

- Security clearances
- Site survey schedules
- Offender/client database information
- Review DOC/DHS policies and regulations

Planning (Site Plan by Location)

GTL will gather all detailed site surveys from the 2004 installation for each facility; in an effort to save time and resources and to insure an accurate site survey, GTL will make arrangements for an authorized site surveyor to visit each site to review and augment the site survey with new information.

LazerPhone Equipment Procurement and Installation

GTL is unique in that we are the designer, manufacturer, and sole distributor of the LazerPhone platform. Another unique element is that we will maintain and enhance the current platform while reusing the current network which significantly reduces the implementation impact upon DOC/DHS. We do not rely upon a subcontractor for this key element of the offender/client telephone system. We will install, service, and maintain the system for the duration of the contract and support the installation with both Billing Customer Service and Technical Support. Further, the DOC/DHS implementation is backed by teams of GTL network professionals located in Houston, Mobile, Sacramento, and Indianapolis.

System Design (Equipment/Infrastructure)

For the DOC/DHS, Global Tel Link has designed a network architecture that takes into account the unique characteristics of the DOC/DHS, prison populations and strength of the existing network infrastructure within Minnesota. The network architecture we propose has two key qualities that are critical to meet DOC/DHS's needs both now and in the future: ***dependability and scalability.***

Implementation Security

Having worked in DOC/DHS's facilities since 1994, GTL is familiar with the security concerns associated with an implementation of this magnitude. GTL will adhere to all guidelines, rules and regulations associated with security while performing work at any DOC/DHS facility. Working with representatives of the DOC/DHS, GTL will tailor this initial plan to fully address facility concerns relative to:

Staffing: Each employee of GTL or subcontractor staff must undergo the background scrutiny of the DOC/DHS or State Agency. Any personnel that cannot meet with the approval will not be allowed to work on the project.

Access: GTL understands that access to areas of the institutions shared by the offender/client population is closely guarded. GTL will work closely with facility staff to schedule escorts and work activities to minimize the disruption to the facility and population.

Tool Control: Each employee of GTL or subcontractor employee will be required to create and maintain an up to date inventory of tools introduced into the facilities. GTL will present the inventory to security staff when entering and leaving a secured area of the facility. This will ensure the tool inventory is not accessible to the population.

Equipment and Vehicles within Secured Perimeter. It is GTL's policy to secure and not to leave any vehicles or equipment unattended within the security perimeter. GTL and our subcontractors will closely adhere to this policy when working on the grounds of any DOC/DHS facility.

GTL NETWORK

Network Infrastructure Requirements Provisioning

The premise-based LazerPhone equipment provides part of the intelligence for the calling platform and GTL's back office network provides the balance. GTL Network Engineers will configure the DOC/DHS network for optimum performance during peak periods of use.

Network Engineers create route tables linking each DOC/DHS institution and the DOC/DHS Central Office to GTL in Mobile, Houston, and Sacramento. Engineers create redundant paths to each location to ensure the highest levels of connectivity and throughput to each location. In addition to network path redundancy, engineers will replicate critical databases in both Houston and Mobile.

An important function of the back office network is validation. Validation provides a hub connecting all facilities with offender/client databases, manages blocking, billing and a host of other applications required to effectively serve the DOC/DHS. GTL replicates validation in both Houston and Mobile to provide redundancy and backup of this critical function.

Provisioning of Any Required WAN/Telco for Site

Based on the information provided by the RFP, our experience with DOC/DHS under the current offender/client contract, and our extensive industry knowledge, GTL voice and network engineers will work with our network provider to determine optimal connectivity for each facility and DOC/DHS offices. If additional network capacity is required, we will augment the network otherwise we will continue to use the current network which has proven to be highly reliable. This digital provisioned network will continue to provide the backbone for DOC/DHS's offender/client phone system.

If necessary, the GTL Project Management team will order these provisions to coincide with the readiness of the facilities. Each local loop and circuit will be tested by the LEC and our network provider before being accepted and scheduled for activation by GTL.

Facility Network Preparations

Each facility's on-site call processor works in concert with GTL's virtual private network (VPN) to deliver calls to their destinations and call records to GTL. This dedicated network is currently installed and exclusively serves the GTL offender/client telephone systems, and is depicted in figures IP2-IP4. This network will not require new circuits to be ordered, installed or tested, thus providing no time delays or service interruptions for the DOC/DHS.

LAZERPHONE SECURE NETWORK

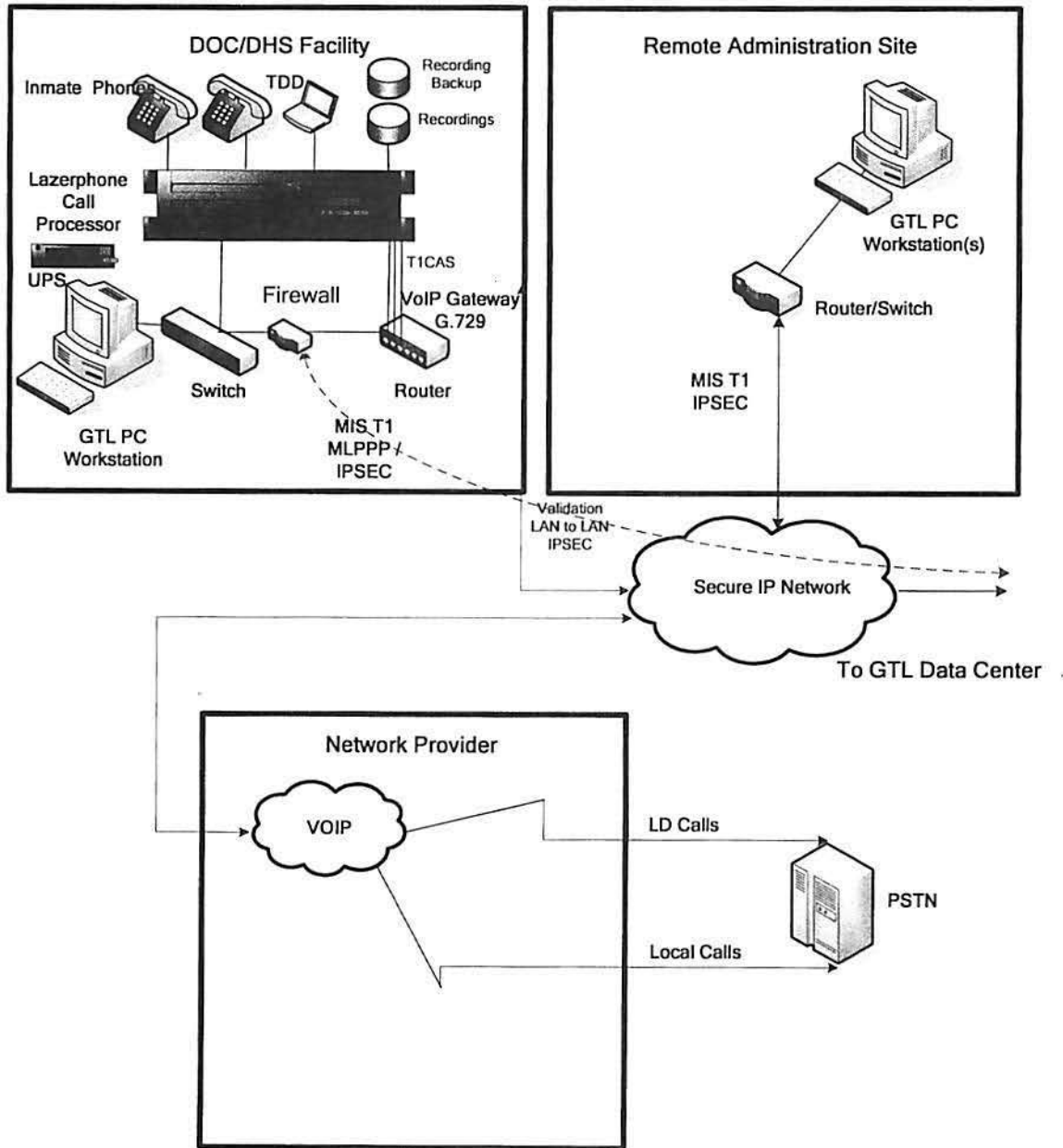


Figure IP-2. LazerPhone Secure Network - DOC/DHS Sites

LazerPhone Secure Network Connections to GTL Data Centers

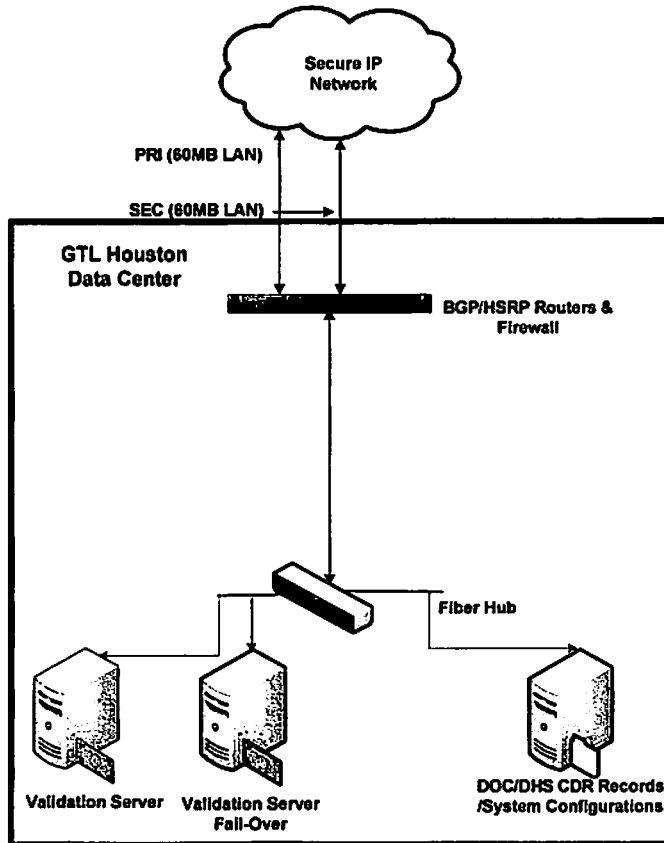


Figure IP-3 GTL Houston Data Center manages the LazerPhone network and call traffic, provides primary storage for call detail records, and transmits redundant copies of call records to GTL's Mobile Data Center in real time.

