CDR showing that CCFA was detected on that call independent of the message and disconnect features being activated or deactivated.

GTL Response: Read, understand, and will comply.

LazerPhone logs detected fraudulent call activity in call detail records (SMDR/CDR). This coding is used by the system to display and report such activity.

As shown in figure 2.3, LazerPhone's 3-way report filter will produce a *Three Way Call Report* exclusively for calls during which three-way activity was detected.

Total Count 8 - Currently Viewing 1 to 8

#	R	N	L	K	P	C	Station	Site	Dest	PIN	Alias	Date/Time	Length	Cost	Start	End
1	■	■	■	■	■	■	21077001	CR	21077010			09/20/09 14:01:00	00:00	\$1.00	CDR Call Accepted	Three Way Call
2	■	■	■	■	■	■	21077001	CR	21077010			09/20/09 14:02:00	00:00	\$1.00	CDR Call Accepted	Three Way Call
3	■	■	■	■	■	■	21077001	CR	21077010			09/20/09 14:03:00	00:00	\$1.00	CDR Call Accepted	Three Way Call
4	■	■	■	■	■	■	21077014	CR	21077010			09/20/09 14:04:00	00:00	\$1.00	CDR Call Accepted	Three Way Call
5	■	■	■	■	■	■	21077014	CR	21077010			09/20/09 14:05:00	00:00	\$1.00	CDR Call Accepted	Three Way Call
6	■	■	■	■	■	■	21077014	CR	21077010			09/20/09 14:06:00	00:00	\$1.00	CDR Call Accepted	Three Way Call
7	■	■	■	■	■	■	21077014	CR	21077010			09/20/09 14:07:00	00:00	\$1.00	CDR Call Accepted	Three Way Call
8	■	■	■	■	■	■	21077014	CR	21077010			09/20/09 14:08:00	00:00	\$1.00	CDR Call Accepted	Three Way Call
Total Count 8 - Currently Viewing 1 to 8																
Total Cost												\$1.00				
Total Length												00:00				
Total Station												21077014				
Total Site												CR				

Figure 2.3. Display and Print Reports of Three Way Call Attempts. Administrators and investigators can use the system's 3-way report filter to generate a report exclusively of 3-way call attempts.

To quickly catch the attention of the system administrator or DOC/DHS investigators to possible fraudulent call activity, LazerPhone displays calls during which potentially fraudulent activity was detected in distinctive colors on LazerWeb's Call Search window. As illustrated in figure 2.4, three-way call attempts are flagged with red highlighting, while extra digits dialed are displayed in orange.

Line	Facility	Account	Service	Number	Number	Date	Time	Amount	Code	Code
15	TCPF	9317290038	6158682386	003377831357	9/24/2002	1:06:30 PM	00:00	\$0.00	Station Hangup during Outdial	Call not complete (no end code)
16	TCPF	9317290034	6154194852	001364702474	9/24/2002	1:06:24 PM	00:00	\$0.00	Station Hangup during Prompts	Call not complete (no end code)
17	BMC2	4233450061	4238922002		9/24/2002	1:06:22 PM	09:57	\$3.74	DTMF Call Accepted	Click Detect
18	WTSP2	9017380169	9016674946	003481426871	9/24/2002	1:06:20 PM	00:00	\$0.00	No Answer	Call not complete (no end code)
19	NCCS1	9012530082	9013706245	002910845233	9/24/2002	1:06:20 PM	00:00	\$0.00	No Answer	Call not complete (no end code)
20	MID1	6153501032	7314219475	003481271405	9/24/2002	1:06:19 PM	00:00	\$0.00	Validation Denied	No Collect Calls
21	SCCC	9316760003	6158625730	002943302743	9/24/2002	1:06:19 PM	00:00	\$0.00	Validation Denied	Dollar Limit Violation
22	SCCC	9316760002	6154584161	000320113036	9/24/2002	1:06:19 PM	29:43	\$1.89	DTMF Call Accepted	DTMF's Detected
23	WTSP2	9017380166			9/24/2002	1:06:18 PM	30:00	\$7.94	DTMF Call Accepted	Click Detect
24	SCCC	9316760088	6158515172	002930809171	9/24/2002	1:06:13 PM	00:00	\$0.00	Called Party Hung Up	Call not complete (no end code)
25	TPW	6152510025			9/24/2002	1:06:11 PM	06:42	\$1.83	DTMF Call Accepted	Click Detect
26	MID1	6153501008	6152275394	003521666449	9/24/2002	1:06:10 PM	27:53	\$1.00	DTMF Call Accepted	Station Hung Up
27	WTSP2	9017380130	8556339208	002322413540	9/24/2002	1:06:04 PM	00:00	\$0.00	Station Hangup during Outdial	Call not complete (no end code)
28	TPW	6152510012	6158766062	002596965476	9/24/2002		00:00	\$0.00	Validation Denied	No Collect Calls

Figure 2.4.. Highlighted Records in Call Detail Reports Draw Attention to Illegal Activity. Red indicates a 3-way call attempt. Orange indicates that extra digits were dialed during the call.

2.27.3 (D) The CCF should allow for adjustment of the levels of detection.

GTL Response: Read, understand, and will comply. Details provided below.

2.27.4 (R) Describe how this would be accomplished.

GTL Response: Read, understand, and will comply.

GTL is able to adjust the levels of LazerPhone's fraudulent activity detection by manipulating internal volume controls; increasing or decreasing the system's sensitivity to audible sounds transmitted, and adjusting the timing parameters for hook-flash events.

2.28 (M) UPS The Contract Vendor is to supply an Uninterruptible Power Supply (UPS) capable of sustaining full system operating power for 2 hours or greater in the absence of line power.

GTL Response: Read, understand, and will comply.

- 2.29 (M) Telephone Sets** The Contract Vendor is to utilize single-line security style analog telephones consistent with the level of security or monitoring required by each facility. No proprietary "smart" phones will be allowed. Fraud prevention programs must reside in the main system. The phones must work with existing telephone monitoring systems at the DOC and DHS facilities and must be comparable to or better than existing phones.

GTL Response: Read, understand, and will comply.

(M) The responder is to provide descriptive literature for proposed telephone sets.

GTL Response: Read, understand, and will comply.

We have provided descriptive literature for the proposed telephone sets as ***GTL Attachment C: Telephone Literature***.

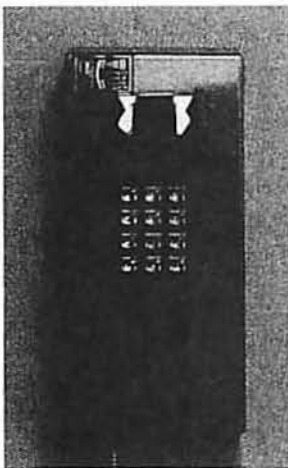
Constructed with heavy-duty stainless steel, GTL's inmate phone is a totally secure unit, ideally suited for prisons and jails. Inmate telephones are line powered and require no AC or battery backup power. The telephone housing is seamless stainless steel with no exposed screws, bolts, metal or other hard substance fasteners. The housing is tamper and water resistant to the highest degree, and can only be opened with a special security tool.

Telephones are flush mounted to the wall. Each is equipped with a stainless steel, braided security lanyard inside the armored; cord designed to handle up to 1,000 pounds of pull resistance - extremely resistant to stretching and breaking. Following is a brief technical description and image of our standard offender/client telephone.

GTL Standard Inmate Telephone

CT-410

Housing: High Security, 14 Gauge, Stainless Steel
Size: 11 1/2"H x 5"W x 2 1/2"D
Hookswitch: Magnetic or Micro Switch
Volume Control: Technician Set or Optional External Button
External Volume Control Button Meets ADA
Hearing Aid Compatible Meets EIA-RS-504
Sidetone Reduction: Built-in Confidencer Function
Connections: Modular
Keypad: Heavy Chrome Metal
Handset: Armored Cord with Steel Lanyard and Heavy
14 Gauge Steel Retainer
Instruction Card: 1 3/4"H x 4"W
Conformal Coating: Protects components for Outdoor Use
Meets FCC Part 68 and Bellcore TR-TSY-000450
Meets Waterspray test Bellcore TR-TSY-000456 7.2
Line Powered: No A/C power required
Mounting: Mounts directly to wall, or to a Model
TM-4000-BB / TM-4500-BB Backboard or to an existing
178A Backboard with adapter Model TM-178A-ADP-400.
FCC Registration: US: 1U8TENANCT



CT-410-SS-VCD-18

(I) The State reserves the right to have a facility provide their own telephone sets.

2.30 (M) TTY Telephones The Contract Vendor is to utilize single-line security style TTY telephones consistent with the level of security or monitoring required by each facility. The phones must work with existing telephone monitoring systems at DOC and DHS facilities.

GTL Response: Read, understand, and will comply.

(M) The responder is to provide descriptive literature for proposed telephone sets.

GTL Response: Read, understand, and will comply.

We have provided descriptive literature for the proposed TTY units at **GTL Attachment C: Telephone Literature**.

(I) The State reserves the right to have a facility provide their own TTY telephones.

2.31 (D) Live Monitoring The system should have the capabilities to Live Monitor any/all calls at any facility.

GTL Response: Read, understand, and will comply.

LazerPhone provides fully integrated state-of-the-art monitoring and recording capabilities. Live monitoring does not interfere with on-going recording operations. By default, all inmate conversations are recorded and subject to monitoring unless monitoring and recording are prohibited to ensure client/attorney privilege or have been selectively turned off by authorized facility personnel.

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

Line Monitoring; Authorized personnel may watch the status of phones and calls-in-progress at the local workstation or a workstation at a remote central site. LazerPhone provides a visual display of all phone line activity in real time on the Call Monitoring screen.

Act	Station ID	Description	Group	Line Status	Destination	Pin
	9186870003	D5 Patio Ph. 1	main	Connected	4082192725	580379
	9186870006	D7 Ph. 1	main	Connected	8705041842	232510
	9186870010	D1 Ph. 1	main	Connected	4053306627	526930
	9186870013	D5 Ph. 2	main	Connected	9188623765	546460
	9186870015	D3 Ph. 2	main	Connected	9187752132	282093
	9186870017	D1 Ph. 2	main	Getting Destination		
	9186870020	D4 Ph. 1	main	Connected	4054271953	502072

Figure 2.5. See Inmate Phone Line Activity in Real Time..

AUDIO CALL MONITORING

The **Listen** button on LazerWeb's Call Monitoring window allows the system user to direct a selected call either to the workstation speaker or to a particular telephone for live conversation monitoring.

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

When the call is directed to a telephone, the authorized person enters a password via the phone's keypad to access the live conversation.

If the need arises, at the workstation or from a remote location, an authorized officer may instantly disconnect an inmate's call. If logged into the system, the officer clicks the **Cut Call** button on LazerPhone's Call Monitoring window. From a remote location, the authorized official will enter LazerPhone's **KwicKILL** code on the monitoring phone to disconnect the call.

A person using a telephone to silently monitor an inmate's call has the option to break into the live conversation to speak to both parties by entering LazerPhone's **Conference** code on the keypad of the monitoring phone.

2.32 (D) Recorded Call Monitoring The system should record all calls and maintain the call records for nine (9) months.

GTL Response: Read, understand, and will comply.

LazerPhone's recording functionality is fully integrated and recording parameters are user-selectable. By default, all offender/client calls are recorded and may be audibly monitored by authorized personnel, except those to approved legal counselors. At the system workstation, authorized personnel may turn off monitoring and recording for other calls by destination number, PIN, inmate phone, and groups of inmate phones.

Recording Storage: LazerPhone will be configured to retain recordings of offender/client conversations on-line for a minimum of nine (9) months. The system's **Record Lock** feature allows recordings of special interest to be retained beyond the agreed upon storage period (until the record is unlocked). The LazerPhone workstation is equipped with a Compact Disk Read/Write (CDRW) drive for backing up call records and/or recordings for off line storage. LazerPhone's easy backup routine allows up to 100 recordings to be selected at once for copy to a CD. Copying a selected set of recordings to a CD requires only 4 mouse clicks to accomplish.

Chain of Evidence: Automatic *Chain of Evidence* or Custody is what you get with Global Tel*Link's (GTL) exclusive **Security Envelope** that is wrapped around every recorded call. GTL's security envelope is the court-tested way to secure recorded evidence.

With the security envelope, each recording from the GTL LazerPhone is digitally encrypted, time-stamped and positively identified. Recordings protected by the security envelope can be e-mailed or burned to a disk and mailed without the possibility of tampering. When the recording

is played back on the integrated media player, the integrity of the security envelope is confirmed automatically.

The security envelope protects the integrity of the recording and verifies the authenticity of its identifying information (phone numbers involved, inmate's PIN, date, time, and duration). Any deliberate or accidental alteration to the recording disturbs the security envelope and is immediately detectable.

GTL's **Security Envelope** is the foolproof way to enter inmate recordings into evidence with a built-in chain of custody. With this kind of air-tight evidence in hand, you can replace lengthy court appearances with plea bargains. And you'll never lose another high-profile conviction to a chain of custody technicality. GTL's security envelope is like a secret weapon in your investigative arsenal. Recording evidence protected by GTL's **Security Envelope** has consistently held up in court. Global Tel*Link provides expert testimony, free of charge, to any jurisdiction on the authenticity of LazerPhone recordings.

The staff provided by GTL to perform this service is able to explain to a court or jury how our LazerPhone's system and data storage methodologies operate. As previously explained in our response above, GTL's forensically secure methods of collecting and storing inmate call data have proven legally acceptable and have consistently held up in court.

For example, in **July 2009** LazerPhone recordings were introduced as key government evidence and significantly contributed to the conviction of a former evangelist accused of sexual exploitation of children. Immediately after conviction, **FBI Special Agent Carl Malloy** said:

"The crimes he committed against children are unthinkable. **The US Attorney and FBI wanted me to pass along a great big THANK YOU!! to GTL** for providing an outstanding product that allows them to capture and keep people like this away from society."

Other Examples of GTL Expert Testimony Cases

U.S. vs. James Franklin Brooks (Case# 08-CR-00061-HDC) 2008

U.S. vs. Steadman Lasalle Anderson (Case# 08-00053-KD) 2008

State of Texas vs. Joshua Aaron Kennedy (Case# 07-06-05796-CR) 2008

State of Texas vs. Bernard Mario Clark (Cause# 44740) 2007

State of Texas vs. Louis Charles Harper (Cause# 44677) 2007

State of New Jersey vs. Kelly Doyle (Case# DV-2007-01-0035) 2007

U.S. vs. Richard Morrison (Case# 05-205-CG) 2006

U.S. vs. Russell Harmon (Case# 05-00244) 2006

State of Georgia vs. James Preston Brock (Case # CR06-206) 2006

State of Georgia vs. Gregory Lewis Bostic (Case# CR00-2956) 2006

Chicago Police Department - Identity Theft Case 2006

State of California vs. Isaac Baca 2006

State of California vs. Anthony Alvarez 2006

State of Texas vs. Robert Banargent 2005

State of California vs. Johnnie Chagolla 2005

People vs. Nickerson FBA 006680 – Barstow CA 2005

Outcome Summary. In each of the above cases, GTL's Expert* was called upon to explain how LazerPhone's electronic security envelope ensures the authenticity of LazerPhone recordings. In each case, one or more of the Defendant's recorded conversations were played for a jury and proved to be the Prosecution's most valuable evidence. In each instance the prosecution's case was won and the defendant was convicted.

* Participating GTL Experts: Alan Bishop, Technical Sales Support Engineer, Mobile, AL; Ali Kamdar, Technical Sales Support Engineer, Mobile, AL; Michael Precup, Sheriff's Facility Coordinator, San Bernardino, CA

2.32.1 (D) Investigators should have access to monitor recorded calls at all facilities.

GTL Response: Read, understand, and will comply.

Properly authorized investigators can access LazerWeb at on-site facility workstations or from approved computers at remote locations, for the purpose of monitoring recorded calls at all facilities. In addition GTL has set up certain investigators with VPN access that allows them to access the recorded calls and perform any function of a GTL workstation from any site with Internet access. GTL will continue to provide this VPN access to these OSI staff members if awarded the contract.

2.32.2 (R) Describe how this would be accomplished.

GTL Response: Read, understand, and will comply.

GTL's inmate telephone system platform allows multiple facilities to be linked together through GTL's Virtual Private Network for centralized administration and remote access. Authorized users can access **LazerWeb**, the system's Web-based user interface, from on-site workstations or approved computers at remote locations using Microsoft's Internet Explorer. The person at a remote location can perform any LazerPhone administrative or investigative functions permitted by the individual's DOC/DHS-approved security clearance level, just as if he or she were sitting at the LazerPhone workstation at the facility.