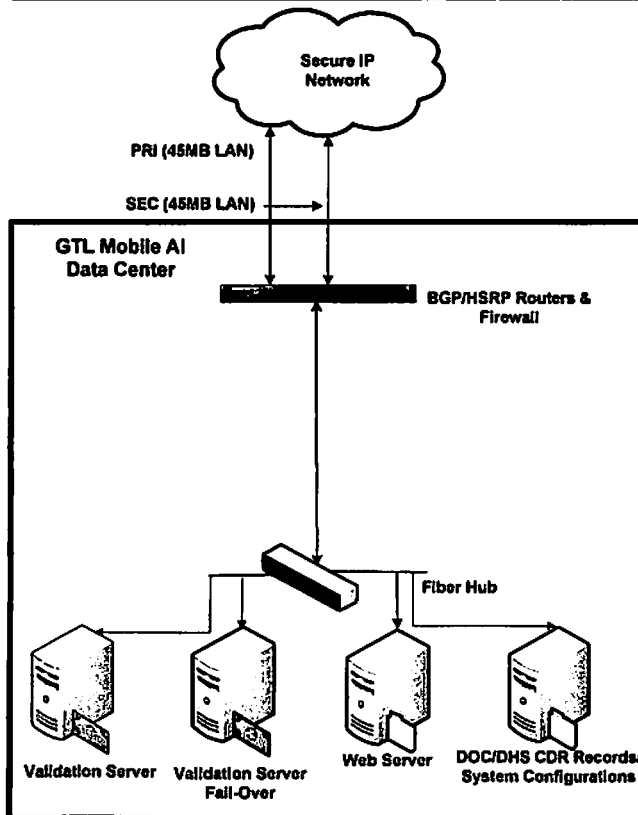
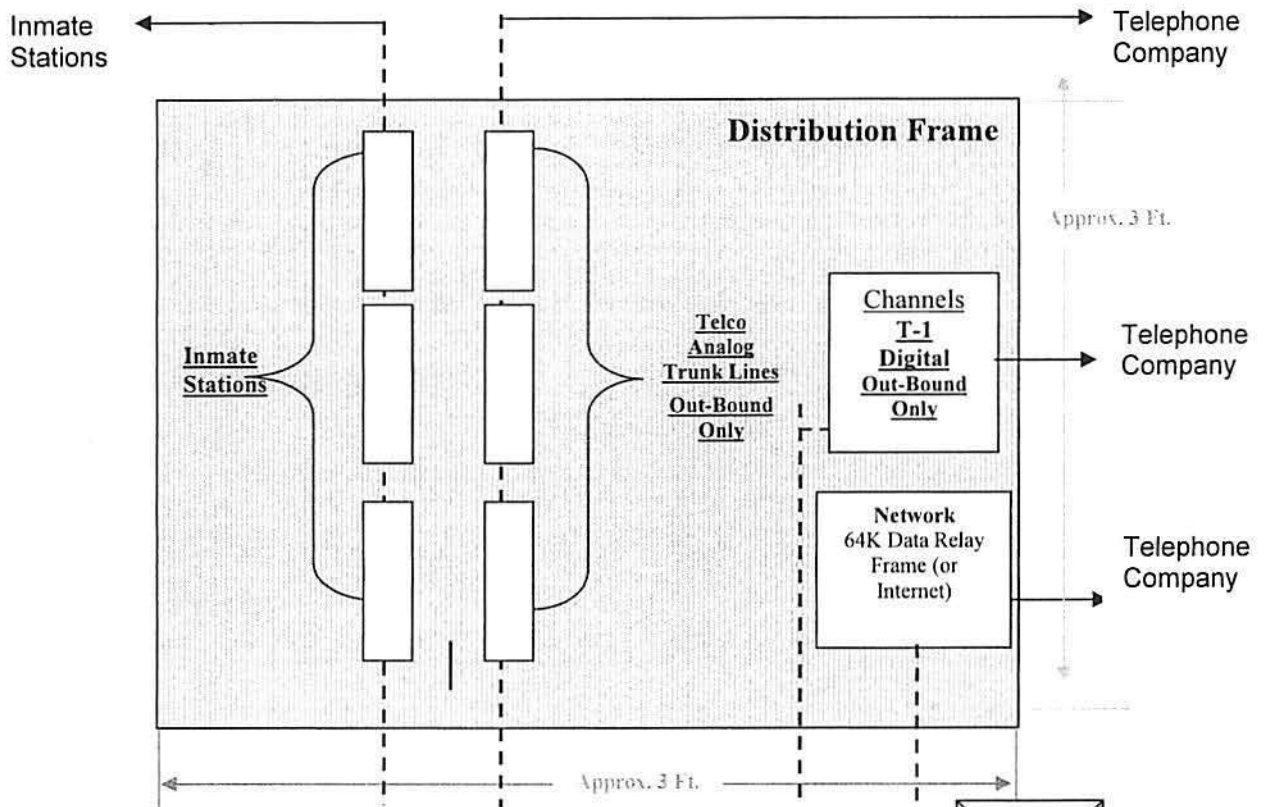


Figure IP-4 GTL Mobile Data Center receives call detail records in real time for data archiving and bill processing.

GTL EQUIPMENT

LazerPhone System Equipment



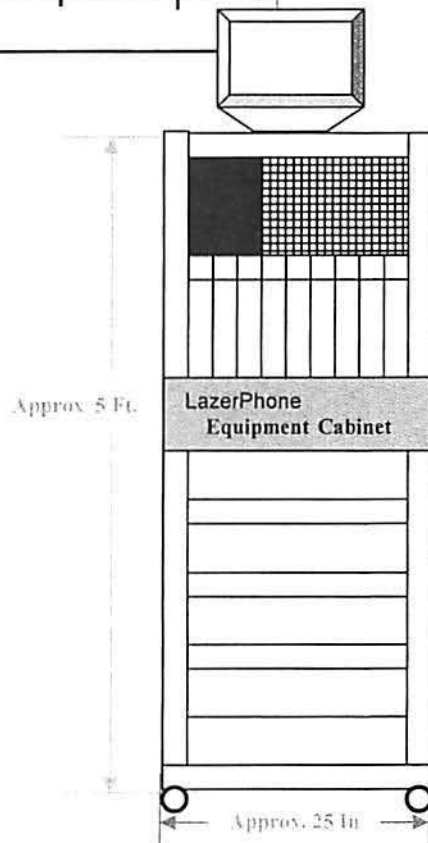
LazerPhone System Equipment Room
 DOC/DHS Facility

LazerPhone Equipment Space Requirements

Distribution Frame (wall mounted): Approximately 3' x 3'

Equipment Cabinet (floor space): Approximately 25" x 21"

Equipment Cabinet (height): Approximately 60"



All Data and voice connection cables and feeds will follow the standard 568B for all plug and RJ-45 connections as illustrated below.

All workstation access cabling will use industry standard Ethernet communications and will use certified Cat 5e installed inside conduit if exposed or required and will be terminated in a certified Cat 5e RJ-45 termination surface mounted block and will be connected using certified Cat 5e RJ-45 patch cables on both sides.

Bonding and Grounding

Protecting the GTL LazerPhone platform and DOC/DHS facilities is a critical step to ensure system reliability. A substantial grounding system provides three distinct benefits: 1) to guard against the adverse effects of lightning; 2) to assist in the reduction of static and static discharge; 3) and to bring a zero voltage reference to the system and system components.

Electrical Grounding Methods

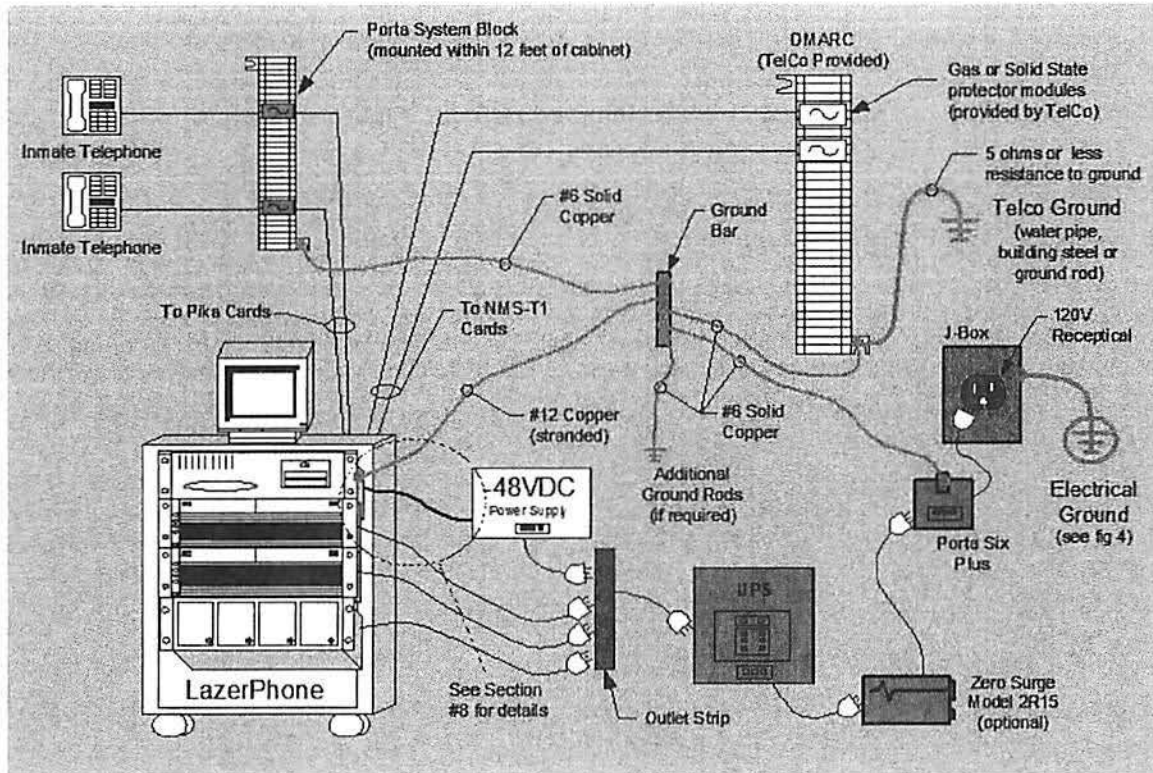
All equipment located in DOC/DHS facilities will be properly grounded using industry standard grounding methods.

All electric feeds to the offender/client system will use standard UL Rated 110 VAC commercial plug and all equipment will be protected with a "Porta Six" 110 VAC solid state surge suppressing system and will be properly grounded using standard 12 AWG stranded cable with the standard "Green" grounding color code.

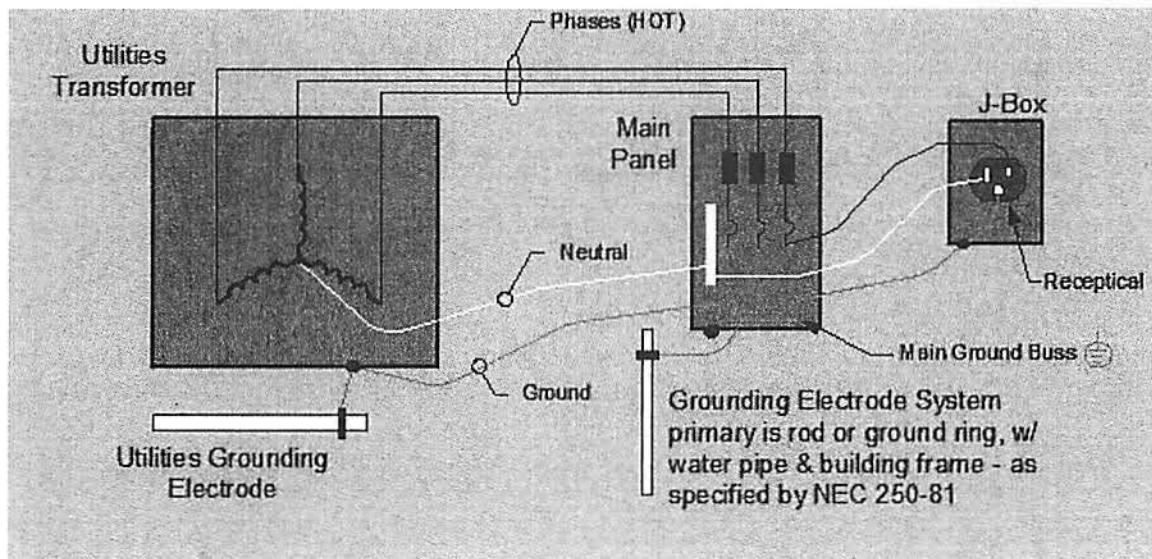
All feed cables will use a solid or gas fuse protection within the termination block at each termination point, all cable sheath will be properly grounded by using industry standard telecommunications grounding methods.

All proposed ITS equipment will be properly ground-protected using both electrical and telecommunications standards. During the pre-installation site survey the regional installation team will identify all the grounding requirements that need to be met before acceptance of the installation is completed.

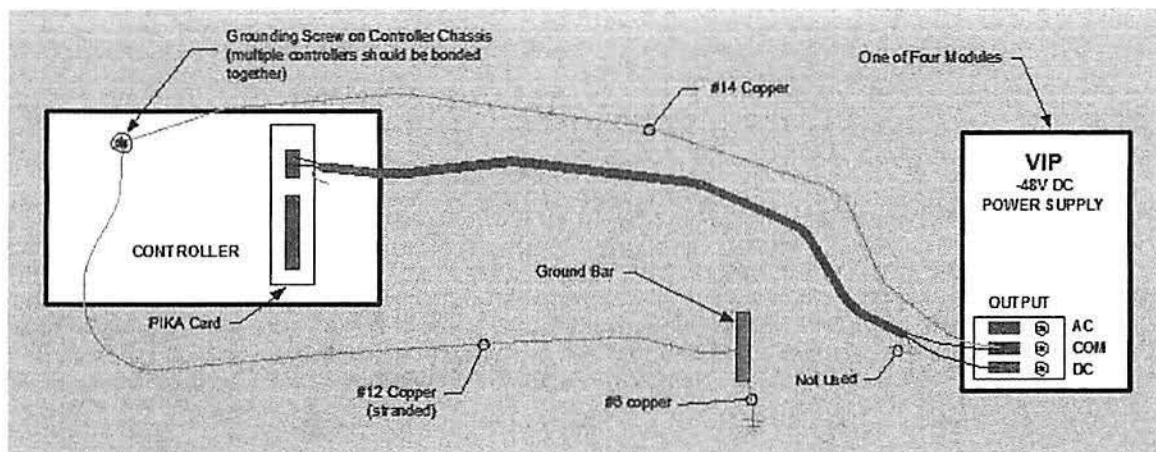
Grounding methods are diagrammed on the following pages.



LazerPhone Equipment and Telco Grounding:



Grounding of Telephone Power Supply



LazerPhone Workstation

At each facility GTL provides an on-site computer workstation with a friendly but powerful Windows Web-based software program for real-time control, monitoring, and reporting offender/client telephone usage and to backup call data and/or recordings for off-line sharing or archival.

LazerPhone Standard Computer Workstation*

Computer: Dell Optiplex 360 Workstation; Pentium Dual Core 2.2 GHz Processor; 4 GB RAM; DVD+/-RW Drive; 250 GB Serial ATA Hard Drive; Windows XP Professional Operating System.

Peripherals (from Dell): 17" Flat Screen LCD Monitor Black; USB two button Mouse Black; USB Standard Keyboard Black; Speakers (Internal Chassis Dell)

Peripherals – (Other): Hewlett Packard Deskjet D4360 Printer; (1) USB 1 GB Flash Storage Device; (2) Blank CDRW Media (starter media); Tripp Lite Internet Office UPS 300 VA; Mouse Pad with GTL Logo.



LazerPhone Laptop Workstation*

Laptop: Dell Latitude w/ 14.1" Screen, Pentium Dual Core - 2.4 GHz Processor, 4Gb RAM, 160 Gb Hard Drive, 8X DVD +/- RW Drive, Windows XP Professional Operating System

Peripheral – (1) USB 1 GB Flash Storage Device



* Due to the rapid evolution of computer hardware, should there be a significant delay between contract award and installation, GTL reserves the right to upgrade computer components to newer models.

GTL

INSTALLATION

APPROACH

Facility Installation - Six Step Approach

At each DOC/DHS facility, GTL will use a six step approach for the installation of the premise-based equipment required for the LazerPhone Offender Telephone System. **Installation Steps:**

1. Pre-Installation Site Survey
2. Prepare and Establish Network Connections
3. LazerPhone Upgrade Installation
4. Site Turn-Up for Data Preparations
5. System Testing
6. Site Turn-Up Go Live

Each of these steps is integral to the success of the overall implementation for DOC/DHS. They require the participation of GTL, our field repair subcontractor, CCG, our network service provider, and the DOC/DHS. Proper execution, communication and cooperation are all keys to the successful implementation.

Step 1. Pre-Installation Site Survey

Though GTL has performed site surveys at a number of DOC/DHS facilities across the state, a more detailed survey will be required before implementation begins. This detailed survey will include location of the proposed equipment room, locations within the facility of existing conduit and wiring paths and existing offender telephones, and any locations that will need new or additional wiring or telephones. GTL will provide the DOC/DHS with preliminary drawings outlining our proposed implementation at each institution. After installation is complete, these drawings will be updated as built drawings. The survey will note the work environment and estimate the amount of labor, machinery and tools required. GTL surveyors will meet with facility staff and security personnel to ensure work can begin and progress without major impediment, but in accordance with security guidelines of the DOC/DHS and institutions.

In addition to the physical aspects of the installation, GTL will coordinate with facility staff access to the facility. This includes movement of personnel to perform the tasks required, introduction of equipment into secured areas of the facility and hand tools that will be required to perform the work. Escorts must be provided by DOC/DHS for those installation teams performing work in secured locations within the facility or other secured areas. We will work with staff to ensure escorts are provided that will allow access that will not impede the project.

Step 2. Prepare and Establish Network Connections

GTL Network engineers will prepare and establish the entire back office network and validation connections required. All of the requirements will be reviewed by the assigned DOC/DHS project manager and our engineering staff to determine the best network topology and capacity to meet and exceed all of DOC/DHS requirements.

GTL Network Engineering will configure GTL's Wide Area Networks and centralized databases prior to conversion of the initial available on-site networks and systems. The data center validation and data bases systems will be available and ready for operation in advance of the first site conversion thus minimizing time on site for our installation teams.

Step 3. LazerPhone Upgrade Installation

Although GTL has been the offender/client telephone system provider since 1994, it is imperative to prepare and plan for the LazerPhone upgrade as if it were a completely new system. This thoroughness ensures the upgrade will be seamless and the system will operate as reliably as the current solution.

3A Installation of On-Premise LazerPhone System Upgrade

GTL has developed procedures associated with the installation, activation, cutover and testing that must be followed to ensure the system will perform to expectations at the time of conversion and for years in the future.

The following steps are performed after site preparation has been completed and prior to the setup of the LazerPhone system at each facility associated with the DOC/DHS Contract. These steps are to be performed within the equipment room housing the LazerPhone platform. Verifications described below are performed and certified by the installation technician on the LazerPhone Installation Checklist-L1 (Please find Installation Checklists at the end of this section.)

- Verify station blocks are mounted and accessible
- Verify the location of offender/client stations on the Main Distribution Frame (MDF)
- Check and verify the station configuration contained in the System Configuration Worksheet; this includes but is not limited to:
 - ❖ If specific station-to-port assignments are required, stations must be identified and punched in the specified order.
 - ❖ Otherwise identify station-naming configuration in the system configuration and re-name in the correct order after cross-connect.
- Verify the location of all required telco circuits for both data and voice
- Verify the operation of the following:
 - ❖ Electrical- 2 20amp 120volt receptacles
 - ❖ Electrical circuit is protected by a generator and tested.
 - ❖ Environmental conditions are met by the equipment location
 - ❖ Grounding is installed in accordance with documented Grounding Plan
- Verify the location of the LazerPhone workstation(s) making note of the following:
 - ❖ Distance from system hub to the workstation (330 feet max on twisted pair)
 - ❖ RJ45 jack in equipment room
 - ❖ Verify RJ45 jack at the workstation location
 - ❖ Verify jack wiring on both ends for consistency.
- Verify the following analog lines are present and identified:
 - ❖ Dial backup line to be used a validation connection in case of a data connection outage.

- ❖ Router access line- used for maintenance, diagnostic and programming of site router
- ❖ Remote access line to be used for technical support, in case of a data outage for programming and troubleshooting of the LazerPhone controller
- ❖ Billing ANI- (Optional) This line is not to be connected to any device. Its purpose is to provide a billing number for the site. A pseudo ANI may be used for this purpose in most cases.

Physical setup of the LazerPhone System is conducted in the designated equipment room location. After the system is configured on premise, the following tests and verifications are performed.

- Verify the UPS system is fully charged
- Verify LazerPhone cabling between the system and the MDF. The following connections are verified:
 - ❖ Station whip cable(s) from the controller to the station RJ21x blocks
 - ❖ Station whip cable(s) from the RJ21x blocks to the station lightning protection block(s).
 - ❖ T1 cables from the system T1 card(s) to the appropriate circuit located within the smart jack.
 - ❖ Grounding cable from the LazerPhone rack and station protection to the ground bus of the room.
 - ❖ Network connections between the router and the LazerPhone hub
 - ❖ Network connection between the NIU and the router
 - ❖ Verify all cables are properly identified and labeled
 - ❖ Connect Tech Support analog Line to the modem labeled VNC.
 - ❖ Connect Dial Backup line to the modem labeled "Dial Backup".
 - ❖ Connect Router access line to the router
- Installation of the new LazerPhone workstation(s) at predetermined location or locations to include connection to the LazerPhone hub. Verify continuity between the workstation(s) and the hub.
- Perform startup tests of the LazerPhone system. Verify all machines start correctly.
- Test the system UPS by disabling commercial power to the LazerPhone rack. Verify that the system has not been affected by the test.
- Perform startup of the LazerPhone workstation. Verify connectivity to the system controller, database server and the Web Application.
- Test the LazerPhone Workstation UPS by disabling commercial power to the workstation. Verify the test has no effect on the workstation.

After the physical setup of the system hardware, software verification and testing is to be performed. This process usually is completed within four hours. The following tests are to be conducted:

- Check all computers (controller, mass and workstation) for proper name and IP address configuration. This information must match the Master List of Configurable requirements for the institution.
- Check all computers for proper network configuration and mapping
- Verify all system clocks are set correctly and are set to the appropriate time zone
- Verify the following programs are present and running on the controller:
 - ❖ Kernel, version 23x (final version to be determined and documented in Production relative to contractual requirements)
 - ❖ CallProc
 - ❖ IV Client
 - ❖ SMDR Manager
 - ❖ RASAssist
 - ❖ RegMod
 - ❖ Housekeeping
 - ❖ Migration
- Verify Dial Backup connectivity by launching the DBU service. Modem should connect to GTL RAS Server validation.
- Verify or configure T1 trunk settings
- Verify housekeeping is set to the contracted number of days.