Finding the Desired Recordings

The same **Call Search** window that yields complete call detail reports also provides immediate access to recordings that are displayed and grouped according to the user's specified

preference. By default call records are displayed in descending chronological order, but can be resorted by a variety of parameters with the press of a button. The steps in the search process are illustrated in figure 2.6.

Call Detail

Set Filter Criteria (Date, Time, and/or other desired criteria)

Search

Select Report Type: Call Detail Report

Facility: Any Jail Choose

Sort By: PIN Ascending

Total Count 22 - Currently Viewing 1 to 22

#	R	N	L	K	P	C	Station	Location	Dest	PIN	Alias	Last	First	Date/Time	Length	Cost	Start	End
1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	5016140005	D Wing Sta B	4175229002	422310272	Alias	RADNEY	DARREN	8/7/2008 9:24:01 AM	12:47	\$9.80	DTMF Call Accepted	Station Hung Up
2	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	5016140005	D Wing Sta B	4175229002	422310272	Alias	RADNEY	DARREN	8/7/2008 12:09:03 PM	10:00	\$8.45	DTMF Call Accepted	Station Hung Up
3	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	5016140006	D Wing Sta B	5015165977	430550088	Alias	MOORE	TREY	8/7/2008 5:01:00 PM	02:56	\$3.36	DTMF Call Accepted	Station Hung Up
4	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	5016140005	D Wing Sta B	5016972871	431210548	Alias	HARMON	JIMMY	8/7/2008 5:06:39 PM	09:44	\$4.20	DTMF Call Accepted	Called Party Hung Up
5	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	5016140009	D Wing Sta 9	5016972871	431210548	Alias	HARMON	JIMMY	8/7/2008 12:42:52 PM	15:00	\$4.90	DTMF Call Accepted	Timeout
6	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	5016140009	D Wing Sta 9	5015816071	431210548	Alias	HARMON	JIMMY	8/7/2008 9:59:56 AM	15:00	\$4.80	DTMF Call Accepted	Timeout
7	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	5016140005	D Wing Sta B	5015816071	431210548	Alias	HARMON	JIMMY	8/7/2008 10:19:13 AM	12:44	\$4.55	DTMF Call Accepted	Station Hung Up

Figure 2.6. Access Recordings in the Call Search Window. Click the recording icon to open LazerPlayer and begin the replay.

To facilitate research and playback, recordings can be located and sorted into groups by specified parameters:

Use Standard Filters to Find Recordings: On the system's Call Search screen, the user simply identifies the desired search criteria (date or range of dates, time of day, inmate phone, inmate PIN, destination number, call type, etc.), then clicks the Search button. LazerPhone's "Calls with Recordings" filter will allow only calls with attached recordings to be retrieved.

For example, if the investigator wants to review all recorded conversations over the past month for a particular inmate, Search filters would include: the start and end dates for the time period of interest, the inmate's PIN, and the system's "Recorded Calls" filter.

Search Filters Frequently Used by Investigators

- Calls by a particular inmate (PIN)
- Call from a particular inmate phone
- Calls to a particular destination number
- Calls with investigative Notes
- Calls with particular words/numbers/phrases in Notes
- Calls with recordings
- Calls from any phone in a particular area
- Calls with a specified Start or End code
- Call attempts that did not complete

Use Investigative Notes to Find Recordings: LazerPhone's NOTES feature allows investigators to attach a note document to any call record. For example, a note might contain the inmate's case number, a special investigation name or number, or any other pertinent information. Investigators can search for related recordings by specifying words or phrases previously entered in Notes attached to call records. In this case, LazerPhone will generate a Call Detail Report that displays the recordings of all calls containing notes with the word or entry of interest.

Sort Recordings into Desired Groups: LazerPhone initially displays recordings that meet the specified search criteria in simple chronological order. A click on the title button of any field of information displayed in the Call Search window will resort and group recordings by the selected field. For example, to group recordings by inmate, the investigator clicks the title button of the PIN field. This will resort the call records so that all of the recordings for any given inmate are grouped together.

A single click on a call record's *Recording* icon (Figure 2.6) opens the *LazerPlayer* illustrated in figure 2.7 and begins the replay.



Figure 2.7. LazerPlayer Opens During Recording Replay. Special tools in LazerPlayer allow investigators to replay and otherwise handle secure recordings without destroying the chain of evidence required by court rooms.

Replay from a CD: A recorded conversation may be backed up to a compact disk (CD) for archival purposes or to be played back elsewhere for evidence. The LazerPhone workstation is equipped with a CDRW drive for this purpose. LazerPhone's easy backup routine allows up to 100 call recordings to be selected at once for copy to a CD. Copying a selected set of recordings to a CD requires only 4 mouse clicks to accomplish.

A recording copied to a CD in its original LazerPhone format remains wrapped in an exclusive **security envelope** that protects the integrity of the recording and verifies the authenticity of its identifying information (phone numbers involved, inmate's PIN, date, time, and duration). Any

deliberate or accidental alteration to the recording disturbs the security envelope and is immediately detectable. Global Tel*Link, the manufacturer of LazerPhone, will provide expert testimony, free of charge, to any jurisdiction on the authenticity of LazerPhone recordings.

The system's small LazerPlayer program is also copied to the CD to allow the secured file to be played back; and the Security Envelope verified, on a remote computer.

Save and Replay Recordings in WAV and MP3 Formats: A recorded conversation may also be saved to a WAV or MP3 file that can be copied to CD for playback on commercially available CD players. It is not recommended that WAV versions of an inmate's conversion be submitted as actual evidence, since conversion to the publicly accessible WAV format strips the recording of its security envelope. Without the security envelope, a recording's authenticity cannot be positively verified.

Replay from an Emailed File: A LazerPhone recording file in its original format (with security envelope) and the system's small LazerPlayer program can be attached to an email message to be replayed on a remote computer*. A recorded conversation saved to a WAV or MP3 file can also be emailed and played back using Windows Media Player.

Recording Responsibility: GTL is attaching its standard Recording Disclaimer Form as *GTL Attachment E*, which provides the terms under which GTL provides the call recording function to our customers. This form is an integral part of every agreement entered into by GTL under which GTL provides a party with the ability to record calls and utilize the recordings. Insofar as GTL only provides a recording capability, and has no role, advisory or otherwise, in the use of the recordings, GTL must be indemnified, defended and held harmless in the event of allegations that recordings have been mishandled in accordance with the pertinent laws, rules and regulations.

2.33 (M) Virtual Private Network Connections Vendor shall provide customer access to at least five Virtual Private Network connections for authorized users at remote locations to access the login screen of the system's control program using Microsoft's Internet Explorer.

This access will allow the person at a remote location to perform any of the Vendor's administrative or investigative functions permitted by the individual's approved security clearance level, just as if he or she were sitting at the workstation at a DOC/DHS facility. Telephone calls for a minimum of the previous sixty (60) days will be made available for monitoring via this method.

Authorized remote access to the Vendor's Offender Telephone System shall be accomplished by either of the following methods:

- 1) **Secure Internet (VPN) Access:** Remote connectivity can be added for Investigative staff or other approved law enforcement agencies by way of a Secure Internet connection to Vendor's Virtual Private Network.
- 2) Remote user will have a PC computer configured with an existing Internet account, Microsoft's Internet Explorer, and security clearance to access the Vendor's system. No additional software shall be required.

GTL Response: GTL understands and will comply.

SECTION 3

Equipment Support (Service/Repair/Maintenance)

3.0 (M) Support/Maintenance. The Contract Vendor must supply support and maintenance for the system and for TTY and telephone equipment at no cost to the State.

3.0.1 (M) The Contract Vendor shall have a certified and/or fully trained technician to do all installation, maintenance and repair.

GTL Response: Read, understand, and will comply.

3.0.1.1 (R) The Responder to provide certification requirements and training experience of technicians with response.

GTL Response: Read, understand, and will comply.

Maintenance personnel are factory trained and certified technicians, capable of maintaining and repairing both the inmate telephones and computer systems. Local technicians possess the required level of knowledge relating to TELCO network, electronic circuits and wiring standards. They are trained to diagnose, repair and adjust telephone and ancillary equipment to ensure optimal performance and minimal down time.

GTL requires that any technician installing or supporting the "call processing platform" must study the appropriate training manual(s) and pass **GTL's certification exam** for the platform or platforms that the particular technician is expect to support before any work is done on that platform.

The call processing platform is defined as any items inside or outside the equipment rack including computers or computer peripherals, telephony cards, hard drive storage devices, power supplies, UPS units, hubs, switches, routers and other networking equipment, workstations, printers, software and firmware. Once the technician passes the exam they will be considered certified on that platform for a period of one year. Each tech will be required to retake the appropriate exams yearly to keep their certification current.

Our technicians are also trained and equipped to handle field repairs of the network at the modular level. Working under the supervision of GTL network technical support, they perform indicated module or card exchanges and/or replacements. They are trained in the fabrication and testing of LAN interconnecting cables and have the proper equipment to repair and test them.

Not only is the current technician fully certified and qualified to support the LazerPhone system, we have 6 other fully certified staff available to support the Minnesota Project in the event the current technician is unavailable or additional resources are required.

3.0.2 (M) A certified and/or fully trained technician shall be located within 100 miles of each State facility.

GTL Response: Read, understand, and will comply.



3.0.2.1 (R) The Responder to provide all maintenance facilities/technician locations.

GTL Response: Read, understand, and will comply.

GTL has serviced DOC and DHS facilities with a GTL certified technician based in the Minneapolis metro area. The Minneapolis-based technician is within 100 miles of all facilities with the exception of MCF Togo. GTL is pleased to augment our staff with an additional GTL certified resource located in the Duluth, MN area.

The MCF Togo site with its minimal number of phones and minimal call volume is equally as important to GTL as the largest facility under our contractual umbrella. To accommodate service needs at this facility, along with providing additional support where needed, the newly added technician will be strategically placed within easy driving range of the Togo facility.

In addition to the two primary technicians located in Minneapolis and Duluth, GTL has an additional four certified and trained technical staff members available for back-up support. These four additional members bring a combined 178 years of telecommunications experience and a combined 44 years of inmate telephone system experience to the table. GTL understands the necessity to be prepared to cover all scenarios in terms of service and repair and has proactively had background checks and DOC badges issued to these four certified team members.

NAME	Inmate Exp.	Telecom Exp.	GTL Certified	Background Check	MN DOC Badge
Bob Parnell	11 years	30 years	Yes	Yes	Yes
Chris Gickler	11 years	18 years	Yes	Yes	No
Scott Schule	2 years	10 years	Yes	Yes	Yes
CCG Tech #2 - Duluth*	TBD	TBD	Yes	Yes	Yes
Dan Rhehorst	2 years	37 years	Yes	Yes	Yes
Dan Winiarski	9 years	44 years	Yes	Yes	Yes
Rick Muncy	9 years	39 years	Yes	Yes	Yes
	> 44 years	>178 years			

* We desire our new technician to have at least 5 years of telecom experience.

It is important to note the staff listed above have:

- Specific inmate telecommunications experience
- Are certified by GTL to work on our platform
- Have already passed the State of Minnesota's background check
- Are badged to work at DOC/DHS facilities.

Claims from others of having a vast pool or resources of hundreds of available resources on the surface may sound impressive, however, these hundreds of resources are not currently DOC badged, have minimal or limited inmate experience, lack certification on inmate telecom platforms, and most importantly have not passed Minnesota's background checks.

3.0.3 (R) The Responder shall list all subcontractor companies to be used if applicable.

GTL Response: Read, understand, and will comply.

GTL will manage and be responsible for every aspect of the DOC/DHS's inmate telephone system. We provide qualified local staff through a subcontracted agreement with Cooper Communications Group (CCG), which is organized to provide this service exclusively for GTL accounts.

CCG provides service to GTL in 31 states maintaining over 41,000 offender telephones at more than 950 state, county and municipal facilities. CCG monitors all service tickets from its headquarters in Garden City, New York.

Cooper Communications Group

1101 Stewart Avenue
 Garden City, NY 11530
 Phone: (516) 745-9100
 Fax: (516) 745-9111
 Contact: Gregory P. Canova
 gpcanova@cooperccg.com

This centralized, single-point-of-contact approach allows CCG to carefully monitor the progress of each ticket and to report the current status of all work in progress to GTL. This centralized function ensures that all technicians are able to provide the high level of responsiveness required by GTL.

All CCG-provided personnel are available on a 24X7 call out basis to respond to emergencies and major network outages. Some of the main tasks carried on at the central office include: retrieval and evaluation of diagnostic data, dispatch, tracking and monitoring of all trouble reports, database management and related reporting.

CCG field repair technicians will maintain the GTL LazerPhone platform, inmate telephones and other on-site equipment such as telco components and wiring/cabling. CCG is the correction industry's largest independent service, maintenance and repair provider.

Project Activity Involvement

Project Activity	GTL Percentage of Work	CCG Percentage of Work
Direction and Supervision	100 %	0 %
LazerPhone Installation	10 %	90 %
Inside Conduit & Wiring	5 %	95 %
Training	100 %	0 %
Software System Monitoring	100 %	0 %
Software System Maintenance	100 %	0 %

Hardware Maintenance & Repair	0% to 2% *	98% to 100% *
Telephone Maintenance & Repair	0 %	100 %
Technical Customer Support	100 %	0 %
Billing Customer Support	100 %	0 %

* If the need arises, technicians or engineers can be dispatched from GTL's Service Center in Mobile, Alabama to upgrade equipment or to assist the local service provider with repair or replacement of damaged or malfunctioning system hardware components.

Additional information about CCG is provided in GTL's *Maintenance and Service Plan* included at the end of this section.

3.0.4 (M) All Contract Vendor employees and any subcontractor employees used must have security clearance to perform work on all DOC or DHS premises. Security clearance requirements to be determined by DOC/DHS personnel, and shall be at no additional cost to the State. Security clearance can take 7 to 10 days to obtain.

GTL Response: Read, understand, and will comply.

3.0.5 (M) The Contract Vendor shall provide one technical contact person available 24 hours a day, 365 days a year and one business contact available during normal business hours.

GTL Response: Read, understand, and will comply.

3.0.6 (M) The Responder is to list all remote maintenance capabilities describing any system changes and/or system polling which might require taking the system out of service and the duration the system would be out of service.

GTL Response: Read, understand, and will comply.

3.0.6.1 (M) DOC/DHS is to be fully informed of all system changes and/or system polling that would take the system out of service and coordinate the timeframe with DOC/DHS.

GTL Response: Read, understand, and will comply.

3.0.7 (M) Contract Vendor to hold at minimum, yearly meetings with DOC/DHS to review system functionality. Additional meetings to be held if needed as determined by system functionality.

GTL Response: Read, understand, and will comply.

GTL recognizes the importance of two-way communications and has conducted Operational Review meetings with staff members from the DOC and DHS. GTL has offered to continue these meetings quarterly if desired and will always have a member of the MN account team available for additional or emergency meetings when either DOC/DHS deem these necessary.

- 3.1 (M) Updates/Upgrades** The Contract Vendor must offer continuing software updates as technology allows and maintain the current version at each site at no additional cost to the State. The Contract Vendor must provide a schedule of planned upgrades to each site.

GTL Response: Read, understand, and will comply.

- 3.1.1 (M)** Each site is to receive advance notification of all upgrades/maintenance a minimum of 5 days prior to scheduled date.

GTL Response: Read, understand, and will comply.

- 3.1.2 (R)** Responder to provide Change Management process with response.

GTL Response: Read, understand, and will comply.

GTL maintains a LazerPhone test environment in which all potential changes are fully tested before software updates, including Microsoft security "patches", are approved for implementation or integration within the LazerPhone systems at inmate facilities. Our Change Management Procedure follows.