From the workstation, perform the following tests:

- Test or configure shortcut to the WebMS Icon
- Test CD-ROM read and write capabilities
- Print a test page from the workstation printer.

3B Network activation. Although the network is already in place and functioning, we will retest the network connections. This step necessitates the involvement of the Bob Parnell, our current GTL Field Service Technician, GTL Technical Support staff in Mobile and or Houston and our network carrier. A conference bridge is opened to keep all involved parties apprised of developments in the process. The bridge is closed after testing is complete and accepted. Verification of completion of this task is performed through the connectivity of the data circuit to GTL validation and the site(s) and the exchange of information between the two.

3C Test Calls After the T1 and data circuits are placed in Normal Mode, Test calls are made from the inmate station blocks to verify the following:

- Place a test call from the first and last port on each station card in the system. These calls are to be placed to GTL-office (Mobile). This will verify all stations are loaded and configured in validation.
- During these test calls, verify facility branding is correct.
- Verify call delivery script is correct. Special attention will be paid to the acceptance digit, denial digit, rate information digit and the trouble reporting number is correct.
- Place at least one each Local, Intrastate and Interstate call. Verify that rating of each call is correct via the workstation. On the Interstate call, verify rate quoting (to the called party) is correct.
- From the LazerPhone workstation, verify the system can attach to the Web Server for Call Detail Record (CDR) retrieval. From call detail generated during test calls, verify all fields are properly aligned with call detail information.
- Checklist L1* tests are performed at least one day before a site is scheduled for turn up and go live. In the event of an issue that cannot be corrected during this process, the cut over of the facility is postponed until the issue is resolved or corrected. It is only after all issues have been resolved that traffic may be placed on the "new" system.

* Please find Installation Checklists at the end of this section.

Step 4. Site Turn-Up for Data Preparations

In this section we will outline the steps that GTL will take in order to insure that GTL will deliver and install a fast reliable data connection to all DOC/DHS facilities scaled to handle the call traffic and data requirement required by DOC/DHS and the ITS system.

4A Install and Turn-Up all Required Data Connections

If additional network capacity at the facilities is required, we will adhere to the following process. Digital connectivity to each of the DOC/DHS institutions and DOC/DHS Central Office provides a means of both voice and data communications across the network. The system is managed by GTL though the routers, firewalls and ASA device installed in association with the platform. Through these devices, GTL can allocate the appropriate amount of network bandwidth to the system workstation for investigative or administrative purposes while providing bandwidth for concurrent telephone calls by the offender/client population.

During the installation of the site, GTL will first establish data connectivity to the network. Data connectivity provides network access to Validation, the Web Application and other DOC/DHS locations active on the network. In addition, it provides a conduit for network monitoring and support by both GTL and our network carrier.

Once the circuit is active, GTL Network Engineers will configure the network routing and setting in accordance with the outline of the DOC/DHS Network architecture. They will ensure connectivity to all Validation Servers, Solar Winds Network Monitoring, all ITS

workstations on the Local Area Network (LAN) as well as all current active sites on the DOC/DHS Wide Area Network (WAN). Before completing the network activation, Engineers from our network carrier and GTL will monitor the circuit for slips, eroded seconds and overall stability. GTL will closely monitor the circuit for 48hours to ensure reliability.

4B Voice Turn-Up and Testing

After network activation is complete and the circuit is deemed stable, GTL Technical Support Representatives, Installation Technicians and representatives from our network carrier will activate the voice channels associated with the system.

Cabling will be completed by GTL between router and network interface and LazerPhone Controller and test for good continuity. After installation of all devices and connections, the technician will join the conference bridge with the service provider to activate and test the voice quality and capabilities of the circuit.

The site technician will place a test call to the Mobile Customer Service Help Desk. Overall call quality including: volume of the caller and called party, noise and echo will be monitored by all on the activation. Should any anomalies be noted, they will be corrected and another call launched. Once call quality is deemed acceptable, the circuit will be stress tested. Via a software generated program, technicians will introduce network bandwidth equal to the total amount of anticipated call traffic out of the facility. Quality of a test call will be monitored to ensure it is acceptable. Once the stress test is complete, the software program will be terminated and the system placed into normal mode.

At this point, the integrity of the voice and data qualities of the circuit is assured. The GTL Installation Technician, Technical Support Representative and Network Engineer will continue testing the functionality of the platform.

Establish all Required Routes and Database Connections

Lastly, should the DOC/DHS have specialized connectivity requirements, these will be established and tested as described above. Specialized connectivity requirements could include: Virtual Private Network (VPN) connections for designated investigators, connectivity to outside agencies: FBI, INS or CIA or it could include specialized network programs for reporting, monitoring or investigations. Routes for the devices will be added to the network architecture and tested.

Step 5. System Testing

In this section GTL will outline all testing associated with data connections, voice connections, database connections and validation. At this point, the infrastructure should be completed and fully tested; however GTL will retest the following areas to insure there are no issues in regards to the infrastructure prior to activation of the system. Inside wires, servicing the offender/client telephones will be toned from the origin to the telephone IDF located within the facility. Technicians will ensure continuity between the IDF(s) and the cross-connect blocks that will service the LazerPhone system. Grounding integrity will be tested again the integrity of the grounding system will be checked end to end.

5A Test all Data Connections for Each Workstation

In association with the inside wiring, performed by GTL for each facility a local area network connection will be established linking the workstation with the network. Due to the limitations of Ethernet technology, workstations should be located within 300 ft of the network interface or hub for the best possible connection speeds if this is not possible GTL will work with facility staff to find the best possible location of these workstations.

The GTL installation technician will ensure the connectivity between the system workstation and network. Once continuity is tested and assured between the two points, the technician will set up the workstation. The technician will access other devices on the LAN and then access the GTL Web Application via the WAN. Recording retrieval, call detail access and monitoring will all be tested from the system workstation before being deemed as operational

5B Test all Database Connections

As a part of the installation and activation process, database connections are tested and exercised, this includes all database connections required for call validation and accessing all call records and recordings by the DOC/DHS.

5C Make Test Calls of Each Call Type

Test calls of each type listed below are made through the system controller. This testing is performed to certify that the systems and service providers' routing tables are accurate and updated. In addition, the system call rating tables will be checked to ensure the proper cost for each call type.

- Local
- Intralata
- Interlata/Intrastate
- Interlata/Interstate

Step 6. Site Turn-Up Go Live

In this section, GTL will outline all processes and activities the installation team will perform to insure the LazerPhone system is installed properly, functioning to specifications, and capable of managing the call volume at each DOC/DHS facility. See LazerPhone Cut-Over Process on the following pages.

6A LazerPhone Cut-Over Process

On the morning the site is slated for cut over another series of tests is performed on site to ensure a seamless transfer. These tests are usually completed within two hours. The following tests are performed and certified by the installation technician using the LazerPhone Cut Over and Acceptance Checklists. (*Installation Checklists are included in this section.*)

- Verify voice prompts from all offender/client stations at the station block.
- Verify system functionality by completing Local, Intrastate and Interstate test calls.

- Re-verify call delivery scripting. Make special note of the call acceptance digit, denial digit, rate information digit and the customer service number provided to the called party.
- If all tests are passed by the system, the LazerPhone system is placed in install mode while cross connects and system mapping are completed. Mapping consists of the following steps:
 - After cross connection of the offender/client stations to the LazerPhone station blocks, mapping of the institution begins
 - The technician will verify that voice prompts are played at each offender/client phone station though the complex. Any polarity or station issues encountered are corrected at this time. Polarity issues are corrected at within the offender/client station.
 - From each offender/client station, a code is entered. This code will designate the location of the phone within the complex and within the LazerPhone platform.
 - This location is logged into the system configuration, creating a station to port relationship.
 - After all offender/client stations are verified working and logged into the LazerPhone workstation the system is taken out of install mode.
 - The facility staff can then make an announcement informing the offender/client population that the phones available for use.
 - The system is monitored for the remainder of the day.

6B Contingency Plan

GTL's Project Manager-Bob Parnell, our Implementation Manager –Steve Deforrest, Technical Support and Network Engineering personnel in Houston, TX and Mobile, AL monitor the entire cut over process. Should any inconsistencies be noted, they are corrected before affecting the site. If at any time an issue is encountered that could ultimately affect the facility in a negative way, the process is halted. If the issue cannot be rectified in an acceptable period of time, cutover will be rescheduled with the facility staff and DOC/DHS after issues preventing conversion have been completely resolved.

6C Final Walk through and Acceptance

The final step in the process is testing and mapping of each station. The installation technicians will physically test the functionality of each phone in the facility. Test calls will be made from approximately 10% of the stations while others will be tested for the presence of voice prompts when the receiver is lifted. Any stations found to be inoperable will be repaired by the technician.

Mapping is a key element of the system to ensure the relationship between the phone and station port identified in the system registry. Though the relationship between the port and phone was established during wiring of the facility and marked, technicians will place the LazerPhone system into "Install Mode" for mapping. When in Install Mode, the LazerPhone system will report the station information when the phone receiver is lifted. The mapping generated will be entered into the system registry

As part of final walk through the tech will complete the final Delivery and Acceptance Checklists.

DELIVERY & ACCEPTANCE CHECKLISTS

DOC/DHS Acceptance Testing		
Evaluation Criteria	Expectation	Pass or Fail
System performance	99.9% yearly availability	
Scalability	Ability to support a 50% increase in volume or end-user devices	
System Trunking	Totally non blocking system	
Call Quality	Call quality must be equal to current or if VoIP have a MOS Score no less than 4	
Continuity of Services	Three hour Recovery Time Objective and a zero (0) Recovery Point Objective	
Backup	Vendor is responsible for all back-ups and archiving	
Uninterruptible Power	60 minutes of uninterrupted power must be provided	
Single Clock Source	All call processing equipment must be synchronized to a common clock source	
Recording and Monitoring	System must provide undetectable monitoring and store historical conversations	
Simultaneous Access	Ability to provide simultaneous access to a minimum of twenty simultaneous users	
Recording Storage	Call recordings stored for a minimum of 12 months; backup nightly to secondary storage	

Chain of Evidence	Vendor must ensure the chain of evidence is protected	
Retrieval	Verify search and retrieval of recorded conversations on site and remotely.	
Equipment and Network Access	Vendor is responsible for all equipment, network access and software	
Access to Recordings	Controlled access to live monitoring and call recordings	

6D Installation Checklists

Global Tel*Link has developed a set of installation and certification checklist documents to ensure all aspects of the installation are tested and functional before the installation is deemed complete. Before system cut over and before active offender/client call traffic is placed on the LazerPhone system, the documents that follow are completed by the GTL installation technician and/or by network technicians in GTL's Data/Control Center.

Installation Certification Checklist
This checklist combines both LazerPhone and LazerNet. Mark as "N/A" where appropriate. All parts of Checklist must be completed.
GTL.IM-ICC.v2008.3.1, supersedes all previous revisions.
LazerPhone/Net installation checklist/certification sheets must be completed by the responsible installation technician.
This checklist must be attached to the respective POETS order and emailed to the Implementation Manager promptly following completion of the installation.