CHANGE MANAGEMENT PROCEDURE

Scope & Purpose

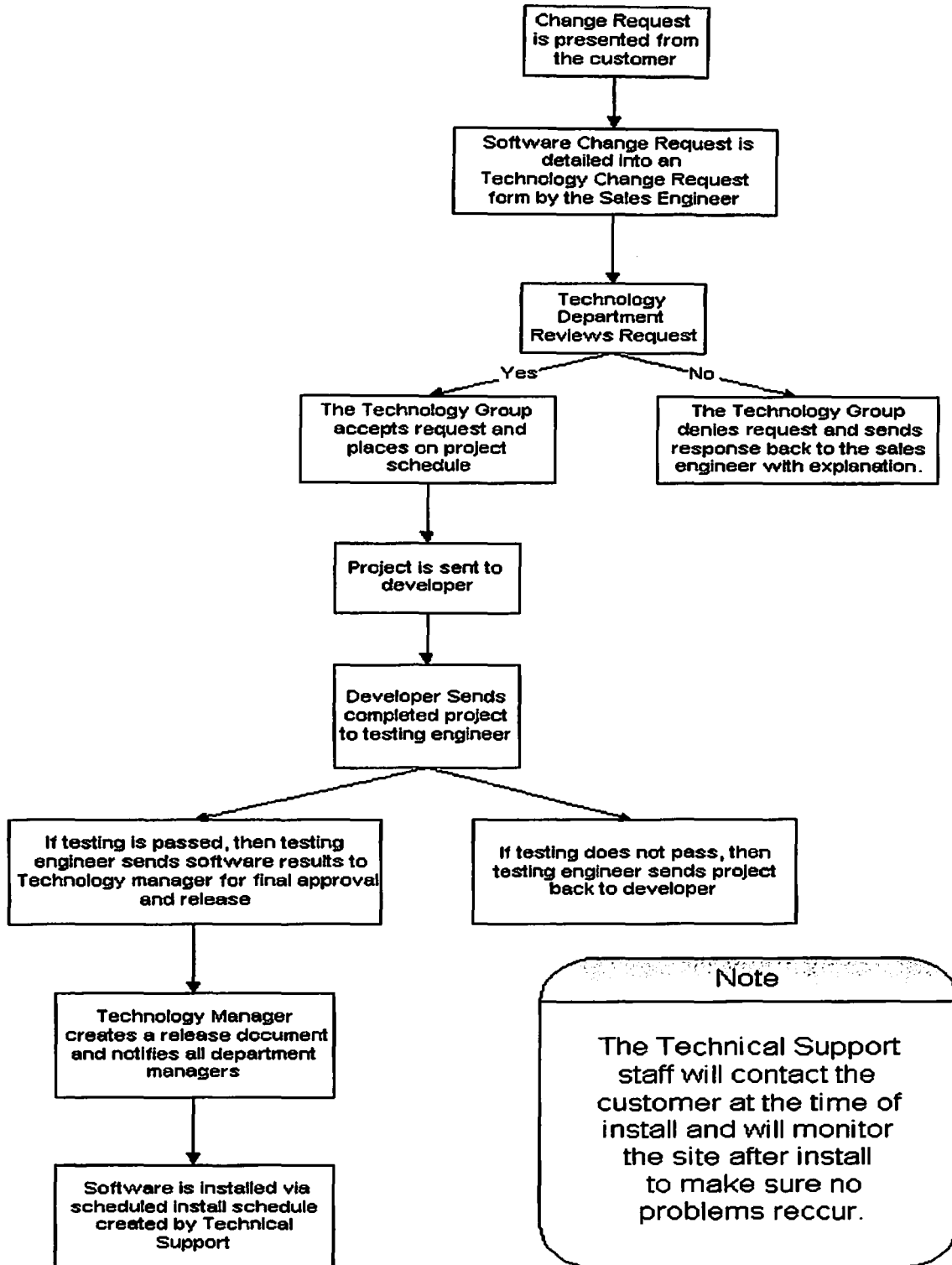
- **Scope:** The change management process described herein covers all customer change requests. This process is also used when requests for changes are generated within GTL.
- **Purpose:** This document defines the formalized process that all customer change requests must follow in regards to request, evaluation, notification, development and implementation.

- **Definitions**

- ✓ **Beta Release** – A special release of software to test at specific sites for the resolution of specific issues.
- ✓ **Customer Change** – A change to an existing piece of software to fix a perceived problem or add needed functionality to an existing feature.
- ✓ **Feasibility Analysis** – When a request comes in for a change to existing software or a new feature, the sales engineer is responsible for evaluating if the change is feasible based on Global Tel*Link's current product.
- ✓ **Feature Request** – A request for a new feature within a Global Tel*Link product line
- ✓ **Field Testing** – Selective testing of "beta" software in specific locations to address specific needs.
- ✓ **Lab Testing** - Testing that all new software goes through in a lab environment.

Change request steps are illustrated and explained on the following pages.

Customer Change Request Flowchart



Change Request Steps

1. Customer requests feature change from Sales Representative.
 - Input: Need for change of existing software or new feature request
 - Output: Change or Feature Request

2. Sales representative presents change request to Sales engineer for feasibility analysis and creation of a *Technology Change Request* form.
 - Input: Change or Feature Request
 - Output: Feasibility Analysis and Change Request Form

2. The Technology Group accepts request, and places on project schedule, develops a project plan (if complexity requires) and sends timeframe back to the sales engineer via email---OR--- the Technology Group denies request and sends response back to the sales engineer with an explanation. If denied, further evaluation may be made by Marketing, the Technology Group and Sales to develop an alternate solution.
 - Input: Change request form and feasibility analysis.
 - Output: Project plan is sent to the developer and placed on the existing project schedule or rejection explanation is sent back to the sales engineer.

3. Developer completes project and sends completed software to the testing engineers.
 - Input: Project plan
 - Output: Completed project ready for testing
 - Lab testing is completed and documented using the following:
 - Standard production level equipment,
 - Testing device for simulating phone calls and conversations
 - Standard test plan following the engineer's instructions and the following internal quality documentation:
 - ❖ Engineering Test Documentation QOP-85-01 Standard
 - ❖ Measure of Quality Manual
 - ❖ Work Instructions
 - ❖ Product Field Testing Form (If necessary)
 - ❖ Final Inspection / Test Request
 - If testing is passed, then testing engineer sends software to the appropriate technology manager for approval and release to field testing or standard release.
 - Lab testing is the standard version of testing used for all software testing. It follows the Quality Inspection Procedure (QOP-082-5-001-E) All Testing is performed on standard equipment with multiple operating systems and line configurations.
 - Field-testing is limited to specific site(s) and configurations based on request and release type. This testing will not be initiated until all lab testing has been completed. Field-testing is only used to verify specific site errors have been resolved.
 - Standard releases will be available as of the project completion date and to the sites or configurations specified by the release notes.
 - If testing does not pass, testing engineer sends failed software back to developer for review and revision.

4. Once testing is passed, the appropriate technology manager creates a release document and distributes to all department heads.

- Input: Completed software ready for testing.
 - All instructions and release notes prepared for testing
 - A test plan as specified by the design engineer
- Output: Released software package with release notes or beta release with field testing plan.
 - The appropriate technology manager finalizes release notes and passes software and release notes to the Technical Support Managers for implementation. Technical Support is notified of the release via email and the internal engineering web page.
 - All department managers are notified of the new software change via email.
 - The Technical Support Managers notify all of tech support about the release and a plan for scheduled implementation.
 - Input: Notification of new software release
 - Output: Notification of release with schedule for implementation.

5. The Technical Support Managers direct team leads to coordinate installs with the customer and internal support group.

- Input: Notification of software release and installation schedule
- Output: Customer notification and installation of software

6. Software package is monitored for performance.

7. Technical Support logs information in the facility profile and work order system.

3.1.3 (R) Contract Vendor to provide documentation to DOC/DHS of affects to functionality of system for all changes/upgrades prior to changes/upgrades scheduled.

GTL Response: Read, understand, and will comply.

GTL will prepare and provide to DOC/DHS thorough documentation of any system changes or upgrades, prior to the implementation of hardware or software upgrades. GTL engineers carefully document all changes to system functionality. This, sometimes highly technical, documentation is used by GTL Technical Writers to prepare **Version Release Notes** for our customers; identifying the feature or functionality that is changed, the nature of the change (e.g. modification of an existing feature or new feature), how a modified feature differs from the previous version, and how a new feature is used. When system interface changes are involved, images or illustrations are included in the Release Notes.

3.2 (I) System Service Response Times and Requirements: Major/Minor System emergencies and response times are defined below. See Appendix B for breakdown of living units and associated phones.

3.2.1 (I) Major emergencies are defined as:

- Loss of 50 percent or more of the telephones or lines in a specific living unit at each site.
- Malfunction of a major system component that prevents basic use of the equipment in a specific living unit at a site.

3.2.1.1 (I) Failure of the **Custom Call Announcing** feature is deemed a major system component that prevents basic use of the system.

3.2.2 (M) The Contract Vendor must be able to respond to major emergencies within two hours from notification.

GTL Response: Read, understand, and will comply.

3.2.3 (I) Minor system response is classified as any other type of trouble call.

3.2.4 (M) The Contract Vendor must be able to respond to minor emergencies within four hours from notification.

GTL Response: Read, understand, and will comply.

3.2.4.1 (I) Repair time of Mandatory features is to be within 24 hours from notification of trouble

3.2.4.2 (I) Repair time of Desired features is to be within 30 days from notification of trouble.

3.2.5 (I) Response time is defined as the time from when it is determined a technician is needed on site to the time the technician arrives at the site. Once the technician is on site, the service call is not considered to be complete until the repaired equipment (parts, etc.) have been tested and verified by the customer.

3.2.6 (M) Service response will include any necessary replacement of failed parts to make the equipment fully operational. This work will be coordinated with the customer. On-site support and replacement of parts and leased equipment will be at no cost to the State.

GTL Response: Read, understand, and will comply.

3.2.7 (M) Repair and maintenance is to be provided solely at the expense of the Contract Vendor.

GTL Response: Read, understand, and will comply.

3.2.8 (M) Repair must be available 24 hours a day, seven days a week including holidays.

GTL Response: Read, understand, and will comply.

- 3.2.9 (R)** Documentation of prioritization of service calls and an escalation plan for trouble reporting to be included with the response.

GTL Response: Read, understand, and will comply.

In the remainder of this section, we present GTL's *Maintenance and Support Plan* for DOC/DHS LazerPhone Inmate Telephone Systems. This documentation explains our service and support policies, prioritization of service calls, and our escalation plan for trouble ticket reporting.

- 3.2.11 (M)** Contract Vendor to provide email notification to the contact provided by each facility, on close of each trouble report that includes resolution of problem. This notification is to be sent within 24 hours for each instance.

GTL Response: Read, understand, and will comply.

**GLOBAL TEL*LINK
MAINTENANCE AND SUPPORT PLAN
For
Minnesota Department of Corrections
Minnesota Department of Human Services**

Topic Contents

GTL Staffing Plan Highlights

LazerPhone Service and Support Policies

Trouble Tickets

Work Order Timeframes

Escalation Procedure

Billing Customer Service



GTL Staffing Plan Highlights

- ❖ Leadership and direction for this important contract will be provided by Bob Parnell, DOC/DHS Project Manager. Bob has over 11 years of telecommunications experience including six as the DOC/DHS Project Manager.
- ❖ Bob will handle all day to day operations of the proposed offender/client solution under the direction of Chris Gickler, GTL's Director of Field Services. Both have extensive experience with DOC/DHS and will ensure that DOC/DHS receives the highest level of service that DOC/DHS has come to expect from GTL.
- ❖ ****NEW**** GTL will augment the current staff with a new field service technician to manage and support this program.
- ❖ In addition to the two primary field service technicians, GTL has an experienced field service staff with 4 available Field Service Technicians with a combined 44 years of DOC/DHS and offender/client experience
- ❖ GTL's Field Service Team has a track record for the past 15 years of providing a true turnkey no cost solution for DOC/DHS; handling all offender/client inquires, site expansions and phone installations, providing an in state warehouse of parts and spare equipment.
- ❖ GTL provides an experienced training staff to insure that all DOC/DHS staff are fully trained on the offender/client program at all levels along with providing training information to offender/clients and their families
- ❖ GTL's has shared resources to support DOC/DHS that exceeds 300+ staff

A critical element to the maintenance and support for the State of Minnesota is the organization structure which supports our Minnesota DOC Account Team.

GTL's Minnesota DOC/DHS Account Team has DOC/DHS specific experience and relationships that no other provider can replicate. Experience is a word that is frequently used to describe someone's capability or previous work engagements. Specific to Minnesota, Bob Parnell, current DOC/DHS Project Manager, has successfully managed the Minnesota DOC/DHS project for over 6 years. His experience is at the contract level overseeing all elements of the contract. Others may claim they have experience with Minnesota based on previous engagements however this experience is not at the project level and is certainly based on but one element of a project. Bob's experience includes contract management, maintenance and support, implementation management, friends and family support and overall customer satisfaction.

Bob has the resources of GTL at his disposal. GTL is exclusively focused on inmate telecommunications as its sole line of business. We are not a separate business unit in a larger company. We do not employ the integrator approach cobbling together partners of convenience. We are the prime contractor, the manufacturer and developer of our solution for Minnesota. We minimize the use of subcontractors to deliver a direct solution for Minnesota. However our subcontractor, CCG, *exclusively provides service, maintenance, and repair to GTL nationwide and for the State of Minnesota.*

Following is a description of the company and resources available to Bob and the State of Minnesota to ensure we continue to provide the high quality services the State has come to expect from GTL.

GTL – DOC/DHS PROJECT TEAM – Combined 44 YEARS OF DOC/DHS and OFFENDER/CLIENT EXPERIENCE

Maintaining continuity of the project staff in the day to day operations of the offender/client is paramount to achieving DOC/DHS's primary goal of this RFP: "To provide the best combination of security, reliability, service and calling commissions using a combined debit/collect call system." GTL's is pleased to offer DOC/DHS the most experienced account team in the inmate market today by retaining the current staff under the leadership of DOC/DHS Project Manager, Bob Parnell. As DOC/DHS's business partner and incumbent provider for the past 15 years, our team has extensive experience and in depth knowledge of DOC/DHS's policy and procedures, institution layout and topology. More importantly, we have forged many long term relationships with DOC/DHS's staff at each facility and at the central office which no other provider can offer. With that experience and knowledge in conjunction with being the premier providers of inmate calling service in the country, DOC/DHS can feel confident that no matter what the challenge or scope of the offender/client program, GTL's staff will exceed DOC/DHS's expectations.

Collectively, the current project team, led by Bob Parnell DOC/DHS Project Manager, has **44 years** of experience supporting DOC/DHS and offender/client systems: **44 years** of direct knowledge of the inner workings of each facility, the staff, the offender/clients and DOC/DHS policies.

We are augmenting this experienced staff with a new team member: a field service technician located in the Duluth, MN area. His/her primary objective will be to apply the same level of service DOC/DHS has come to expect from GTL in the northern Minnesota area.

44 years of DOC/DHS and offender/client experience has yielded significant accomplishments that have improved the operations of DOC/DHS's offender/client system. Below are some highlights of these accomplishments and processes the current GTL project team has delivered and continues to perform to ensure the system is fully operational, turnkey and reliable while minimizing DOC/DHS staff time:

- Converted MNDOC from local debit calling platform to a centralized automated debit system.
- Automated the offender PIN process by developing a feed between MNDOC and GTL.
- Added remote CIP camps to the existing MNDOC calling platform.
- Added both DHS facilities to the existing MNDOC calling platform.
- Worked with OSI staff in setting up Rape Prevention Hot Line.
- Worked with OSI staff in setting up Cold Case Tip Line.
- Provided VPN connections to the MNDOC OSI staff allowing them the flexibility to work outside their normal business location and business hours.
- Providing translation support with MNDOC ADA staff and translators for TTY and TDD recorded calls.
- Work with hearing impaired offender/clients to provide them with communication via relay and direct TTY to TTY communications.
- Worked with DHS staff and their 3rd party recording vendor to interface recording equipment with GTL calling system.
- Worked with DOC and their 3rd party recording vendor to develop an interface with the recording equipment and the GTL calling system. Worked in identifying voltage issues between both systems and resolving. Continue to have open communications with all three parties to manage the interface on a daily basis.
- Developed FTP process and provided FTP server for the integration of GTL SMDR for iBase integration.
- Various Site expansions at Faribault (4 "K" buildings), Lino Lakes (1 "K" building), and Moose Lake MSOP (1 "K" building). Provide refresher training for all DOC/DHS sites throughout the contract term.

Paramount to this experience is the application of this knowledge to deliver the new capabilities and programs resulting from this new contract. The current program is a model of efficiency and excellent communications between DOC/DHS and GTL. This allows GTL, and only GTL, to immediately begin delivering the new enhancements and capabilities to DOC/DHS. **Other providers will attempt to compress the 44 years of GTL's experience into a 45 day transition period to deliver a new offender/client telephone system without one day of DOC/DHS specific knowledge.** Only GTL offers DOC/DHS the continuity of the current project team and the knowledge of how to deliver a turnkey and reliable system to DOC/DHS.



GTL DOC/DHS Account Team ~ DOC/DHS-Experienced and Minnesota Trained & Badged

GTL's DOC/DHS Account Team, including our Minnesota-based field service members, are listed below to highlight their years of experience supporting DOC/DHS under GTL's current offender/client contract .

➤ **Bob Parnell - DOC/DHS Project Manager**

- ❖ Bob has over 6 years experience as the DOC/DHS Project Manager and over 11 years experience in the inmate telecommunications markets.

➤ **Skip Smith - DOC/DHS Account Manager**

- ❖ Skip has over 2 years experience working with DOC/DHS and over 18 years in the inmate telecommunications market.

➤ **Chris Gickler – Director of Field Services**

- ❖ Chris has over 2 years experience working with DOC/DHS and over 11 years experience in the inmate telecommunications market.

➤ **DOC/DHS GTL Certified Field Service Staff – Minnesota Trained & Badged**

- ❖ CCG Lead Field Service Technician - Over 2 years working with DOC/DHS and 10 years of telecommunications experience – Minneapolis, MN
- ❖ ****New**** CCG Field Service Technician – Duluth, MN
- ❖ Dan Winiariski – CCG Field Service Technician with 9 inmate telecommunications experience and 44 years of telecommunications experience.
- ❖ Rick Muncy – CCG Field Service Technician with 9 inmate telecommunications experience and 39 years of telecommunications experience.
- ❖ Dan Rhehorst – CCG Field Service Technician with 2 inmate telecommunications experience and 37 years of telecommunications experience.

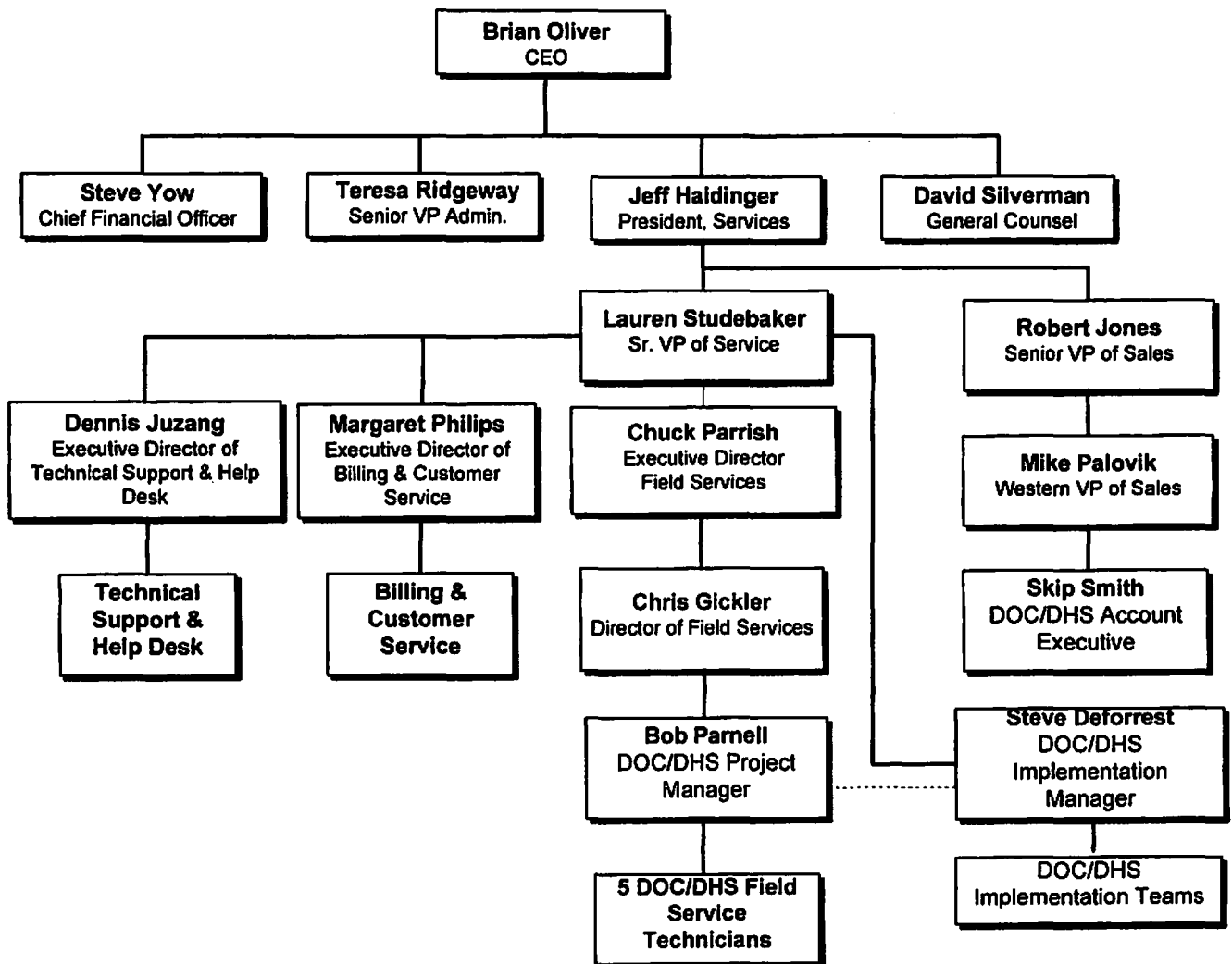
➤ **Steve De Forrest – DOC/DHS Implementation Manager**

- ❖ Steve has over 10 years working in the Inmate Telecommunications and has successfully *led the cutover of more than 400 systems.*

The following chart outlines the operating organization chart for GTL and each area of each person who will be personally responsible for ensuring the continued success of the program.



MN DOC/DHS/GTL Organization Chart



As detailed above in our organization chart, we have depicted a clear line of responsibility for the DOC/DHS account team led by Bob Parnell to channel the necessary resources of the GTL for this specific project. Equally as important are the qualifications and experience of our executive leadership team that support Bob and the State of Minnesota.

Below is a brief summary of our executive leadership team.

GTL EXECUTIVE LEADERSHIP TEAM

Brian D. Oliver
Chief Executive Officer

Cornell University
BS/Civil & Environmental Engineering 1978

Brian Oliver joined GTL directly from Gores Technology Group, LLC, where he was the President of the Telecom Group for this private investment firm focused on technology and telecom. Gores entered into an agreement with Schlumberger Technologies, Inc. in 2004 to acquire the outstanding stock of GTL. That acquisition closed in January 2005. Shortly thereafter, Gores entered into an agreement with AT&T Corporation to purchase their National Public Markets division. Brian remained with Gores through the due diligence of the acquisition of the AT&T National Public Markets (NPM) division. At the close of the NPM acquisition, Brian joined GTL as CEO of the combined entities. In his capacity with Gores, he was responsible for leading the firm's due diligence review with respect to new potential investments in the telecommunications and related sectors and overseeing portfolio companies once investments have been completed in those sectors. Brian brings over 25 years experience in telecommunications as a corporate executive at Bell Atlantic Corporation and XO Communications, Inc. and as an entrepreneur and founder/CEO of two telecommunications businesses.

Jeffrey B. Haidinger
President of Services

St. Lawrence University
BS/Economics, 1978
Wharton School

Jeff Haidinger joined Global Tel Link's executive management team in December 2006. He brings to GTL more than 25 years of extensive multi-functional experience in sales, business development, sales operations, finance and strategic planning. Prior to joining GTL, Jeff's recent assignments included senior leadership positions at Sigaba, Ciena, Nortel and Verizon. Prior to that, in Bell Atlantic's \$2B Enterprise Unit, he held executive positions in Channel Operations, Strategic Planning and as Chief Financial Officer. As Global Tel Link's President of Services he has overall responsibility for Sales, Marketing, Business Development and Technical and Field Support. With proven leadership, managerial, communications and project management skills, Mr. Haidinger further strengthens our company's ability to provide superior products and services to our customers.

Steve Yow
Chief Financial Officer

Emory University – MBA 1996
Birmingham-Southern College BS 1992

Steve Yow joined Global Tel*Link as Controller in 2002. Prior to this position, Mr. Yow spent six years in the telecom industry as Director of Finance for Powertel Inc, a publicly traded wireless communication provider. Prior to Powertel, Mr. Yow spent three years in Nashville, TN with First American Bank working in both the commercial credit and lending areas. In his current position of Controller and Chief Financial Officer, Steve Yow oversees and directs all aspects of GTL's financial operations.

Teresa Ridgeway
Corporate Secretary
Executive Vice President of Administration

University of San Francisco
BA/Psychology 1981
MHROD - Human Resources &
Organizational Development

Teresa Ridgeway has been with GTL since early 1993. She has served as Director of Support Services, Director of HR, Vice President of Marketing, and now as Senior Vice President of Administration. In that role, she is responsible for Personnel & Benefits, and Corporate Administration. In previous positions, Ms. Ridgeway was the primary liaison for GTL's relationships with major accounts, State Departments of Corrections, and the Federal Bureau of Prisons.

Prior to joining GTL, Ms. Ridgeway worked for the California School of Professional Psychology beginning in 1984 and advanced to Associate Provost for Administrative Affairs. Her areas of responsibility included Admissions, Financial Aid, Business Affairs, Human Resources, Computer Services, and Plant Management, supervising 30 full-time and 40 part-time employees. Ms. Ridgeway was instrumental in designing and marketing a Master's program in Organizational Behavior, and through innovative recruiting techniques, increased minority enrollment from 2% to 13% in four years. She also served as the Administrative Consultant to the Faculty Senate, Student Selection and Retention Committee, and Ethics Committee.

David Silverman
Senior Vice President and General Counsel

Northwest University School of Law
Juris Doctorate
University of Kansas
B.S. Journalism

David Silverman is responsible for managing legal and regulatory affairs for GTL. David joined GTL from Acceris Communications Corp., a national competitive local exchange carrier specializing in VOIP services, where he served as general counsel. Prior to Acceris, he served as corporate counsel and director of legal affairs for XO Communications, a national communication services provider. At XO, he was responsible for matters related to the company's technology, licensing, litigation, and general commercial and corporate transactions. David also practiced law at Wiley, Rein and Fielding, a Washington D.C. law firm, where he represented clients before the FCC and state communications commissions on regulatory matters, including proceedings on mergers and acquisitions, licensing, enforcement actions and interconnection agreements. Prior to practicing law, Mr. Silverman was a reporter and editor for the Chicago Tribune. Mr. Silverman is a member of the bars of the State of Illinois and the District of Columbia and is a member of the Federal Communications Bar Association, the American Bar Association, District of Columbia Bar Association, Illinois State Bar Association and American Corporate Counsel Association.

Garth Johnson
Senior Vice President - Operations

**University of Phoenix,
MBA Technology Management
George Washington University
Masters Certificate, Project Management
Sienna Heights University
B.S. Electronic Engineering Technology**

Garth Johnson is responsible for providing leadership and direction for the GTL's Operations departments which include the customer and corporate networks, data centers, systems development, testing, and product production. Garth has over 25 years experience in product development, including 15 years in public communications and 7 years in the inmate market. Garth has managed the development of numerous platform and backend system development projects during his career.

Robert (Bob) Jones
Senior Vice President of Sales

**Kansas University
Rockhurst College**

Bob Jones has over 30 years of telecommunications experience. Prior to joining Global Tel*Link's management team in 2001, he retired from SBC Communications Inc. During his career at SBC he held positions in the Network and Maintenance Departments for over 17 years. His last 14 years were in the Sales and Marketing Department. His last position held at SBC was Vice President of Sales.

Currently Bob directs our nationwide network of dedicated account executives who work diligently to ensure that jails and detention facilities everywhere have the advantage of GTL's superior solution for inmate telephone service. During the Vietnam Era, Bob Jones served in the U.S. Army.

Lauren L. Studebaker
Senior Vice President of Services

**East Carolina University
Bachelor of Science Business Administration
Economics & Marketing**

Lauren Studebaker joined Global Tel*Link's executive management team October 2007.

In her current position, Lauren will be responsible for the direction and all aspects of GTL's Customer Care Operations including Technical Support, Field Service Operations and Customer Service Billing teams.

Bringing to GTL more than 23 years of diversified business experience in the telecom industry, most recently as a member of Nortel's Executive Leadership Team. Recent Leadership position included, Vice President – Enterprise Channel Sales –Verizon Account. Other experiences included various Account Leadership roles with Business Development activities and Product Management.

Bob Parnell
DOC/DHS Project Manager

6 Years Supporting DOC/DHS

Bob Parnell will continue to serve as GTL's Project Manager for DOC/DHS. Since 2003 Bob has provided DOC/DHS with the highest level of service as the project manager for the current DOC/DHS offender/client program and will continue to provide leadership and direction for the new offender/client program. Bob will continue to work closely with the DOC/DHS's appointed Project Coordinator throughout the contract. Bob will also work in conjunction with Steve Deforrest, GTL's Implementation Manager to provide DOC/DHS with a smooth implementation of our technology upgrade.

Following implementation, Bob Parnell will manage all maintenance and day-to-day operational activities at all DOC/DHS facilities for the duration of the contract.

Bob Parnell – DOC/DHS Project Manager

Cell: (319) 360-3999

E-Mail: bparnell@gtl.net

Qualifications Summary: **Bob Parnell, DOC/DHS Project Manager, Bob has over 6 years of project management experience; serving as project manager for the current DOC/DHS contract.** Additionally, Bob has over 11 years of Offender Phone management experience serving other large contracts including Kenosha County, Wisconsin and the City of St. Louis Jail. Bob also helped manage large deployments including the Ohio Department of Rehabilitation and Corrections.

Bob's responsibilities as DOC/DHS Project Manager include:

- Primary point of contact and liaison for overall contract performance including technical performance, maintenance and repair timelines and communications between DOC/DHS and GTL to ensure that requirements are understood and met.
- Assign and manage project personnel for the entire implementation, including installation, testing, and programming of the offender/client telephone system including the debit program.
- Oversee the implementation process for each site, from pre-installation procedures, to ordering, to site acceptance testing, and signoff.
- Monitor and facilitate the escalation process should it be required to ensure prompt, satisfactory problem resolution.
- Ensure adherence to the implementation timeline for each site/facility.
- Monitor and report testing and acceptance period operations.
- Address and resolve any issues or complaints, escalating as necessary
- Monitor the Project Team's system transition and implementation services, post-installation programming and updates, and maintenance services at each DOC/DHS facility.
- Manage the completion of site surveys and post install acceptance checklists
- Coordinate the implementation and installation activities of all communications and

equipment providers, ensuring each milestone activity accomplished according to the mutually agreed upon and accepted master implementation timeline.

- Coordinate training for DOC/DHS staff, offender/clients on new features, equipment, processes.
- Overall operational management and performance of the contract and general project management duties
- Resolution of any escalated customer service issues
- Resolution of any escalated technical issues
- Promptly responding to DOC/DHS and offender/client family requests, which shall include, but not be limited to e-mail, telephone and facsimile requests.
- Provide account reporting to Project Manager Bob Parnell and DOC/DHS as needed throughout the contract term
- After implementation is completed, Bob will serve as DOC/DHS's single point of contact for all performance matters.

EXPERIENCED FIELD SERVICE STAFF

ONSITE SUPPORT IN 2 HOURS OR LESS

GTL will continue to provide DOC/DHS with an experienced field service staff available in conjunction with our exclusive service partner Cooper Communication Group. GTL will provide 5 Field Service Technicians to provide field service and support of all 13 DOC/DHS locations. Our primary field service technicians who provide onsite service are strategically located through out the state such that our response time is no more than 2 hours.

The following names and locations are GTL field service staff team members who are GTL certified and DOC/DHS badged servicing DOC/DHS along with the new position in Duluth, MN to be filled upon contract award.

GTL Field Service Staff for DOC/DHS

- Scott Schule – Minneapolis/St. Paul, MN
- New CCG Technician – Duluth, MN
- Dan Rhehorst
- Dan Winiarski
- Rick Muncy

In addition to these service staff, both Bob Parnell and Chris Gickler are GTL certified and badged in the State of Minnesota to support DOC/DHS as required.