Facility:	_____	Date:	_____
Address:	_____	SubID:	_____
	_____	CAR:	_____
	_____	Cost Ctr:	_____
Contact:	_____	Phone:	_____
GTL Rep:	_____	Phone:	_____
Contractor:	_____		

LP/LN	PRE-INSTALL CHECKLIST	Chk	Technician	Date	Notes
LP/LN	Environmental conditions within standards (heat, humidity, space, etc).				
LP/LN	Proper power provided (110VAC, 20A, dedicated with generator backup).				
LP/LN	All parts/components received for install. Report discrepancies to Production.				
LP/LN	Adequate room provided for roll-around rack or wall-mounted rack.				
LP/LN	Rack and equipment properly grounded through six-plus or true earth ground (include fuses for station blocks).				
LP/LN	Offender/client phones in place and operational.				
LP/LN	Manual kill switches in place and operational.				
LP/LN	Station and trunk blocks mounted.				
LP/LN	ID and map local trunks.				See Trunk Mapping
LP/LN	Perform test calls on all local trunks (local, LD inter/intralata).				

LP/LN	INSTALL CHECKLIST	Chk	Technician	Date	Notes
LP/LN	System "rack & stack" completed.				

LP/LN	Start up system components and verify functionality (controller, Magma, Quintum, etc).				
LP/LN	UPS charging started.				
LP/LN	Connect support lines to appropriate devices.				
LP/LN	Connect voice T1 circuits to appropriate devices (router, T1 card, IAD).				
LP/LN	Connect data line to appropriate device (router).				
LP/LN	Perform circuit activation and testing (voice and data).				
LP/LN	Test voice and data circuits as appropriate.				
LP/LN	Connect 25' amphenol cables to station and trunk blocks in proper order.				
LP/LN	Prompt on all ports (identify bad ports and move lines as necessary).				
LP/LN	Test calls for each call type (inter/intralata, local, international, etc).				
		Local#		Intrastate#	
		Int'l #		Interstate#	
LP/LN	Correct prompts played to offender/client and called party.				
LP/LN	Correct facility branding.				
LP/LN	Correct prompts for rate quote calls (all interstate calls are quoted).				
LP/LN	Test UPS: remove power source and ensure system remains on and UPS alarms.				
LP/LN	Verify SNMP card has been setup (ping it or check with HyperTerm)				
LP/LN	Conduct mapping of facility in "install mode."				See Station Mapping

LP/LN	CONTROLLER CHECKLIST (Specific to LazerPhone)	Chk	Technician	Date	Notes
LP	System clock set to correct time zone and time.				
LP	IP address, subnet, and gateway correct.				
LP	IP address in all GTL registry keys (notepad find & replace) correct.				
LP	IP address and configuration of E-RAC.				
LP	Controller computer name correct.				
LP	Network installed and working (ping gateway and outside gateway).				
LP	Check MASS for correct folders (calls, locked, notes).				
LP	Conduct file transfer on MASS without errors.				
LP	Check registry keys for all modules.				
LP	Verify functionality of all modules.				
LP	Verify IP and Port configuration for Validation (IV) and DBU.				
LP	Perform DBU test: pull data circuit and verify connection via DBU. Reinstall data circuit and verify DBU disconnect.				
LP	Restart system and confirm all modules start correctly (check Event Log).				
LP	Input facility mapping into station registry keys.				See Station Mapping
LP	Verify Credit Card and Advance Pay registry keys, settings, and prompts.				
LP	Verify proper SubID in the Migrate registry key.				
LP	For sites with outbound analog lines, enable inbound accept and passcode to prevent call collision.				
LP	Adjust CalledPartyVolume and Offender/client Volume registry keys if required to ensure proper volume of recorded and played calls.				



LP/LN	SITE SPECIFIC CHECKLIST (SOW, Contract, etc.)	Chk	Technician	Date	Notes
LP/LN	Verify Housekeeping set to proper days per SOW.				
LP/LN	Verify call length per SOW.				
LP/LN	Verify facility PIN swapover (confirm in WebApp when connected).				
LP/LN	Verify PIN Allow Lists migrated (confirm in WebApp when connected)..				
LP/LN	Verify public defender numbers from site and input as "no record" or verify loaded on back end.				
LP/LN	Verify list of "free" numbers from site and input or verify loaded on back end.				
LP/LN	Verify site schedule and input as required via WebApp.				<u>See Additional Info</u>
LP	Set registry to 16 digits versus 10 for sites allowing International calls.				
LP	Verify Station ID in the station registry keys for proper validation (LazerPhone).				
LP	Setup registry keys for speed dial numbers as necessary.				
LP	Verify 3-way call configuration per SOW Kernel and individual station registry keys (LazerPhone).				
LP/LN	Verify system is terminating, marking, or playing warning (per SOW) on detected three-way calls.				
LP/LN	Verify functionality of INS calls (analog or BTN should be given to INS at least 24 hours in advance).				
LP/LN	Verify IAD & FlexT is sending a BTN on all outbound calls (caller ID).				
LP/LN	Verify functionality of vouchers: entry, use, and debit.				

LP/LN	WORKSTATION CHECKLIST	Chk	Technician	Date	Notes
LP/LN	Setup workstation(s) in designated area(s).with all peripherals.				
LP/LN	Install repeaters or hubs as necessary (cable length test as required).				
LP/LN	Confirm UPS plugged in and charging.				
LP/LN	Perform start-up test on workstation.				
LP/LN	Verify system clocks set to correct time zone and time.				
LP/LN	Verify IP address, subnet, and gateway for each workstation.				
LP/LN	Verify computer name for each workstation.				
LP/LN	Verify network is installed and working (ping gateway and outside facility).				
LP/LN	Test workstation peripherals: printer, speaker, mouse, keyboard, headset, etc.				
LP/LN	Test UPS: remove power source and ensure system remains on and UPS alarms.				
LP/LN	Test CD-R by copying a few calls to a CD and make sure prompts are clear on LazerPlayer.				
LP/LN	Verify access to WebApp manual on desktop.				
LP/LN	Verify On-Site Storage is functioning properly.				

LP/LN	WEB APP CHECKLIST	Chk	Technician	Date	Notes
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LP/LN	Conduct call search and verify results: playback, lock call, create notes, color-coding, start/stop codes, etc.				
LP/LN	Perform Live Monitoring: send to speakers, send to phone, cut calls, deactivate/activate stations, etc.				
LP/LN	Verify Facility Phone List: block numbers, no record, passive acceptance, PIN block, etc.				
LP/LN	Setup WebApp users for facility and verify login functionality. Ensure proper User versus Admin rights.				-
LP/LN	Complete Station Configuration: station ID, mapping, schedule, group, active/inactive.				-

LP/LN	TECH SUPPORT CHECKLIST	Chk	Technician	Date	Notes
LP/LN	Verify Tech Support can access UPS SNMP Card				
LP	Verify Tech Support can access the controller via VNC through dial-in and the data circuit.				
LP	Verify Tech Support can access the E-RAC.				
LP/LN	Verify Tech Support (or Houston) can dial into the router.				
LP/LN	Verify Tech Support can access the Workstation via VNC.				

LP/LN	POST-INSTALL CHECKLIST	Chk	Technician	Date	Notes
LP/LN	Train facility personnel on use of WebApp, kill switches, etc.				
LP/LN	Verify with Tech Support that site is on "Site Monitor."				
LP/LN	Notify Tech Support you are leaving facility and to place site on "Birth Watch."				
LP/LN	Complete T/S checklist with designated Tech Support representative.				
LP/LN	Contact Implementation Manager to discuss installation, pending issues, etc.				
LP/LN	Complete Service Incident Report and imbed.				See SIR Tab
LP/LN	Attach Installation Certification Checklist to POETS Order.				
LP/LN	Email Installation Certification Checklist to IM.				

6E Installation Documentation

Following the installation of the LazerPhone Offender/client Telephone System the following documents are presented to Department facility officials. Over the life of the contract several of these documents, such as station maps, facility user lists, et cetera are subject to revision.

- Installation Checklists
- Offender/client Telephone Station Map
- Offender/client Telephone Trunk Map
- Facility User List
- Equipment List, Descriptions, and Locations
- Workstation List with IP and Location Information
- Support Line and Non-Trunk Analog Line List

- IT/Frame for Data and Voice Transmission Information
- Site Schedules
- Facility Block-Diagram
- Equipment Photos (if requested and approved)
- Service Incident Report
- Service Contact Information
- Service Escalation Procedures and Contracts
- LazerPhone User Manuals
- Any other documentation specifically required by DOC or facility

PHASE III - OFFENDER/CLIENT TELEPHONE SYSTEM UPGRADES– PROTECTION OF CURRENT DATA

All mission-critical data for DOC/DHS facilities resident within the LazerPhone offender/client systems currently installed are properly formatted and parceled in LazerPhone and GTL databases, ready for use. **By awarding the new contract to GTL, DOC/DHS avoids a lengthy and invasive transition involving, not only the transfer of DOC/DHS and offender/client-specific data to a different platform; but also the labor-intensive process required of a new vendor to gather data and establish billing accounts for the relatives and friends of offender/clients.** Only with the selection of GTL can DOC/DHS be assured of a timely and seamless transition to the new contract term with little or no impact on DOC/DHS staff, offender/clients, and the thousands of called parties who ultimately fund DOC/DHS's offender/client program.

GTL will transparently augment the audio recording storage capacity at each facility to 9 months without impacting or disrupting the current environment.

GTL will use the following steps:

- 1 Schedule each site in conjunction with DOC/DHS
- 2 Utilizing the current back-up recording storage system installed at each facility GTL will verify that all calls are stored on the redundant storage system.
- 3 Remove current recording storage servers
- 4 Install new storage servers with 9 months of storage capacity
- 5 Transfer audio recordings from the existing Back-Up Storage system to the new mass storage server.
- 6 Test and verify no loss of recordings
- 7 Test and verify system records live calls.

questions

How can I find out the balance of my prepaid account?
Contact the GTL AdvancePay automated system at 1-800-483-8314. If you need additional assistance and want to speak to a representative you can call the Service Center at 1-866-230-7761.

Will I receive a monthly statement?
Monthly statements are not mailed. Call records will be provided by request. As with all collect call types, we suggest customers keep a log of calls accepted for personal verification.

What if the inmate is released? Will I receive a refund for the remaining funds on the account?
Contact the GTL AdvancePay Service Department. We require a written request to be mailed or faxed by the owner of the account for a refund. GTL will endeavor to process refunds within 30 days, but no sooner than 60 days after the date of the last payment to the account, and only after GTL has verified the viability of the payment method used. **Refunds must be requested within 90 days of the last call received.**

What types of credit cards are accepted?
We accept Visa and MasterCard (including debit and check cards) to set up a prepaid account.

After I have used my \$25.00 or \$50.00 prepaid amount, can I cancel the prepaid account and have collect calls charged through my local telephone company?
Once telephone numbers are set up as an AdvancePay account, customers are not able to switch to another form of billing.

What if the inmate hangs up before I finish making the credit card payment to set up the prepaid account?
If the inmate hangs up after the credit card verification process has begun, in most cases the process will not terminate. For further verification, the customer may contact the GTL AdvancePay Service Department.

Are the collect call rates more expensive when my telephone number is set up on a prepaid account?
No. AdvancePay calls are charged the same call rates as traditional collect calls. However with AdvancePay customers are provided the ability to monitor and manage their own accounts through the automation that AdvancePay provides.