GTL's field service staff will work at the direction of Bob Parnell. The responsibilities of the Field Service Team include, but are not limited to:

- Perform general LazerPhone administration as directed by DOC/DHS

- Platform technical support and on site repairs as needed
- perform monthly preventative maintenance site visits
- Open and track trouble tickets on platform issues, dispatch requirements, or network issues
- Address and resolve issues reported by DOC/DHS staff
- Address and resolve any escalated customer billing problems
- Address and resolve issues related to telephone number blocks
- Address and resolve escalated technical issues

EXPERIENCED TRAINING STAFF

GTL will continue to provide an experienced training team lead by Sunita Mehta, Site Administrator/Trainer. Sunita will work with both Bob Parnell and Steve Deforrest to arrange training for all designated DOC/DHS staff. Sunita will conduct on-site staff training both during equipment upgrades, new equipment install and new features. Sunita will also continue to assist unit staff on training the offender/clients to use new features and functions of the offender/client system. She will also continue to lead the coordination of training tools for the offender/clients and offender/client families by providing postings and updated video training sessions on how to use the offender/client system throughout the contract term.

GTL training will follow these Core Competencies

- End user training on GTL's LazerPhone/LazerWeb Software
 - ❖ Reports
 - ❖ Live monitoring
 - ❖ System Process & Performance
 - ❖ PIN Configuration
 - ❖ Blocking Rules
- Debit Calling training for DOC/DHS staff
 - ❖ Deposit Process
 - ❖ PIN to Debit funding Process
 - ❖ Refund process
 - ❖ Credit requests and escalation of offender/client issues
- Offender/client Training
 - ❖ Provide postings for each unit on use of offender/client telephone system
 - ❖ Continue to provide offender/client training video on how to use the call list

system.

- ❖ Train unit staff to deal with different offender/client issues

LAZERPHONE SERVICE AND SUPPORT POLICIES

GTL is committed to providing the Minnesota DOC/DHS with the finest level of maintenance and account support possible. GTL Professionals ensure that the software, hardware, and peripheral equipment associated with the offender/client calling system are maintained for the life of the contract.

- GTL provides the necessary labor, parts, materials, and transportation to maintain all offender/client telephones and related equipment in good working order and in compliance with the equipment manufacturer's specifications throughout the life of the contract.
- Maintenance and repair services are provided entirely without cost to the DOC/DHS.
- Malfunctioning equipment is repaired or replaced as needed and inquiries by DOC/DHS staff are answered quickly and courteously.
- Responses to service interruptions or equipment malfunctions are within the agreed upon timeframes.

Twenty-four (24) hours a day, three hundred sixty-five (365) days a year, requests for service or reports of malfunctions go directly to GTL's LazerPhone Service Center where highly trained GTL Professionals determine the best course of action. Our toll free technical service number (877-856-3184) is always answered by a live GTL representative.

Many system problems can be resolved remotely through software diagnostics and manipulations. When problems or requests cannot be handled remotely, the service technician that is dedicated to DOC/DHS's Project will contact GTL's Local Service Provider to dispatch a technician to the site.

GTL Approach to Local Service

GTL will manage and be responsible for every aspect of the DOC/DHS's offender/client telephone system. When a call for service comes into GTL's Technical Support Center, if needed, the Service Center dispatches a local technician to the site. GTL provides qualified local staff through a subcontracted agreement with Cooper Communications Group (CCG), which is organized to provide this service exclusively for GTL accounts. CCG has been providing onsite service, maintenance and repair to Minnesota for the past two years thus we have intimate knowledge of each Minnesota DOC facility resident within our field service staff.

Cooper Communications Group (CCG)

CCG field repair technicians will maintain the GTL LazerPhone platform, offender/client telephones and other on-site equipment such as telco components and wiring/cabling. CCG is the correction industry's largest independent service, maintenance and repair provider.

CCG provides service to GTL in 31 states maintaining over 41,000 offender telephones at more than 950 state, county and municipal facilities. CCG's ***nationwide presence***, indicated in table



3.A, includes more than 150 certified technicians, deployed to install, maintain and repair the GTL LazerPhone systems serving city, county and state Departments of Corrections customers.

The exclusive agreement with GTL allows CCG unprecedented access to GTL's back office infrastructure and ticket management system, resulting in an integrated system of communication and data transfer between the companies.

This dedicated and highly cooperative arrangement between GTL and CCG results in the following benefits to our customers.

State	Sites	Phones	State	Sites	Phones
AL	47	1,677	NV	1	84
AZ	8	179	NE	14	305
AR	29	625	NJ	47	3,010
CA	51	2,103	NY	14	961
CT	23	1,268	NC	3	297
CO	1	175	OH	93	3,06
FL	20	1,285	OK	33	890
GA	109	4,491	OR	5	165
IN	46	1,617	PA	4	824
LA	23	1,071	TN	20	1,452
MA	20	1,077	TX	13	647
MI	4	128	VA	13	653
MN	13	856	WA	6	298
MO	3	80	WV	21	698
MS	25	568	WI	6	146
MT	2	39			

Table 3.A CCG Nationwide Presence

Flexible & Attentive to GTL & DOC/DHS Requirements

- CCG management is directly involved with its technicians on a daily basis
 - ❖ CCG strengthens GTL ability to deliver better managed & proactive service
- CCG Back Office – Singularly Focused on GTL's Customers
 - ❖ More than a “paycheck relationship” with each technician
 - ❖ CCG technicians are fully integrated into GTL's back office:
 - ✓ GTL factory certified to service the LazerPhone platform
 - ✓ Tech support, dispatch and ticketing system
 - ✓ Purchasing & return material authorization (“RMA”) process
 - ✓ Installation teams
 - ✓ Allows CCG to respond to customer needs faster and with the right resources
- Ability to quickly and efficiently move technicians between regions to maximize the quality and speed of response and service during emergency situations.
- Gives technicians the ability to access help through sharing of “institutional knowledge” between fellow employees.
- Ability to transport repair parts to other regions in case of a major outage.

- Larger base of technicians for rotation on-call schedule reduces strain and “wear and tear on technicians” leading to increased productivity.

CCG monitors all service tickets from its headquarters in Garden City, New York.

Cooper Communications Group
1101 Stewart Avenue
Garden City, NY 11530
Phone: (516) 745-9100
Fax: (516) 745-9111
Contact: Gregory P. Canova
gpcanova@coopercom.com

This centralized, single-point-of-contact approach allows CCG to carefully monitor the progress of each ticket and to report the current status of all work in progress to GTL. This centralized function ensures that all technicians are able to provide the high level of responsiveness required by GTL. All personnel are available on a 24X7 call out basis to respond to emergencies and major network outages. Some of the main tasks carried on at the central office include: retrieval and evaluation of diagnostic data, dispatch, tracking and monitoring of all trouble reports, database management and related reporting.

Our field repair staff is factory trained and certified technicians, capable of maintaining and repairing the LazerPhone system, offender telephones and computer systems. Additionally, our field repair staff possesses the required level of knowledge relating to telco network, electronic circuits and wiring standards. They are trained to diagnose, repair and adjust telephone and ancillary equipment to ensure optimal performance and minimal down time. Our field repair staff are also trained and equipped to handle field repairs of the network at the modular level. Working under the supervision of GTL network technical support, they perform indicated module or card exchanges and/or replacements. They are trained in the fabrication and testing of LAN interconnecting cables and has the proper equipment to repair and test them.

Our field repair staff, working under the supervision of GTL field and technical support staff will assist with the installation to ensure that they are familiar with the locations and specifications of all LazerPhone hardware. In addition to providing service for telephone instruments, the field repair staff will be available for dispatch to assist GTL with emergency situations that occur relative to the LazerPhone Offender/client Telephone System.

Local technicians, working under the supervision of GTL, will assist with the installation to ensure that each is familiar with the locations and specifications of all LazerPhone hardware. In addition to providing service for telephone instruments, the local technicians will be available for dispatch to assist GTL with any emergency situations that occur relative to the LazerPhone Offender/client Telephone System. The degree of CCG's involvement in DOC/DHS's project is indicated in table 3.B.

Project Activity Involvement

Project Activity	GTL Percentage of Work	CCG Percentage of Work
Direction and Supervision	100 %	0 %
LazerPhone Installation	10 %	90 %
Inside Conduit & Wiring	5 %	95 %
Training	100 %	0 %
Software System Monitoring	100 %	0 %
Software System Maintenance	100 %	0 %
Hardware Maintenance & Repair	0% to 2% *	98% to 100% *
Telephone Maintenance & Repair	0 %	100 %
Technical Customer Support	100 %	0 %
Billing Customer Support	100 %	0 %

Table 3.B. Project Activity Involvement

* If the need arises, technicians or engineers can be dispatched from GTL's Service Center in Mobile, Alabama to upgrade equipment or to assist the local service provider with repair or replacement of damaged or malfunctioning system hardware components.

Maintenance personnel are factory trained and certified technicians, capable of maintaining and repairing both the offender/client telephones and computer systems. Local technicians possess the required level of knowledge relating to TELCO network, electronic circuits and wiring standards. They are trained to diagnose, repair and adjust telephone and ancillary equipment to ensure optimal performance and minimal down time. Our technicians are also trained and equipped to handle field repairs of the network at the modular level. Working under the supervision of GTL network technical support, they perform indicated module or card exchanges and/or replacements. They are trained in the fabrication and testing of LAN interconnecting cables and have the proper equipment to repair and test them.

Minnesota-Based Spare Parts Warehouse

GTL provides a 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 GTL's headquarters in Mobile.

GTL's Proactive Approach to Service

At installation, the LazerPhone System is put on-line with the 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 problems are detected and addressed immediately. Global Tel*Link's core value of **RESPONSIVENESS** includes knowing about problems before you do.

System Self-Diagnostics

LazerPhone performs continuous on-line self-diagnostics. Connectivity of system elements and functionality of key programs in the system's controller are checked. Should a system component fail a diagnostic test, LazerPhone automatically generates an alarm on GTL's Solar Winds monitor and a trouble ticket in the form of an email to GTL's Technical Support Center. Diagnostic and restoration of service begins upon notification. In most cases, problems are diagnosed and resolved before they are noticeable at the facility.

GTL strives for a 99.995% up time associated with the LAN Connections to the LazerPhone equipment. All GTL LAN connections are configured to provide 100mbps for data transmission. To ensure this speed, GTL manages the configuration to 40% capacity, meaning that alerts are generated should the utilization increase beyond 40%.

Every two (2) minutes Solar Winds tests and logs the connectivity of each element of the LAN and, except in the case of computer workstations, sends an alarm to the GTL Professionals in the LazerPhone Service Center when an element fails to connect. Alarms are not usually set for workstations since these are frequently turned off at the end of day. Polled elements include:

- Site Router
- System Controller
- Mass Storage Server
- LazerPhone System Workstation

SNMP Monitoring

All GTL equipment at DOC/DHS sites will have Simple Network Management Protocol (SNMP) capability enabled. SNMP, illustrated in figure 3.1, allows equipment at the site to be polled and errors trapped when appropriate. Polling results go directly to our central data centers and are monitored by GTL Professionals. The functionalities of hardware components such as routers, switches, servers, IADs, and other SNMP-enabled devices are monitored and analyzed in real-time. The SNMP poll interval is programmable. By default, polling occurs every five (5) minutes.



Figure 3.1. The SNMP User Interface displays current network statistics and provides access to historical statistical data.

The SNMP tool provides statistics for Bandwidth Usage, Latency, Jitter, Packet-loss, and Interface functions. An historical log of all statistics enables graphic views of specified daily, monthly, and yearly statistics.

Errors and alarms indicate the site involved and the system function that has failed. Real-time email notifications are sent to a GTLNSS notification group from these applications. Immediate steps are taken to address acute system failures. Steps include the opening and tracking of a trouble ticket, on-line diagnostics, dispatching of service personnel to the site if appropriate, and progress reports to the site. Ticket escalation occurs if the issue is not resolved within the expected time-frame.

Upon failure of a network element or local loop, GTL will open trouble tickets with carriers or dispatch a local technician to replace failed hardware elements. The network management tool

also provides email alert notification to technical staff members.

Daily Performance Level Monitoring

Changes in call traffic that might indicate 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.

Quarterly Quality Sweeps

Each quarter, every GTL maintained and serviced facility is checked to ensure that all systems and services are operating according to specifications. Each sweep is performed by a trained and certified Technical Support Engineer. Sweeps check for such things as software version numbers, storage capacity, module operation, database synchronization and capacity, network health and function, etc.

Billing Process Test Calls

GTL's ability to accurately report the State's commission and percentage of sales is greatly enhanced by the fact that LazerPhone operates automatically in a dynamic, real-time environment. Call records are created and downloaded to GTL's central processing center in real time, as calls are placed and completed. Each incoming call record is immediately evaluated and formatted, electronically, for billing (not batched for later processing), then re-checked for format accuracy and transmitted via electronic media to the appropriate LEC or billing agent. This completely automated process eliminates the possibility of human error. Our MIS department frequently places "test calls" and tracks the resulting call records through the entire process to insure they are properly routed, rated, formatted, processed, and billed.

GTL's Technical Support Approach

How GTL delivers technical support to DOC/DHS

For technical assistance, or to report system malfunctions for any element of our solution including the offender/client telephone system, DOC/DHS staff will contact GTL's Technical Support Center. A technician assigned to the DOC/DHS Project will provide Tier 1 technical support, meaning he or she will open trouble tickets; address and resolve issues when possible; dispatch a local technician to a facility if needed; and work closely with other service personnel in GTL's Technical Support Centers when necessary to diagnose and resolve LazerPhone Offender/client Telephone System problems.

Our toll-free technical support line is answered **three hundred sixty-five (365) days a year, including holidays**, by a full-time GTL Service Representative. Requests for service or reports of malfunctions go directly to GTL's LazerPhone Service Center Hotline (toll-free 877-856-3184), where a Tier 1 service technician determines the best course of action. GTL's tiered service shown on the following page.

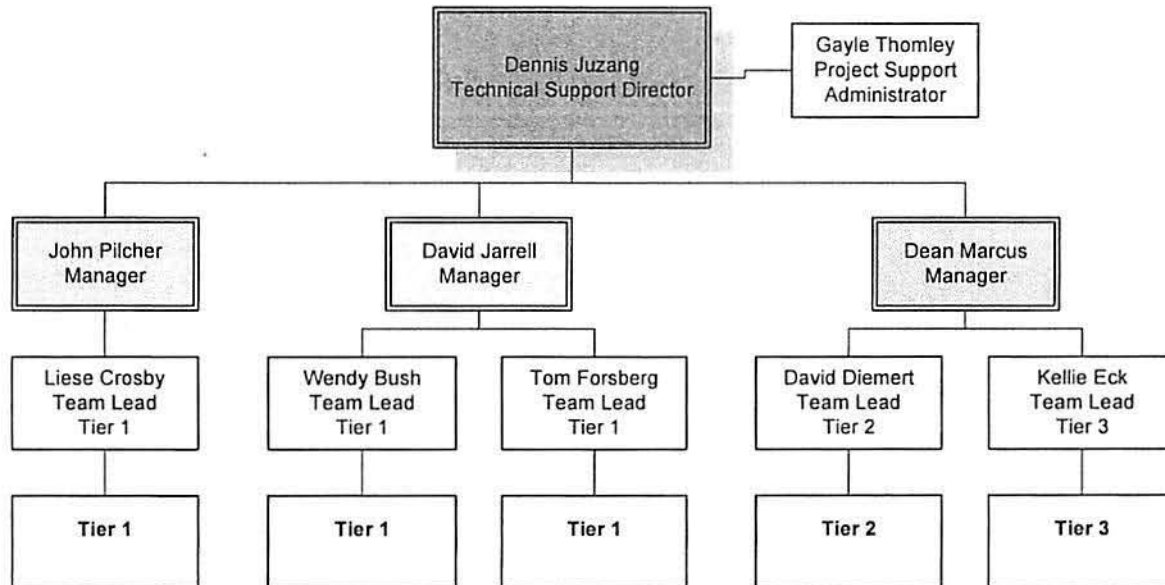
GTL Technical Support Centers are located in the United States. GTL technical support staff located in Mobile, Alabama and Gainesville, Florida will provide technical assistance and support for DOC/DHS staff, as well as Field Service staff in Minnesota, and will continuously monitor and support the LazerPhone systems installed in all DOC/DHS facilities.

GTL currently utilizes several proactive maintenance practices including periodic preventative maintenance sweeps of facilities and remote monitoring via Orion Solar Winds that monitors each site router, connection of the LazerPhone controller, analyzes the traffic each hour to look for dips in service levels or validation levels, and alerts GTL when problems are detected.

In most cases our monitoring systems will alert GTL staff before DOC/DHS staff becomes aware that there is an issue. However, in the event DOC/DHS personnel notice a problem they can call GTL's Technical Support Center at 877-856-3184, or report the problem via email to P_support@gtl.net.

Many system problems can be resolved remotely through software diagnostics and remediation. When problems or requests cannot be handled remotely, GTL's technical service team will dispatch a local service technician to the DOC/DHS facility.

GTL TECHNICAL SUPPORT CENTER



Technical Support Roles and Responsibilities (Tier Structure)

Tier 1 focuses on timely communication with customers, efficient ticket management, and first-tier support of all platforms.

- Primary responsibilities include but are not limited to:
 - Communication with internal and external customers
 - Ticket creation
 - Resolution of technical issues
 - Escalation of technically complex issues to Tier 2
 - If applicable, full support of 3rd party platforms

Tier 2 focuses on escalated issues that require research deep into GTL calling platforms.

- Primary responsibilities include but are not limited to:
 - Hardware troubleshooting within the system
 - Feature configurations
 - Registry changes
 - Software upgrades
 - Escalating to Tier 3

Tier 3 focuses on verifying apparent source of issues identified by Tier 1 and Tier 2. Tier 3 is the last step before an issue is presented to another department. At this level the Engineering Liaison does the following:

- Performs database queries on large scale, ensuring that issue is not a simple configuration problem within databases
- Verifies Engineering standards and requirements apply to a given situation
- Tests and documents the issue by determining when and where each error occurs and how each is replicated
- Escalates programming "bugs" to Engineering
- Escalates data-related issues to the MIS department

TROUBLE TICKETS

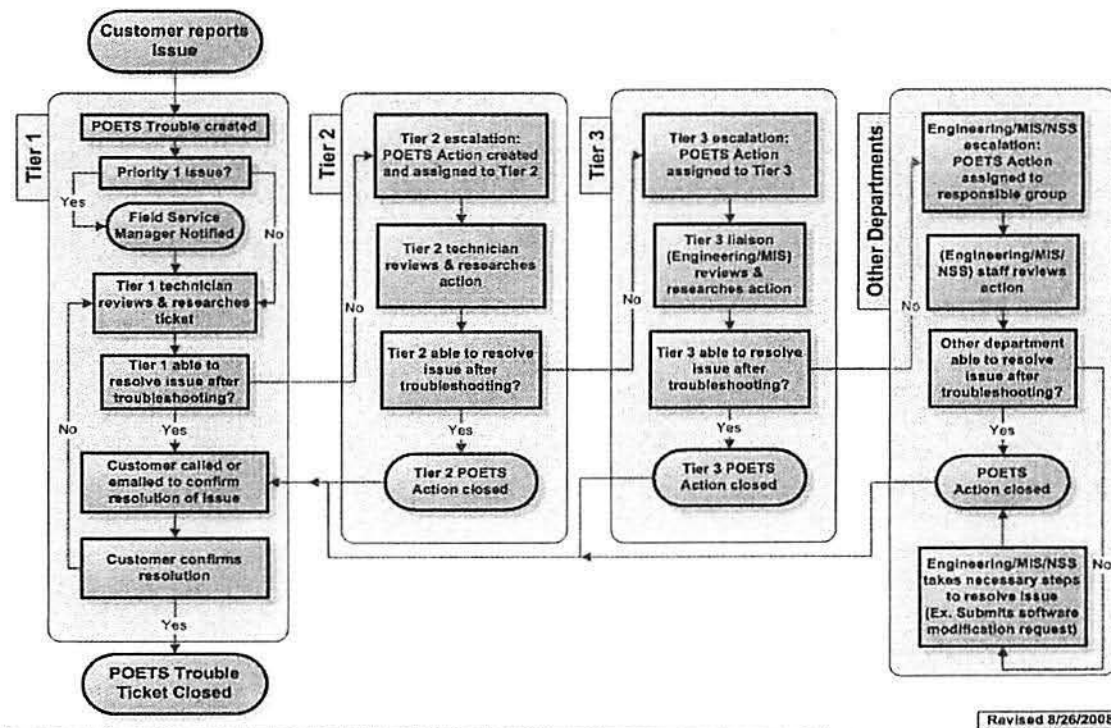
GTL maintains a real-time ticketing system used to track all LazerPhone or other customer service issues from opening to close-out. This system provides a unique ticket number; links any new ticket to the specific facility's service record; maintains priority, status and due date; and records in real-time all updates and notes made to the ticket.

Service issues are identified through a call from the facility, feedback from LazerPhone's self-diagnostics routines, event-driven network and system alerts, and proactive monitoring procedures performed by GTL's Technical Support team.

Troubles, whether reactive or proactive, are tracked as tickets in the GTL Ticket Tracking System. Any ticket opened due to a report or request from the site is a reactive ticket. All activity is documented in detail, as soon as possible, in the ticket, including any work performed remotely or on-site and details discussed with the customer. The ticket owner is responsible for tracking the ticket through closure. All reactive tickets require customer acceptance before closure.

Trouble Ticket Flow

GTL Technical Support Ticket Flow





If desirable, GTL can make monthly trouble ticket reports available to authorized facility staff from our Secure FTP Internet Web site.

Sample Monthly Trouble Ticket

GTL MNDOC Facility Monthly Trouble Ticket Report (MTTR)											
Ticket ID	Company	Record Date&Time	Complete Date	Manual Hours to Resolve	Cust2	Status	ProdCat	Area	Type	Urgency	Notes
88238	MN_DOC-Faribault Correctional Facility	9/25/2009 6:15 PM	9/25/2009	0.1	Calls were not processing on controller 2	Closed	Software	All phones in K-1 and K-4	Work Order (Reactive)	1-High	Calls were not processing on controller 2. Application was restarted.
684142	MN_DOC-Shakopee Correctional Facility	9/15/2009 11:16 PM	9/17/2009	41.44	Low Call Volume Alert	Closed	Software	Facility	Work Order (Reactive)	3-Med	Restarted SMDR manager and kernel after hours.
683855	MN_DOC-Faribault Correctional Facility	09/15/2009 11:09 AM	9/16/2009	28.48	Inmate trying to call a cell phone in Singapore; but the call will not go through.	Closed	Other	Inmate located in facility	Work Order (Reactive)	4-Low	Inmate is not using the correct country code....011-852 then the phone number.
85373	MN_DOC-Red Wing Correctional Facility	9/22/2009 9:51 AM	9/22/2009	5.24	Controller is running out of database FREE SPACE	Closed	Software	Facility	Work Order (Reactive)	n/a-General Maintenance	Increased storage size in database.

WORK ORDER TIMEFRAMES

GTL maintains a staffed Technical Support Center from 6:00 AM until 10:30 PM CDT, seven days a week, and on-call technicians at all other time. GTL's **first response** to a call can usually be measured in minutes, not hours. The first step toward problem resolution is an assessment of the problem through an interview with the caller and, if appropriate, an on-the-spot log-in to the site's LazerPhone system. Frequently, user-problems are resolved during the initial phone call. Whether solved immediately or through further steps, every system-related call is recorded and tracked in our electronic Technical Support Trouble Ticket Management program.

Non-Emergency Work Orders:

In general, a non-emergency is any need or situation relative to the LazerPhone system that does not impact the usability of multiple offender/client telephones or facility personnel's access to the LazerPhone control program. Examples of non-emergency orders include:

- ◆ A problem with one telephone, in a pod that contains multiple phones.
- ◆ The failure of an individual PIN account, Allow List, etc..
- ◆ Requests for training.

Emergency Work Orders:

In general, an emergency is any situation that directly impacts the usability of multiple offender/client telephones or facility personnel's access to the LazerPhone control program. All emergency work orders are subject to escalation. GTL has extensive and clearly defined rules of escalation for problems that are not resolved within an expected time frame. Levels of emergency and their expected resolution times are defined below. Response time is defined as the duration between GTL's first awareness of the problem and the first step taken to resolve the problem. The duration before response is used for problem evaluation and response planning. Levels of emergency are described below.

Service Priority Levels

Work Order Updates

Minimum update times unless note is in ticket indicating the next update time or ticket is on-hold.

Severity	Work Order Update
P-1	Every 2 hours
P-2	Every 4 hours
P-3	Every 6 hours
P-4	Every 8 hours
N/A	As Needed

Service Priority Levels and Response Times

<p>Priority 1</p>	<p>50% or more of the service at a single site or housing unit is out of service, any call processor or node failure, any failure in call restriction functions or any other condition that renders the system incapable of performing all its normal functions.</p> <p>Response time is less than thirty (30) minutes. Resolution time is less than three (3) hours without site visit. Resolution time is less than five (5) hours with a site visit.</p>
<p>Priority 2</p>	<p>25%-50% of the service at a single site or housing unit is out of service or any device that has an impact on the sites ability to conduct normal business</p> <p>Response time is less than one (1) hour. Resolution time is less than four (4) hours without site visit. Resolution time is less than eight (8) hours with a site visit.</p>
<p>Priority 3</p>	<p>0%- 25% of the service at a single site or housing unit is out of service, local exchange or area code issues or PIN administrative issues that have a limited impact on ability to conduct normal business</p> <p>Response time is less than one (1) hour. Resolution time is less than eight (8) hours without a site visit. Resolution time is less than twelve (12) hours with a site visit.</p>
<p>Priority 4</p>	<p>Items that are on a software fix list or related to administrative issues that are informational or non-service affecting conditions or not business critical.</p> <p>Response time is less than four (4) business hours. Resolution time is less than twelve (12) business hours w/o site visit. Resolution time is less than twenty-four (24) business hours with site visit.</p>

ESCALATION PROCEDURE

Management Escalation Process - All levels of escalations are based on time and customer approval. Escalation events travel two separate, simultaneous paths shown in figure 3.2. The left-hand path denotes the technical process of escalation and the right hand path denotes the field and account management process of escalation.

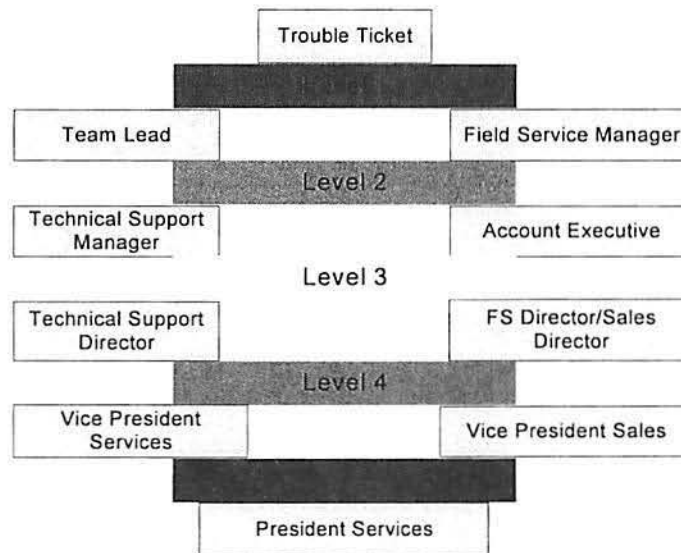


Figure 3.2 Duel Escalation Path

Trouble Ticket Escalation Levels Defined

Level 1 – If a trouble ticket passes the first time based mark without resolution, the ticket is passed to the technical support **Team Lead** and the **Field Service Manager** is notified. The Team Lead determines what resources are needed to affect a solution. The Field Service Manager contacts the customer to explain the issue, the steps planned for resolution, and the anticipated time frame.

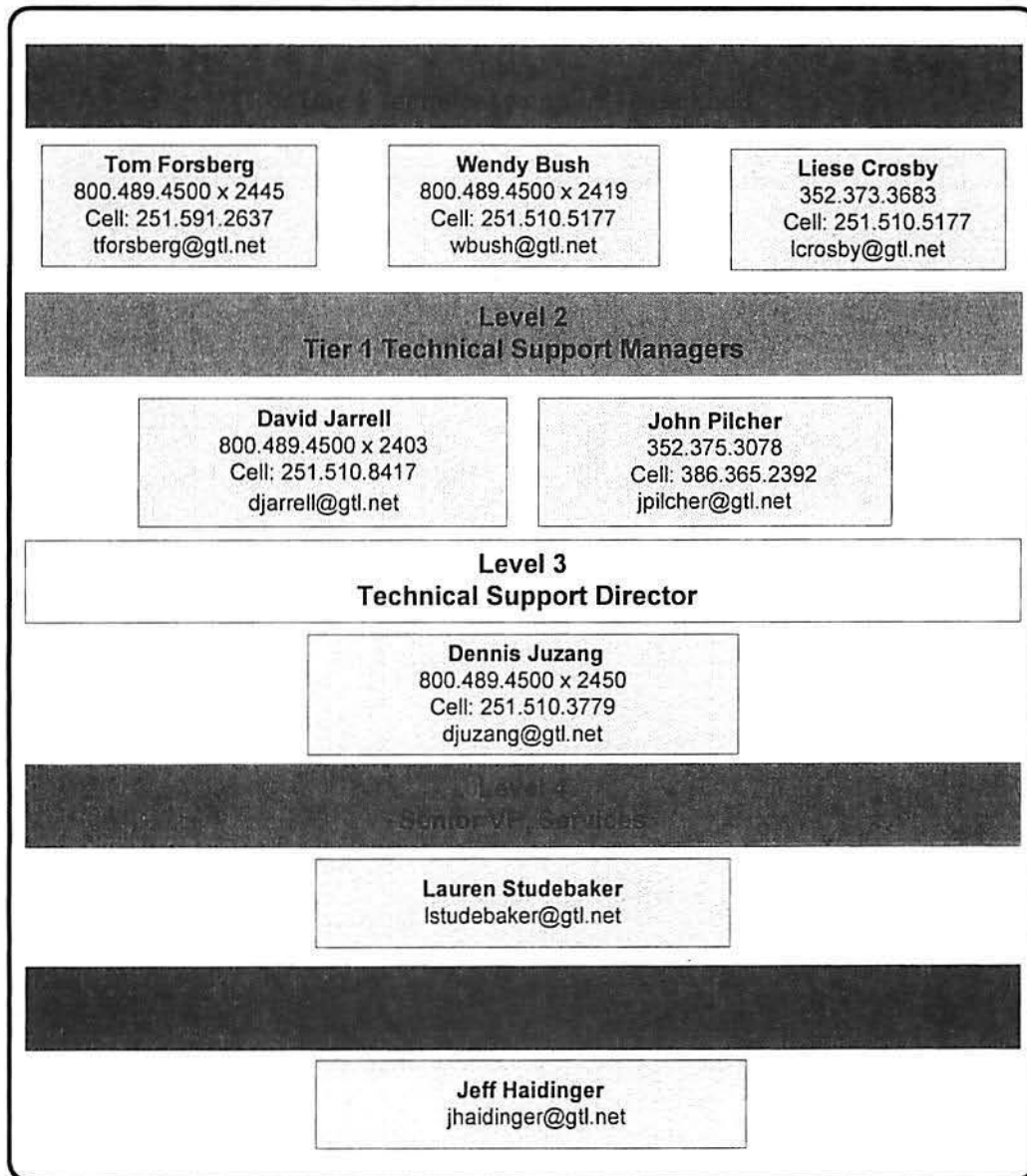
Level 2 – Should a trouble ticket pass the second time-based mark without resolution, the **Technical Support Manager** is notified and the Field Service Manager involves the **Account Executive**. At this level, conference calls are generally implemented on a periodic basis in order to keep everyone informed of the situation, current status, and any changes in plan for resolution.

Level 3 – Should a trouble ticket pass the third time-based mark without resolution, the **Director of Technical Support**, the **Director of Sales**, and **Director of Field Services** become involved. Depending on the root cause of the technical issue, these Directors may elect to involve other senior managers (Chief Technical Officer, Director of Networks, et cetera).