ENGLISH_3'09 7000100



ADVANCEPAY

GTL INMATE FAMILY PREPAY

GTL

AdvancePay Service Dept.
Department 1722
Denver, Colorado 80291-1722
1-866-230-7761

GTL INMATE FAMILY PREPAY

A Service for Family and Friends

Questions?

The AdvancePay Service Department is ready to answer all billing related questions:

Helpful tips to avoid calls from inmates from being disconnected:

Family members and friends of inmates are given the option of setting up prepaid calling accounts using credit cards, checks, money orders or Western Union. Calls that may otherwise be blocked are now completed through GTL's AdvancePay program.

How Does It Work?

AdvancePay allows inmates to call your telephone number without the restrictions of standard billing. When an inmate attempts to dial an un-billable number, the inmate is placed on hold and AdvancePay will provide the option to the called party to set up a prepaid account. After the prepaid account is established, collect calls to the telephone number may be placed up to the prepaid amount in the account. After the amount of money is used, the system will prompt the user to add funds to their AdvancePay account.

Benefits:

Customers can rest assured that collect call charges will not reach an excessive amount.

When funds on a prepaid account are low, an automated system will contact customers with the option to add more money to their AdvancePay account.

All transactions occur in real time. When an inmate places a call to a number set up as prepaid, funds are deducted from the AdvancePay account as soon as the call is complete.

Toll Free Number:
1-866-230-7761

Fax Number:
251-473-2802

Hours of Operation:
Monday - Friday
7am to 11pm, CST
Saturday and Sunday
8am to 7pm, CST

Mailing Address:
AdvancePay Service Dept.
Department 1722
Denver, Colorado 80291-1722

Website:
www.GTL.net

The easiest way to establish an AdvancePay account is through GTL's automated phone system with either \$25.00 or \$50.00 made via credit card. Or customers can go to www.gtl.net and click on the web payment link.

In addition to our automated phone system and website, accounts can be established and payments can be made through our AdvancePay customer service department, Western Union and by mailing checks or money orders.

The system is completely automated and can be accessed by calling 1-800-483-8314.

①
DON'T attempt a 3-way call

②
DON'T try to transfer the call

③
DON'T put the inmate on hold

④
DON'T use or answer "call waiting"

⑤
DON'T press numbers on the touch tone pad during the call (inmate phone or called phone)

⑥
DON'T stop the conversation for any length of time, even short pauses may result in disconnect

Once a number has been blocked, only the person the number is listed to may unblock the number by calling:

1-866-230-7761

GTL

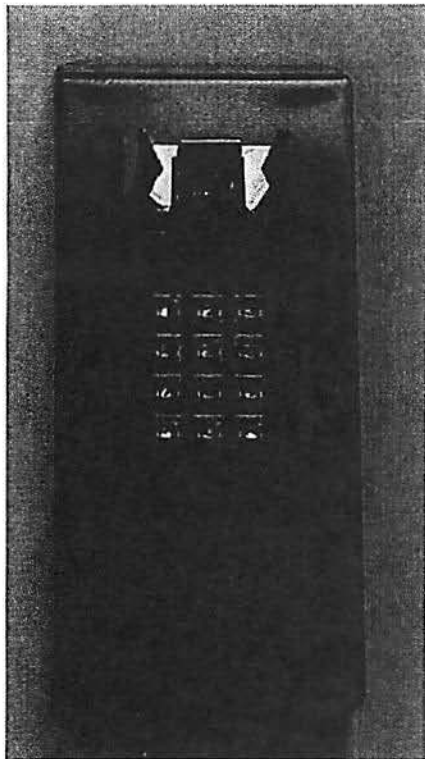
Notice: All AdvancePay payments are subject to applicable taxes and fees. Specifications are subject to change without notice. This publication may be copied and distributed to inmates, family members, and friends.

The AdvancePay Service Department is ready to answer all billing related questions.

Toll free: 1-866-230-7761 Hours of operation: Monday - Friday, 7am to 11pm, Saturday and Sunday, 8am to 7pm CST

Website: www.GTL.net

Telcom Marketing Group, Inc.



CT-410-SS-VCD-18

CT-410 Mini

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: Built into Keypad

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

Line Powered: No A/C power required

Mounting: Mounts directly to wall, or to a

Model TM-4000BB / TM-4500-BB Backboard or to an existing 178A Backboard with adapter Model TM-178A-ADP-400.

Warranty: 2 Years – Vandalism not included.

FCC Registered: US: 1U8TENANCT

TECHNICAL SPECIFICATIONS

20mA Minimum to 80mA Maximum Line Power

Meets FCC Part 68 and Bellcore TR-TSY-000450

Meets Waterspray test Bellcore TR-TSY-000456 7.2

Relative Humidity 0% to 95% Condensing

Operating Temperature -40 to +140 Degrees Fahrenheit

Volume Control Dial Meets ADA

Hearing Aid Compatible Meets EIA-RS-504

ORDERING OPTIONS

CT- 410+

SS = Stainless Steel

BL = Blue Powdercoat Painted Steel

BK = Black Powdercoat Painted Steel

VCD = Volume Control Dial

MS = Micro Switch

12 = 12" Mini Handset cord length

18 = 18" Short Handset cord length

32 = 32" Standard Handset cord length

REPLACEMENT PARTS

CT-30105-P Dial (VCD)

CT-20106 Hookswitch (Magnetic)

CT-10109 Handset, Lexan, 32"

CT-20109 Handset, Lexan, 18"

CT-40109 Handset, Lexan, 12"

CT-10107 Cradle, Chrome

CT-20107 Cradle, Stainless Steel

CT-19192 PIH Security Screwdriver Tool

OPTIONAL EQUIPMENT

TM-178A Wall Mount Backboard

TM-178A-ADP-400 Adapter for 178A

TM-4500BB Wall Mount Backboard

TM-4500-BB Wall Mount Backboard

TM-24-7-4W Inmate Telephone Cart

TM-24-8-2W Inmate Telephone Cart

TM-125 Inmate Enclosure

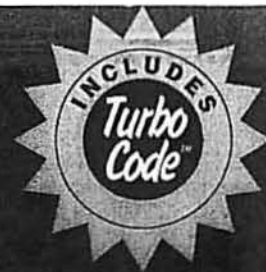
TM-175 Inmate Enclosure Wallmount

TM-200 Inmate Pedestal

Repair and Refurbishment Services Available

Telcom Marketing Group, Inc. – 1385 Weber Industrial Drive – Cumming, GA – 30041
770-844-1346 Phone - 770-844-0845 Fax – www.inmatetelephones.com Website

ULTRATEC PRINTING TTY



Miniprint 425™

The basic printing TTY!



State-of-the-art technology in a basic printing TTY

The simple yet sophisticated Miniprint 425™ gives you the power of advanced features with easy-to-use convenience.

Miniprint 425™

The basic printing TTY.

Features of the Miniprint 425 and the Miniprint 225:

KEYBOARD

- 4-row keyboard
- 50 easy-touch keys
- Special function keys
- Convenient "GA" and "SK" keys
- Locator keys on the "home" row
- Computer-style design
- Sticky key for single-handed typing

TELECOMMUNICATIONS

- Turbo Code™ (enhanced TTY protocol) for "real-time" conversations
- Baudot Code 45/50 (traditional TTY code)
- Interrupt capability in Baudot & Turbo Code
- Auto ID™ for identification in an emergency
- E.A.R.S.™ sensitivity control
- FCC/DOC approved

PRINTER

- Built-in 24-character printer
- 3 different print sizes (normal, bold, wide)
- Word wrap and hyphenation
- Upper and lower case printing
- 2 1/4" (58mm) wide thermal paper

PHYSICAL DIMENSIONS

- Size: 9.9" x 10" x 2.5"
- Weight: 3.6 lb. with batteries
- Universal square-shaped cups for traditional and modern telephone handsets

DISPLAY

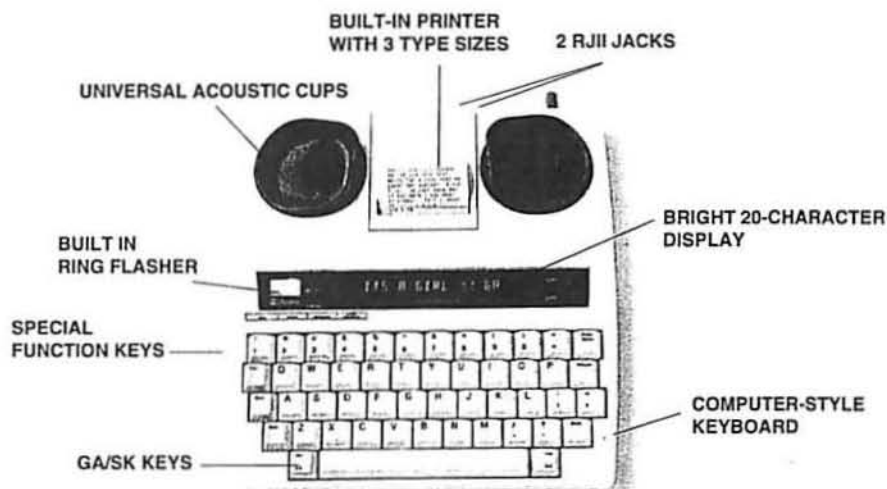
- Bright, 20-character display
- Character height 0.25" (6mm)

POWER

- NiCad rechargeable batteries (6 size AA)
- AC adapter (charger); 9VDC, 650ma
- UL/CSA listed

WARRANTY

- One year warranty
- Optional extended warranty available



Pictured Miniprint 425

Miniprint 425 also includes:

DIRECT CONNECT

- Directly connects to the telephone line
- Two RJ11 telephone jacks built in
- Call Progress tells when the phone you are calling is "ringing" or "busy"

DIALING

- Keyboard and follow-on dialing
- Selectable tone or pulse dial
- Supports 3-way calling
- Can easily transfer calls to another TTY

AUTO-ANSWER

- Prints messages when you are unavailable
- Selectable number of rings before call is answered
- Pre-programmed message answers calls

BUILT-IN RING FLASHER

- Indicates incoming calls & interruptions
- "Wait for Response" feature flashes light to tell you when you are no longer "on hold"

Miniprint 225™



Miniprint 225

The convenience of a built-in printer in the most basic TTY.

Miniprint 225™ and Miniprint 425™ are distributed by:

Ultratec

The world's leading manufacturer of TTY's

450 Science Drive
 Madison, WI 53711
 Toll Free: 1-800-482-2424 (V/TTY)
 (608) 238-5400 (V/TTY)
 FAX: (608) 238-3008





LazerPhone®

GTL®

The Next Generation of Correctional Telecommunications®

The Ultimate in Authority

LazerPhone digitally records all conversations, except those flagged as confidential and stores them - without tapes!

Safeguard Evidence - Security Envelope

LazerPhone recorded calls can be easily transferred to a portable medium for use as evidence. To protect against possible legal challenges, the date and time of each recording as well as the telephone numbers involved are automatically encrypted into each call record and then enclosed in a tamper-proof electronic Security Envelope.

The integrity of the Security Envelope is verified prior to each call playback to ensure evidence authenticity.