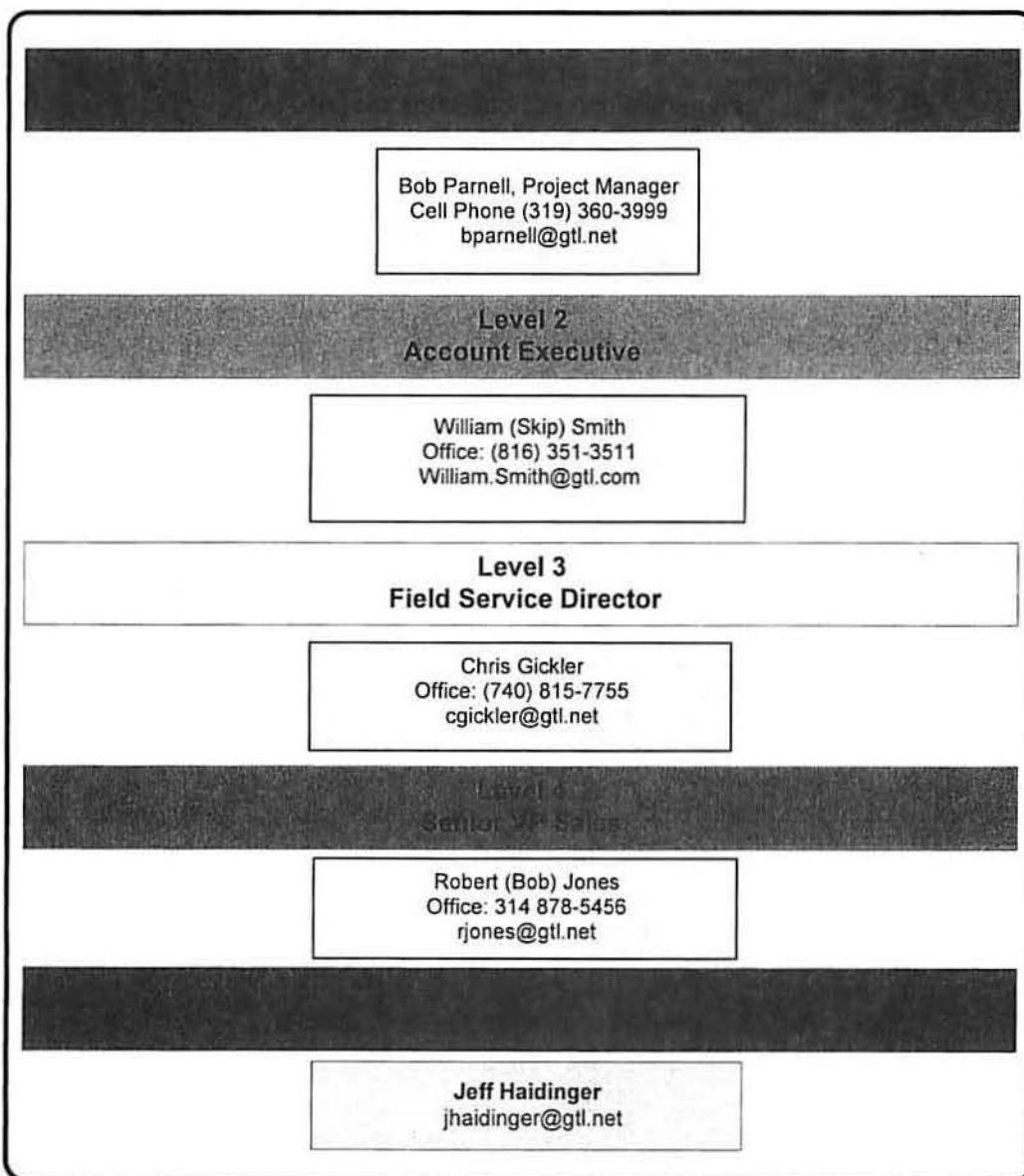
Level 4 – Should there be a need for a fourth level of escalation the **Vice President of Service** and **Senior Vice President of Sales** are contracted for involvement and direction.

President Services – In the highly unlikely event that a trouble ticket passes outside the final time-based mark, GTL's **President of Services** must be notified.

Technical Support Escalation Path



Field Service / Account Management Escalation Path



BILLING CUSTOMER SERVICE

GTL provides customers (relatives and friends of offender/clients) toll-free access to our knowledgeable Customer Service staff seven days a week. GTL's two Customer Service call centers are US-based. One is in Mobile, Alabama, and the other is located in Gainesville, Florida.

Both call centers are available for direct customer access from 7:00 AM until 11:00 PM Central Time, Monday through Friday and from 8:00 AM until 7:00 PM Central Time on Saturday and Sunday.

Our call center supports a call-back feature for customers when the average hold time is over 5 minutes. GTL provides live customer service in both English and Spanish.

Each GTL Customer Service representative has access to up-to-date account information that includes current account status, call records, and billing and payment histories.

GTL's Customer Service personnel are well versed in the functions of our LazerPhone Offender/client Telephone System, public payphones, and are skilled in handling billing disputes and adjustments. In the instance of billing disputes, our 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. Any issue that cannot be readily resolved by the call center representative is quickly brought to the attention of a Billing Department Supervisor. Escalated issues or complaints that cannot be quickly resolved by Billing Supervisors are passed to a Priority Billing Customer Service group for handling. The Priority Billing Customer Service group resolves 95% of issues within 48 hours. Severe issues are passed to the Billing Services management team for immediate resolution.

Customer Requested Call Blocks: With each and every offender/client call, LazerPhone's automated operator gives called parties an option to request that calls from the correctional facility be blocked. During a call attempt, the automated operator informs the called party: "If you wish to block future calls of this nature, press or say '7' to receive further information." The party that chooses this option is instructed to call a toll free customer service number.

GTL's Billing and Customer Service Department will place a "Customer Requested Block" on the line. This block will prevent the delivery of any future offender/client calls to the number from any GTL managed correctional facility. At the time the block is requested the customer is asked to provide a password. To have the block removed at a future date, the customer must provide the password.

In almost all cases a customer request to block (or to remove a block) is implemented immediately, while the customer is still on the line. However, to allow for any unusual circumstances, the customer is assured the block will be implemented (or removed) within 24 hours.

SECTION 4

TRAINING

4.0 (M) System Training

The Contract Vendor must provide 2 training sessions at each facility for facility personnel (as determined by each facility) on operation. The Contract vendor will hold one training session for the facilities electronic technicians on the system functionality and one operational training session to be held for investigators and support staff. This training is to include system access level training.

GTL Response: Read, understand, and will comply.

4.0.1 (M) The contract vendor is to provide additional training sessions after upgrades on system functionality and operations as required.

GTL Response: Read, understand, and will comply.

4.0.2 (M) Initial and subsequent training will be at the Contract Vendor's expense.

GTL Response: Read, understand, and will comply.

4.0.3 (M) Complete documentation is to be provided to each facility on operation and after upgrades.

GTL Response: Read, understand, and will comply.

4.0.4 (R) Responder to provide complete description of the training plan including sample handouts and manuals with response.

GTL Response: Read, understand, and will comply.

GTL will provide two on-site training sessions at each DOCDHS facility; one for the facility's electronic technicians and one for DOC/DHS investigators and support staff. Training sessions are tailored to meet the specific needs of the individuals being trained. Our training plan is described on the following pages and a sample training handouts are included as ***GTL Attachment F: Sample Training Materials.***

LazerPhone Training

Instructional Techniques and Training Aids

GTL provides on-site training at the time of system implementation. Training sessions are tailored to meet the specific needs of DOC/DHS staff. Authorized staff will learn how to use LazerPhone's Management interface application, **LazerWeb**, to perform administration, operations, and reporting functions. GTL's on-site training incorporates live system demonstrations and hands-on activities to familiarize users with the system. GTL provides a comprehensive User Manual as an on-going reference for authorized users. Web-based training sessions are also available.

Basic Training Outline

Part 1 Basic Features (Approximately 15 minutes)

During Part 1, users will learn how to access and exit the LazerPhone Management system, use the Main Menu to navigate, and download the LazerWeb User Manual.

Topics include:

- How to Access and Exit the System
- Navigating LazerPhone using the Main Menu
- Downloading the LazerWeb User Manual

Part 2 Call Detail Reporting Features (Approximately 30 minutes)

During Part 2, users will review 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, date and time of the call, and length of call.

Other report types covered during this session include frequency reports by origination and destination, hot alert lists by destination, call traffic analysis, origination number, and three-way call attempt reports. Users will learn how to generate each of these reports and understand the report data.

Topics include:

- Call Detail Report
- Call Filters
- Audit Log Report
- Frequency Report by Destination
- Frequency report by Origination
- Call Traffic Analysis

Part 3 Recording and Monitoring (Approximately 2 Hours)

Topics include investigative information gathering from the offender/client telephone system data and live monitoring features. 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—call monitoring capability, establishing a “hot” or “alarmed” telephone number database, remote call out notification alarming and monitoring, and the interpretation of investigative reports. Investigation coverage also will describe facility-based investigations as well as central statewide investigations.

Topics include:

- How to Retrieve Call Recordings using the Call Detail Report
- How to Copy Call Recordings using the Call Detail Report
- Overview of the Call Monitoring Screen
- How to Monitor Live Calls from the Workstation
- How to Monitor Live Calls from a Direct Dialed Telephone Number
- How to Set Up a Hot Alert for a Destination Number
- How to Set Up a Hot Alert for an Account [PIN]
- How to Interpret the Hot Alert List-Destination Report
- How to Interpret the Hot Alert List-PIN Report

Part 4 Reporting System Issues to Technical Support (Approximately 15 minutes)

This component will describe the problem reporting and resolution path, and access to the GTL Technical Support.

Topics include:

- How to Report a Problem to Technical Support
- Technical Support Procedures for Call Handling and Resolution
- GTL Technical Support Contact Information

Follow Up and Ongoing Training

Following post-installation instructional sessions, facility personnel may contact GTL's customer account representative or assigned technical support engineer with any further questions. Training and support is available to facility personnel, at no additional cost, throughout the contract duration.

Refresher Training for Facility Staff: Refresher training for facility personnel can be provided as needed throughout the contract period, either on-site or via Web-based sessions.

Advanced Training for Administrators and Investigators: Advanced system training sessions for administrative and/or investigative staff can be scheduled and conducted on-site or via interactive Web-based sessions. Advanced training sessions are custom designed to cover topics of special interest. For example, the focus of an advanced training session for investigative staff might be investigative tools and techniques. While these topics are included in initial training along with many other topics, the focused advanced training session fosters greater understanding and expertise.

Web-Based Training: A WebEx online meeting tool is used to train authorized people on the main features and functions of LazerWeb – our offender/client telephone system's user control program. The training curriculum is flexible and can be tailored to meet the specific needs of DOC/DHS staff. Online training sessions can have multiple participants. Multiple sessions may be scheduled depending on the need. Users can access the web-based training from their desks using any computer that has internet access. A toll-free conference-call number is supplied so users can ask questions and fully participate in on-line sessions.

Offender/client Training

Formal offender/client training on the use of the phones is usually not required. Instructions are mounted on each telephone unit, and calls are facilitated by an automated operator that clearly instructs the offender/client through each step of making a call. However, at the facility's request, a trainer will be available for offender/client training on phone usage. The trainer provides a discussion and demonstration in each unit or pod of the facility with assistance from staff.



SECTION 5 CORPORATE BACKGROUND & EXPERTISE

GTL and Subcontractor Information

5.0 Corporation Background and Expertise The following questions and issues are to be addressed in the response by the Responder.

5.0.1 (R) Financial Relationships Describe the business and financial relationship between the Responder and any other organizations providing services under this proposal. This includes sub-contractors, partnerships, consortium arrangements, or other contractual obligations between the Responder and another business to provide services under the Respondent's proposal. Be specific, particularly concerning financial relationships, implementation, responsibilities, project coordination, etc. between the parties.

GTL Response: Read, understand, and will comply.

GTL will utilize the services of one subcontractor to assist with the fulfillment of our obligations arising from this contract: Cooper Communications Group (CCG). CCG is the nation's largest provider of service, maintenance and repair services for offender/client telephones. CCG provides these services exclusively to GTL in support of our customers nationwide.

GTL and CCG have worked together as prime contractor and subcontractor since 2005. GTL does not have an ownership or equity stake in CCG. Our sole financial obligation to CCG is the timely payment of invoices on a monthly basis for services rendered by CCG to GTL.

CCG provides service to GTL in 31 states maintaining over 41,000 offender telephones at more than 950 state, county and municipal facilities. CCG's nationwide presence, indicated in table, includes more than 150 certified technicians, deployed to install, maintain and repair the GTL LazerPhone systems serving city, county and state Departments of Corrections customers.

State	Sites	Phones	State	Sites	Phones
AL	47	1,677	NV	1	84
AZ	8	179	NE	14	305
AR	29	625	NJ	47	3,010
CA	51	2,103	NY	14	961
CT	23	1,268	NC	3	297
CO	1	175	OH	93	3,06
FL	20	1,285	OK	33	890
GA	109	4,491	OR	5	165
IN	46	1,617	PA	4	824
LA	23	1,071	TN	20	1,452
MA	20	1,077	TX	13	647
MI	4	128	VA	13	653
MN	13	856	WA	6	298
MO	3	80	WV	21	698
MS	25	568	WI	6	146
MT	2	39			

Table 3.A CCG Nationwide Presence

CCG's exclusive agreement with GTL allows CCG unprecedented access to GTL's back office infrastructure and ticket management system, resulting in an integrated system of communication and data transfer between the companies. This dedicated and highly cooperative arrangement between GTL and CCG greatly benefits our customers.

Services provided by CCG to GTL in support of Minnesota DOC/DHS include: onsite service, maintenance and repair of the offender/client telephones, LazerPhone call processing, monitoring and recording platform and inside wiring. CCG will also assist GTL during

installation of the offender/client telephones, the LazerPhone platform and inside wiring as necessary.

- 5.0.2 (R) Dun & Bradstreet Comprehensive Report:** The Responder to provide the Responder's Dun & Bradstreet Comprehensive Report, which is obtainable via the Internet at <https://express.dnbsearch.com>. The responder shall stipulate herein that the Comprehensive Report included in the Responder's proposal is the correct corresponding report for the entity providing services through this RFP. The State reserves the right to require additional financial information of the Responder and to investigate the Responder's financial background if the State believes that the requested information and/or the investigation would provide greater insight into the Responder's viability and capability to deliver the requested service(s).

GTL Response: Read, understand, and will comply.

GTL is a privately held corporation and we do not submit financials to Dun and Bradstreet (D&B) for evaluation, therefore we are not rated by that organization. We have included a confidential copy of our Moody's Rating and Standard and Poor's Rating reports for exclusive review by the State of Minnesota. These are included in the sealed envelope submitted with our proposal and labeled TRADE SECRET.

With the expected revenues and potential commissions an offender/client telephone system generates, the State of Minnesota needs to place its confidence in a large, respected company who has the experience and financial stability to perform its duties in delivering quality services and paying expected commissions over the life of the contract. It should be noted:

- GTL is one of only two inmate phone service providers that are financially sound enough to have ratings provided by S&P and Moody's.
- Dun and Bradstreet ratings are available for small, minimally capitalized companies who do not have the financial strength to obtain S&P and Moody's ratings.

Financial stability coupled with the strongest cash flow in the industry provides Minnesota DOC/DHS complete confidence in GTL to deliver our exceptional service and remit commissions for the duration of the contract.

- 5.0.3 (M) Subcontracting Requirements** The Responder shall not change subcontractors unless prior approval is obtained from MMD. The State reserves the right to request a different subcontractor, if the original subcontractor is not performing according to the terms, conditions and specifications of this RFP.

GTL Response: Read, understand, and will comply. GTL requests that the following be added to the end of the requirement: "...of this RFP and written notice to the contractor with a

30 day cure opportunity if the subcontractor is not performing according to the terms, conditions and specifications of the RFP."

5.0.4 (R) Responder's and Sub-Contractor's (if applicable) Installation Experiences

Describe the Responder's and sub-contractor's experience and capabilities providing services similar to those required by this RFP. The State wishes to determine the Responder's and any sub-contractor's expertise, experience and success in past implementations that were of similar scope and technology. If necessary, reference multiple separate installations to demonstrate experience installing various services proposed to the State through this RFP. Provide concise descriptions for the following sections 5.0.4.1 through 5.0.4.9 for the Responder and Sub-Contractor (if applicable); limit descriptions to two pages. Repeat sections 5.0.4.1 through 5.0.4.9 for each installation that demonstrates competence for a specific service(s). A brief description should be included for each of the services proposed.

5.0.4.1 (R) Identify the project.

5.0.4.2 (R) Describe service(s) installed.

5.0.4.3 (R) Describe relevancy between the installation and the Responder's proposed solution to this RFP.

5.0.4.4 (R) Provide contact name, telephone number and e-mail address.

5.0.4.5 (R) Contact: May the State contact your customer?

5.0.4.6 (R) Locations(s): Street address, City and State.

5.0.4.7 (R) List key project milestones, including completion dates, estimated and actual.

5.0.4.8 (R) Methodology used to determine project success or failure.

5.0.4.9 (R) Describe project outcome.

GTL Response: Read, understands and will comply.

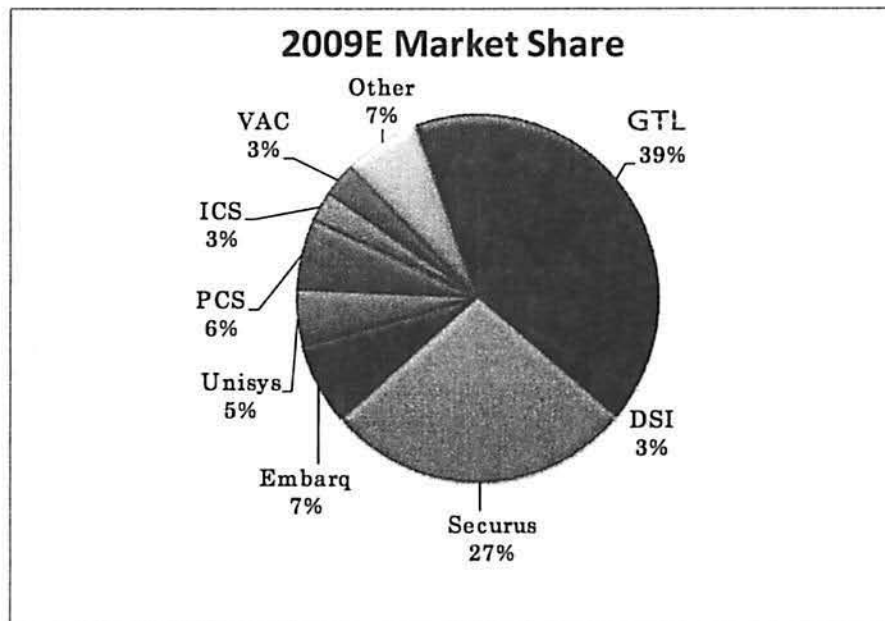
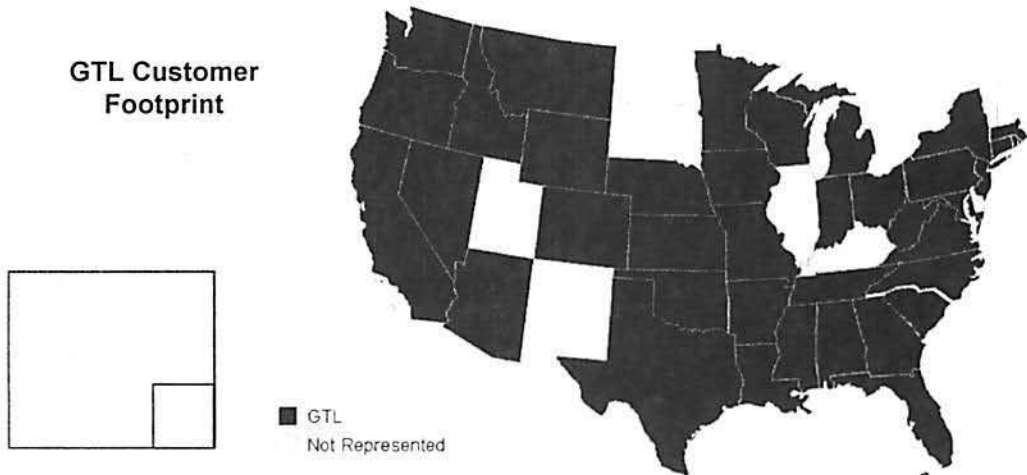
A descriptive overview of GTL's extensive experience and that of our subcontractor CCG, providing services similar to those required for Minnesota DOC/DHS is offered here.

Specific customers for whom we have installed and provide these services are included at sub-tab **References** at the end of this section. The State may contact each of our references. A brief description of each customer's project is included with the reference information and in each case the relevancy to our proposed solution for DOC/DHS is noted under the heading: **Project Experience & Relevancy**.

GTL provides inmate calling services and solutions for over 400 major customers nationwide. These customers represent more than 1,400 correctional facilities, 64,500 inmate telephone stations and over 940,000 inmates.

One measure of our successful installation and provision of services is the fact that **GTL is currently the largest provider of inmate calling services in the United States**. The two graphics that follow clearly demonstrate the breadth of our customer relationships both in number of states in which we provide service as well as number of inmates served.

GTL Customer Footprint



Another measure of GTL's ability to successfully meet and exceed the requirements and expectations of our customers is reflected the many correctional agencies that extend, renew, and award contracts to GTL.

Our long term relationships extend to all customers: State, County, and Municipal. While technology and market conditions have changed and evolved, customers remained with GTL as a result of our excellent service and focus on each customer's unique requirements. A few examples of our long term relationships are listed below.

Top Long Term Corrections Customers			
	Contract Name	Customer Since	# of Years
1	New Jersey DOC	1984	24
2	Philadelphia Prison System	1984	24
3	Ohio DOC	1989	19
4	Virginia DOC	1990	18
5	Mobile County Metro	1991	17
6	North Carolina DOC	1992	16
7	California DOC	1992	16
8	Port Authority NY / NJ	1993	15
9	Connecticut DOC	1994	14
10	Minnesota DOC	1994	14
	Average		18

GTL manages and is responsible for all aspects of our inmate telephone service contracts, including the Minnesota DOC/DHS. GTL provides certified local field repair staff through a subcontract agreement with **Cooper Communications Group (CCG)**, which is organized to provide this service exclusively for GTL accounts.

CCG field repair technicians maintain the GTL LazerPhone platform, inmate telephones and other on-site equipment such as telco components and wiring/cabling. CCG is the correction industry's largest independent service, maintenance and repair provider. CCG provides service to GTL in 31 states maintaining over 41,000 offender telephones at more than 950 state, county and municipal facilities.

CCG's nationwide presence, indicated in table 5.A, includes more than 150 certified technicians, deployed to install, maintain and repair the GTL LazerPhone systems serving city, county and state DOC customers.

State	Sites	Phones	State	Sites	Phones
AL	47	1,677	NV	1	84
AZ	8	179	NE	14	305
AR	29	625	NJ	47	3,010
CA	51	2,103	NY	14	961
CT	23	1,268	NC	3	297
CO	1	175	OH	93	3,06
FL	20	1,285	OK	33	890
GA	109	4,491	OR	5	165
IN	46	1,617	PA	4	824
LA	23	1,071	TN	20	1,452
MA	20	1,077	TX	13	647
MI	4	128	VA	13	653
MN	13	856	WA	6	298
MO	3	80	WV	21	698
MS	25	568	WI	6	146
MT	2	39			

Table 5.A CCG Nationwide Presence

CCG's exclusive agreement with GTL allows CCG unprecedented access to GTL's back office infrastructure and ticket management system, resulting in an integrated system of communication and data transfer between the companies. This dedicated and highly cooperative arrangement between GTL and CCG results in the following benefits to our customers.

Additional information about our only subcontractor, Cooper Communications Group, is provided in our **Maintenance and Support Plan** included at **Section 3 Equipment Support**.

Staff Qualifications

5.0.5 Staff Qualifications

5.0.5.1 (D) Key Employee Resumes The State expects that the Responder's staff will include employees with demonstrable work experience as defined by the following generic position titles (Section 5.0.5.1.1 through 5.0.5.1.6). The State recognizes that the Responder may not use the specific generic position title; therefore, identify the generic position title on the corresponding resume. Provide resumes describing the educational and work experiences for each of the Responder's key staff that will be assigned to the project.

- 5.0.5.1.1 (R) Account Sales Representative
- 5.0.5.1.2 (R) Project Manager
- 5.0.5.1.3 (R) Service Manager
- 5.0.5.1.4 (R) Billing Specialist
- 5.0.5.1.5 (R) Technical Support Personnel
- 5.0.5.1.6 (R) Repair support Personnel

GTL Response: Read, understands and will comply.

Resumes for the following key project staff are included in this section at sub-tab *Resumes*.

Positions	Staff
Account Sales Representative	William (Skip) Smith
Project Manager	Bob Parnell
Service Manager	Chris Gickler
Billing Specialist	Margaret Phillips
Technical Support Manager	Dennis Juzang
Repair Support Personnel	Rick Muncy Daniel Rehorst Scott Schule Daniel Winiarski NEW Technician (Qualification Resume)

5.0.6 Contract Vendor's Product Support Staff

5.0.6.1 (D) Dedicated Account Representatives The State desires a dedicated point of contact for the Contract Vendor to oversee the service arrangements, the commission structure, and the reporting capabilities.

GTL Response: Read, understand, and will comply.

Bob Parnell will serve as GTL's Dedicated Account Representative for the DOC/DHS contract. Bob has been the DOC/DHS Project Manager and Dedicated Resource since 2003. Bob is intimately knowledgeable of all DOC/DHS facilities, staff and all policies and procedures. This invaluable knowledge has been paramount to the seamless operation of the current contract and will be critical to the successful operation for the next 5 years.

Bob will work closely with the DOC/DHS Project Control Manager throughout the contract term to oversee all service arrangements, commission structure and reporting capabilities. Bob can be reached at 319.360.3999 or bparnell@gtl.net

- 5.0.6.2 (M) Expected Response of Contract Vendor's Staff** The Contract Vendor's staff must be capable of responding rapidly and fully to requested changes, as well as to questions and problem reports. Describe your capabilities.

GTL Response: Read, understand, and will comply.

GTL is committed to providing the DOC/DHS with the finest level of maintenance and account support possible. GTL Professionals ensure that the software, hardware, and peripheral equipment associated with the inmate calling system are maintained for the life of the contract.

- GTL provides the necessary labor, parts, materials, and transportation to maintain all offender/client telephones and related equipment in good working order and in compliance with the equipment manufacturer's specifications throughout the life of the contract.
- Maintenance and repair services are provided entirely without cost to the DOC/DHS.
- Malfunctioning equipment is repaired or replaced as needed and inquires by DOC/DHS staff are answered quickly and courteously.
- Responses to service interruptions or equipment malfunctions are within the agreed upon timeframes.

Twenty-four (24) hours a day, three hundred sixty-five (365) days a year, requests for service or reports of malfunctions go directly to GTL's LazerPhone Service Center where highly trained GTL Professionals determine the best course of action. Our toll free technical service number (877-856-3184) is always answered by a live GTL representative.

Many system problems can be resolved remotely through software diagnostics and manipulations. When problems or requests cannot be handled remotely, the CCG field service technician that is dedicated to the DOC/DHS Project will contact GTL's Local Service Provider to dispatch a technician to the site.

Two Locally Based Technicians provide routine equipment maintenance and are available around the clock for rapid dispatch to DOC/DHS sites when emergency situations arise.

GTL's comprehensive **Maintenance and Support Plan** included at **Section 3 Equipment Support** includes the following information about work order time frames and service priority levels, as well as other information that indicates GTL's ability to respond quickly and effectively to all DOC/DHS questions and service needs.

WORK ORDER TIMEFRAMES

GTL maintains a staffed Technical Support Center from 6:00 AM until 10:00 PM CDT, seven days a week, and on-call technicians at all other time. GTL's **first response** to a call can usually be measured in minutes, not hours. The first step toward problem resolution is an assessment of the problem through an interview with the caller and, if appropriate, an on-the-spot log-in to the site's LazerPhone system. Frequently, user-problems are resolved during the initial phone call. Whether solved immediately or through further steps, every system-related call

is recorded and tracked in our electronic Technical Support Trouble Ticket Management program.

Non-Emergency Work Orders:

In general, a non-emergency is any need or situation relative to the LazerPhone system that does not impact the usability of multiple offender/client telephones or facility personnel's access to the LazerPhone control program. Examples of non-emergency orders include:

- ♦ A problem with one telephone, in a pod that contains multiple phones.
- ♦ The failure of an individual PIN account, Allow List, etc..
- ♦ Requests for training.

Emergency Work Orders:

In general, an emergency is any situation that directly impacts the usability of multiple offender/client telephones or facility personnel's access to the LazerPhone control program. All emergency work orders are subject to escalation. GTL has extensive and clearly defined rules of escalation for problems that are not resolved within an expected time frame. Levels of emergency and their expected resolution times are defined below. Response time is defined as the duration between GTL's first awareness of the problem and the first step taken to resolve the problem. The duration before response is used for problem evaluation and response planning. Levels of emergency are described below.

Service Priority Levels and Response Times

Priority 1	<p>50% or more of the service at a single site or housing unit is out of service, any call processor or node failure, any failure in call restriction functions or any other condition that renders the system incapable of performing all its normal functions.</p> <p>Response time is less than thirty (30) minutes. Resolution time is less than three (3) hours without site visit. Resolution time is less than five (5) hours with a site visit.</p>
Priority 2	<p>25%-50% of the service at a single site or housing unit is out of service or any device that has an impact on the sites ability to conduct normal business</p> <p>Response time is less than one (1) hour. Resolution time is less than four (4) hours without site visit. Resolution time is less than eight (8) hours with a site visit.</p>
Priority 3	<p>0%- 25% of the service at a single site or housing unit is out of service, local exchange or area code issues or PIN administrative issues that have a limited impact on ability to conduct normal business</p> <p>Response time is less than one (1) hour. Resolution time is less than eight (8) hours without a site visit. Resolution time is less than twelve (12) hours with a site visit.</p>

Priority 4	Items that are on a software fix list or related to administrative issues that are informational or non-service affecting conditions or not business critical. Response time is less than four (4) business hours. Resolution time is less than twelve (12) business hours w/o site visit. Resolution time is less than twenty-four (24) business hours with site visit.
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Work Order Updates

Minimum update times unless note is in ticket indicating the next update time or ticket is on-hold.

Severity	Work Order Update
P-1	Every 2 hours
P-2	Every 4 hours
P-3	Every 6 hours
P-4	Every 8 hours
N/A	As Needed

- 5.0.6.3 (M) Status Meetings** Periodic status meetings shall be held with the Contract Vendor and State staff to review service activity, account status and problem resolution. The Contract Vendor's attendance is mandatory, subject to mutual schedule negotiation. However, if a critical need arises, the State, at its discretion, may schedule a meeting(s) with little advanced scheduled notification and require the Contract Vendor's attendance.

GTL Response: Read, understand, and will comply.

GTL fully recognizes the importance of two-way communications and has conducted Operational Review meetings with staff members from the DOC and DHS to review service activity, account status and problem resolution. GTL offers to continue these meetings quarterly if desired and will always have a member of the MN account team available for additional or emergency meetings when either DOC/DHS deem these necessary.

References

5.0.7 (R) Responder's References. Proposals to include a list of minimal three (3) organizations. Include for each organization a contact name, street address, city, state, zip code, e-mail address and telephone number. These organizations will provide references for the Responder's work performed in the areas of service required by this RFP.

As part of the evaluation process the State will contact the Responder's references. The evaluation will include determining the applicability of the reference's project, the quality of work performed for the services solicited through this RFP and the competence of the Responder's personnel assigned to the reference's project. Responders are encouraged to request permission from those organizations listed as references.

5.0.7.1 (R) Responder Reference: Organization One

- 5.0.7.1.1 (R) Organization name.
- 5.0.7.1.2 (R) Primary contact name.
- 5.0.7.1.3 (R) Street address.
- 5.0.7.1.4 (R) City, state, and zip code.
- 5.0.7.1.5 (R) Contact's e-mail address.
- 5.0.7.1.6 (R) Contact's telephone number.

5.0.7.2 (R) Responder Reference: Organization Two

- 5.0.7.2.1 (R) Organization name.
- 5.0.7.2.2 (R) Primary contact name.
- 5.0.7.2.3 (R) Street address.
- 5.0.7.2.4 (R) City, state, and zip code.
- 5.0.7.2.5 (R) Contact's e-mail address.
- 5.0.7.2.6 (R) Contact's telephone number.

5.0.7.3 (R) Responder Reference: Organization Three

- 5.0.7.3.1 (R) Organization name.
- 5.0.7.3.2 (R) Primary contact name.
- 5.0.7.3.3 (R) Street address.
- 5.0.7.3.4 (R) City, state, and zip code.
- 5.0.7.3.5 (R) Contact's e-mail address.
- 5.0.7.3.6 (R) Contact's telephone number.

GTL Response: Read, understands and will comply.

GTL's references are included in this section at sub-tab *References*.