Personalized Training and Around-the-Clock Support

The simple on-line user interface of LazerPhone will already be familiar to most correctional personnel because it is based on the Microsoft Windows® platform. In addition, GTL's comprehensive on-site training teaches you the necessary skills to utilize the system confidently and effectively. Friendly customer service and technical support are available 24 hours a day, seven days a week.

Access Critical Information Instantly

When equipped with the optional Billing Name & Address (BNA) feature, LazerPhone will display the name and address of the called party. GTL's unique call validation process captures the billing name and address for each number called - listed or unlisted - and displays the information within the LazerPhone database. Critical information is then instantly available.

Endless Expansion Possibilities

LazerPhone can be configured to provide service to any number of lines and phone stations. As your facility grows, LazerPhone will grow with you.

To find out how you can take control of your inmate phone system, call Global Tel*Link™ for a free personal demonstration of LazerPhone.

The Next Generation of Correctional Telecommunications.

For Technical Support or Sales and Marketing Call:
Telephone (251) 479-4500
Toll Free (800) 489-4500
Fax (251) 375-2049

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GTL®

Global Tel*Link™
2609 Cameron Street • Mobile, AL 36607
www.gtl.net



**Minnesota DOC
2009 Year To Date Summary For Contract**

Run Date: 09/04/2009

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CALLS	2009/01 JAN	2009/02 FEB	2009/03 MAR	2009/04 APR	2009/05 MAY	2009/06 JUN	2009/07 JUL	2009/08 AUG	Fiscal YTD
LOCAL	221,291	225,443	216,833	244,883	231,834	223,369	223,244	226,553	1,813,450
INTRALATA	7,251	7,988	7,482	7,890	7,583	7,549	7,408	7,455	60,606
INTERLATA	34,222	34,814	32,881	34,779	33,174	32,364	32,350	32,893	267,477
INTERSTATE	8,212	8,031	7,466	8,492	8,337	7,964	7,503	7,400	63,405
INTERNATIONAL	70	70	61	103	118	83	97	122	724
Contract Totals:	271,046	276,346	264,723	296,147	281,046	271,329	270,602	274,423	2,205,662

MINUTES	2009/01 JAN	2009/02 FEB	2009/03 MAR	2009/04 APR	2009/05 MAY	2009/06 JUN	2009/07 JUL	2009/08 AUG	Fiscal YTD
LOCAL	2,780,284	2,802,683	2,695,078	3,032,143	2,868,426	2,755,269	2,759,549	2,796,735	22,490,167
INTRALATA	59,525	66,956	59,092	61,404	57,223	57,975	52,417	52,812	467,404
INTERLATA	271,540	272,437	252,694	264,807	246,221	242,419	237,600	241,868	2,029,586
INTERSTATE	63,351	61,461	57,033	61,788	60,194	56,801	53,791	52,412	466,831
INTERNATIONAL	491	458	431	847	912	531	598	715	4,983
Contract Totals:	3,175,191	3,203,995	3,064,328	3,420,989	3,232,976	3,112,995	3,103,955	3,144,542	25,458,971

REVENUE	2009/01 JAN	2009/02 FEB	2009/03 MAR	2009/04 APR	2009/05 MAY	2009/06 JUN	2009/07 JUL	2009/08 AUG	Fiscal YTD
LOCAL	\$93,717.21	\$91,804.05	\$85,082.87	\$96,235.96	\$90,973.70	\$88,474.15	\$88,033.05	\$89,406.66	\$723,727.65
INTRALATA	\$21,251.40	\$23,769.37	\$21,005.11	\$21,777.99	\$20,415.36	\$20,664.66	\$18,713.15	\$19,047.50	\$166,644.54
INTERLATA	\$109,350.63	\$108,776.69	\$100,633.29	\$106,231.95	\$98,183.09	\$97,027.85	\$94,541.25	\$97,117.04	\$811,861.79
INTERSTATE	\$37,916.15	\$36,801.21	\$32,878.64	\$35,306.46	\$35,260.72	\$32,958.13	\$31,195.41	\$30,113.85	\$272,430.57
INTERNATIONAL	\$590.31	\$580.09	\$603.18	\$1,098.19	\$1,238.32	\$676.80	\$796.24	\$1,049.20	\$6,632.33
Contract Totals:	\$262,825.70	\$261,731.41	\$240,203.09	\$260,650.55	\$246,071.19	\$239,801.59	\$233,279.10	\$236,734.25	\$1,981,296.88



Minnesota DOC
2009 Year To Date Summary For Contract

Run Date: 09/04/2009

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INTRALATA	7,251	7,988	7,482	7,890	7,583	7,549	7,408	7,455	60,606
INTERLATA	34,222	34,814	32,881	34,779	33,174	32,364	32,350	32,893	267,477
INTERSTATE	8,212	8,031	7,466	8,492	8,337	7,964	7,503	7,400	63,405
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INTRALATA	59,525	66,956	59,092	61,404	57,223	57,975	52,417	52,812	467,404
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Contract Totals:	3,175,191	3,203,995	3,064,328	3,420,989	3,232,976	3,112,995	3,103,955	3,144,542	25,458,971

REVENUE	2009/01 JAN	2009/02 FEB	2009/03 MAR	2009/04 APR	2009/05 MAY	2009/06 JUN	2009/07 JUL	2009/08 AUG	Fiscal YTD
LOCAL	\$93,717.21	\$91,804.05	\$85,082.87	\$96,235.96	\$90,973.70	\$88,474.15	\$88,033.05	\$89,406.66	\$723,727.65
INTRALATA	\$21,251.40	\$23,769.37	\$21,005.11	\$21,777.99	\$20,415.36	\$20,664.66	\$18,713.15	\$19,047.50	\$166,644.54
INTERLATA	\$109,350.63	\$108,776.69	\$100,633.29	\$106,231.95	\$98,183.09	\$97,027.85	\$94,541.25	\$97,117.04	\$811,861.79
INTERSTATE	\$37,916.15	\$36,801.21	\$32,878.64	\$35,306.46	\$35,260.72	\$32,958.13	\$31,195.41	\$30,113.85	\$272,430.57
INTERNATIONAL	\$590.31	\$580.09	\$603.18	\$1,098.19	\$1,238.32	\$676.80	\$796.24	\$1,049.20	\$6,632.33
Contract Totals:	\$262,825.70	\$261,731.41	\$240,203.09	\$260,650.55	\$246,071.19	\$239,801.59	\$233,279.10	\$236,734.25	\$1,981,296.88



Minnesota DOC
Check Summary Report

Run Date: 08/07/2009

August 2009

MN_DOC-MSOP Moose Lake
Steve Barrows
1111 Highway 73,
Moose Lake, MN 55767

			Calls	Minutes	Revenue	Commission
LOCAL	Collect Local	49.00%	7	71	\$10.55	\$5.17
	Debit Local	49.00%	1,914	21,637	\$708.18	\$347.01
	Totals:		1,921	21,708	\$718.73	\$352.18

INTRALATA	Collect Intrastate/Intralata	49.00%	17	93	\$63.09	\$30.91
	Debit Local	49.00%	143	1,144	\$389.78	\$190.99
	Totals:		160	1,237	\$452.87	\$221.91

INTERLATA	Collect LD	49.00%	177	1,989	\$988.47	\$484.35
	Debit LD	49.00%	1,612	13,071	\$4,452.74	\$2,181.84
	Totals:		1,789	15,060	\$5,441.21	\$2,666.19

INTERSTATE	Collect LD	49.00%	9	67	\$95.18	\$46.64
	Debit LD	49.00%	383	3,583	\$1,416.53	\$694.10
	Totals:		392	3,650	\$1,511.71	\$740.74

INTERNATIONAL	Debit LD	49.00%	2	7	\$11.76	\$5.76
	Totals:		2	7	\$11.76	\$5.76

Contract Totals:			4,264	41,662	\$8,136.28	\$3,986.78
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Commission Earned:					\$3,986.78
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Check Summary Report

August 2009

MSOP
Kris Bloom
1111 Hwy 73,
Moose Lake, MN 55767

			Calls	Minutes	Revenue	Commission
LOCAL	Debit Local	49.00%	1,294	15,553	\$478.78	\$234.60
	Totals:		1,294	15,553	\$478.78	\$234.60

INTRALATA	Collect Intrastate/Intralata	49.00%	55	481	\$227.53	\$111.49
	Debit Local	49.00%	135	710	\$241.86	\$118.51
	Totals:		190	1,191	\$469.39	\$230.00

INTERLATA	Collect LD	49.00%	243	2,501	\$1,304.23	\$639.07
	Debit LD	49.00%	961	6,761	\$2,302.91	\$1,128.43
	Totals:		1,204	9,262	\$3,607.14	\$1,767.50

INTERSTATE	Collect LD	49.00%	17	162	\$211.33	\$103.55
	Debit LD	49.00%	243	2,046	\$808.92	\$396.37
	Totals:		260	2,208	\$1,020.25	\$499.92

INTERNATIONAL	Debit LD	49.00%	2	9	\$11.34	\$5.56
	Totals:		2	9	\$11.34	\$5.56

Contract Totals:	2,950	28,223	\$5,586.90	\$2,737.58
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Commission Earned:	\$2,737.58
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Check Summary Report

August 2009

State of MN Dept. of Corrections
Finance Department
2305 Minnesota Blvd.,
St. Cloud, MN 56304-2424

			Calls	Minutes	Revenue	Commission
LOCAL	Collect Local	49.00%	4,540	54,438	\$7,261.85	\$3,558.31
	Debit Local	49.00%	222,013	2,742,297	\$82,144.81	\$40,250.96
	Totals:		226,553	2,796,735	\$89,406.66	\$43,809.26

INTRALATA	Collect Intrastate/Intralata	49.00%	2,014	23,672	\$9,119.36	\$4,468.49
	Debit Local	49.00%	5,441	29,140	\$9,928.14	\$4,864.79
	Totals:		7,455	52,812	\$19,047.50	\$9,333.27

INTERLATA	Collect LD	49.00%	8,637	101,526	\$49,261.52	\$24,138.14
	Debit LD	49.00%	24,256	140,342	\$47,855.52	\$23,449.20
	Totals:		32,893	241,868	\$97,117.04	\$47,587.35

INTERSTATE	Collect LD	49.00%	1,052	10,581	\$13,567.15	\$6,647.90
	Debit LD	49.00%	6,348	41,831	\$16,546.70	\$8,107.88
	Totals:		7,400	52,412	\$30,113.85	\$14,755.79

INTERNATIONAL	Collect LD	49.00%	13	139	\$126.34	\$61.91
	Debit LD	49.00%	109	576	\$922.86	\$452.20
	Totals:		122	715	\$1,049.20	\$514.11

Contract Totals:	274,423	3,144,542	\$236,734.25	\$115,999.78
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Commission Earned:	\$115,999.78
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Check Summary Report - Sites

August 2009

MN_DOC-Faribault Correctional Facility
1101 Linden Lane
Faribault, MN 55021

			Calls	Minutes	Revenue	Commission
LOCAL	Collect Local	49.00%	3	44	\$5.20	\$2.55
	Debit Local	49.00%	50,837	649,027	\$18,809.69	\$9,216.75
LOCAL	Totals:		50,840	649,071	\$18,814.89	\$9,219.30

INTRALATA	Collect Intrastate/Intralata	49.00%	355	4,298	\$1,623.74	\$795.63
	Debit Local	49.00%	1,329	6,776	\$2,307.41	\$1,130.63
INTRALATA	Totals:		1,684	11,074	\$3,931.15	\$1,926.26

INTERLATA	Collect LD	49.00%	2,695	32,584	\$15,579.32	\$7,633.87
	Debit LD	49.00%	7,874	40,715	\$13,865.09	\$6,793.89
INTERLATA	Totals:		10,569	73,299	\$29,444.41	\$14,427.76

INTERSTATE	Collect LD	49.00%	252	2,583	\$3,294.27	\$1,614.19
	Debit LD	49.00%	1,627	9,532	\$3,770.71	\$1,847.65
INTERSTATE	Totals:		1,879	12,115	\$7,064.98	\$3,461.84

INTERNATIONAL	Collect LD	49.00%	1	14	\$9.54	\$4.67
	Debit LD	49.00%	41	169	\$268.36	\$131.50
INTERNATIONAL	Totals:		42	183	\$277.90	\$136.17

Site Totals:	65,014	745,742	\$59,533.33	\$29,171.33
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Commission Earned:	\$29,171.33
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Check Summary Report - Sites

August 2009

MN_DOC-Lino Lakes Correctional Facility
7525 Fourth Avenue
Lino Lakes, MN 55014

			Calls	Minutes	Revenue	Commission
LOCAL	Collect Local	49.00%	2,364	29,117	\$3,819.80	\$1,871.70
	Debit Local	49.00%	54,084	676,790	\$20,011.08	\$9,805.43
LOCAL	Totals:		56,448	705,907	\$23,830.88	\$11,677.13
INTRALATA	Collect Intrastate/Intralata	49.00%	18	174	\$76.62	\$37.54
	Debit Local	49.00%	52	376	\$128.07	\$62.75
INTRALATA	Totals:		70	550	\$204.69	\$100.30
INTERLATA	Collect LD	49.00%	720	8,879	\$4,201.71	\$2,058.84
	Debit LD	49.00%	1,708	10,502	\$3,576.97	\$1,752.72
INTERLATA	Totals:		2,428	19,381	\$7,778.68	\$3,811.55
INTERSTATE	Collect LD	49.00%	187	1,984	\$2,499.07	\$1,224.54
	Debit LD	49.00%	866	5,356	\$2,118.24	\$1,037.94
INTERSTATE	Totals:		1,053	7,340	\$4,617.31	\$2,262.48
INTERNATIONAL	Debit LD	49.00%	1	8	\$13.44	\$6.59
INTERNATIONAL	Totals:		1	8	\$13.44	\$6.59

Site Totals:	60,000	733,186	\$36,445.00	\$17,858.05
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Commission Earned:	\$17,858.05
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Check Summary Report - Sites

August 2009

MN_DOC-Moose Lake Correctional Facility
1000 Lake Shore Drive
Moose Lake, MN 55767

			Calls	Minutes	Revenue	Commission
LOCAL	Collect Local	49.00%	18	235	\$29.75	\$14.58
	Debit Local	49.00%	14,573	179,195	\$5,392.01	\$2,642.08
LOCAL	Totals:		14,591	179,430	\$5,421.76	\$2,656.66

INTRALATA	Collect Intrastate/Intralata	49.00%	89	1,055	\$404.15	\$198.03
	Debit Local	49.00%	330	1,820	\$619.84	\$303.72
INTRALATA	Totals:		419	2,875	\$1,023.99	\$501.76

INTERLATA	Collect LD	49.00%	1,418	16,788	\$8,115.24	\$3,976.47
	Debit LD	49.00%	4,441	23,930	\$8,149.20	\$3,993.11
INTERLATA	Totals:		5,859	40,718	\$16,264.44	\$7,969.58

INTERSTATE	Collect LD	49.00%	174	1,862	\$2,344.48	\$1,148.80
	Debit LD	49.00%	659	3,760	\$1,487.36	\$728.81
INTERSTATE	Totals:		833	5,622	\$3,831.84	\$1,877.60

INTERNATIONAL	Collect LD	49.00%	2	8	\$11.04	\$5.41
	Debit LD	49.00%	22	113	\$168.42	\$82.53
INTERNATIONAL	Totals:		24	121	\$179.46	\$87.94

Site Totals:	21,726	228,766	\$26,721.49	\$13,093.53
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Commission Earned:	\$13,093.53
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Check Summary Report - Sites

August 2009

MN_DOC-Oak Park Heights Correctional
5329 Osgood Avenue North
Stillwater, MN 55082

			Calls	Minutes	Revenue	Commission
LOCAL	Collect Local	49.00%	110	1,175	\$168.75	\$82.69
	Debit Local	49.00%	8,179	99,708	\$3,026.23	\$1,482.85
LOCAL	Totals:		8,289	100,883	\$3,194.98	\$1,565.54

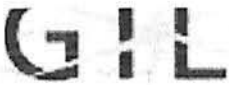
INTRALATA	Collect Intrastate/Intralata	49.00%	11	136	\$50.68	\$24.83
	Debit Local	49.00%	32	248	\$84.51	\$41.41
INTRALATA	Totals:		43	384	\$135.19	\$66.24

INTERLATA	Collect LD	49.00%	144	1,778	\$840.94	\$412.06
	Debit LD	49.00%	320	2,831	\$964.49	\$472.60
INTERLATA	Totals:		464	4,609	\$1,805.43	\$884.66

INTERSTATE	Collect LD	49.00%	23	225	\$291.10	\$142.64
	Debit LD	49.00%	427	3,768	\$1,489.77	\$729.99
INTERSTATE	Totals:		450	3,993	\$1,780.87	\$872.63

Site Totals:	9,246	109,869	\$6,916.47	\$3,389.07
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Commission Earned:	\$3,389.07
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Check Summary Report - Sites

August 2009

MN_DOC-Red Wing Correctional Facility
1079 Hwy 292
Red Wing, MN 55066

			Calls	Minutes	Revenue	Commission
LOCAL	Collect Local	49.00%	28	373	\$46.65	\$22.86
	Debit Local	49.00%	1,390	17,901	\$514.30	\$252.01
LOCAL	Totals:		1,418	18,274	\$560.95	\$274.87

INTRALATA	Collect Intrastate/Intralata	49.00%	41	461	\$182.93	\$89.64
	Debit Local	49.00%	472	3,272	\$1,114.42	\$546.07
INTRALATA	Totals:		513	3,733	\$1,297.35	\$635.70

INTERLATA	Collect LD	49.00%	36	416	\$203.68	\$99.80
	Debit LD	49.00%	265	2,001	\$681.70	\$334.03
INTERLATA	Totals:		301	2,417	\$885.38	\$433.84

INTERSTATE	Debit LD	49.00%	61	467	\$184.64	\$90.47
INTERSTATE	Totals:		61	467	\$184.64	\$90.47

Site Totals:	2,293	24,891	\$2,928.32	\$1,434.88
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Commission Earned:	\$1,434.88
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Check Summary Report - Sites

August 2009

MN_DOC-Rush City Correctional Facility
 7600 525th Street
 Rush City, MN 55069

			Calls	Minutes	Revenue	Commission
LOCAL	Collect Local	49.00%	239	2,390	\$358.50	\$175.67
	Debit Local	49.00%	14,978	182,794	\$5,541.86	\$2,715.51
LOCAL	Totals:		15,217	185,184	\$5,900.36	\$2,891.18

INTRALATA	Collect Intrastate/Intralata	49.00%	1,385	16,408	\$6,288.04	\$3,081.14
	Debit Local	49.00%	2,770	13,492	\$4,594.32	\$2,251.22
INTRALATA	Totals:		4,155	29,900	\$10,882.36	\$5,332.36

INTERLATA	Collect LD	49.00%	689	7,731	\$3,845.13	\$1,884.11
	Debit LD	49.00%	1,704	9,701	\$3,303.86	\$1,618.89
INTERLATA	Totals:		2,393	17,432	\$7,148.99	\$3,503.01

INTERSTATE	Collect LD	49.00%	92	731	\$1,013.99	\$496.86
	Debit LD	49.00%	672	3,898	\$1,541.67	\$755.42
INTERSTATE	Totals:		764	4,629	\$2,555.66	\$1,252.27

INTERNATIONAL	Debit LD	49.00%	3	8	\$13.44	\$6.59
INTERNATIONAL	Totals:		3	8	\$13.44	\$6.59

Site Totals:	22,532	237,153	\$26,500.81	\$12,985.40
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Commission Earned:	\$12,985.40
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Check Summary Report - Sites

August 2009

MN_DOC-Saint Cloud Correctional Facility
 2305 Minnesota Blvd SE
 Saint Cloud, MN 56304

			Calls	Minutes	Revenue	Commission
LOCAL	Collect Local	49.00%	58	684	\$92.20	\$45.18
	Debit Local	49.00%	8,366	98,681	\$3,095.42	\$1,516.76
LOCAL	Totals:		8,424	99,365	\$3,187.62	\$1,561.93

INTRALATA	Collect Intrastate/Intralata	49.00%	51	565	\$226.45	\$110.96
	Debit Local	49.00%	314	2,237	\$765.84	\$375.26
INTRALATA	Totals:		365	2,802	\$992.29	\$486.22

INTERLATA	Collect LD	49.00%	1,983	22,103	\$11,032.69	\$5,406.02
	Debit LD	49.00%	4,588	28,685	\$9,819.12	\$4,811.37
INTERLATA	Totals:		6,571	50,788	\$20,851.81	\$10,217.39

INTERSTATE	Collect LD	49.00%	150	1,381	\$1,821.59	\$892.58
	Debit LD	49.00%	527	3,791	\$1,505.59	\$737.74
INTERSTATE	Totals:		677	5,172	\$3,327.18	\$1,630.32

INTERNATIONAL	Debit LD	49.00%	25	139	\$236.62	\$115.94
INTERNATIONAL	Totals:		25	139	\$236.62	\$115.94

Site Totals:	16,062	158,266	\$28,595.52	\$14,011.80
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Commission Earned:	\$14,011.80
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Check Summary Report - Sites

August 2009

MN_DOC-Shakopee Correctional Facility
1010 West Sixth Avenue
Shakopee, MN 55379

			Calls	Minutes	Revenue	Commission
LOCAL	Collect Local	49.00%	605	6,787	\$944.35	\$462.73
	Debit Local	49.00%	17,152	197,099	\$6,346.24	\$3,109.66
LOCAL	Totals:		17,757	203,886	\$7,290.59	\$3,572.39

INTRALATA	Collect Intrastate/Intralata	49.00%	56	476	\$229.88	\$112.64
	Debit Local	49.00%	74	392	\$133.51	\$65.42
INTRALATA	Totals:		130	868	\$363.39	\$178.06

INTERLATA	Collect LD	49.00%	407	4,305	\$2,211.15	\$1,083.46
	Debit LD	49.00%	1,729	10,333	\$3,519.17	\$1,724.39
INTERLATA	Totals:		2,136	14,638	\$5,730.32	\$2,807.86

INTERSTATE	Collect LD	49.00%	74	731	\$942.89	\$462.02
	Debit LD	49.00%	538	3,763	\$1,488.19	\$729.21
INTERSTATE	Totals:		612	4,494	\$2,431.08	\$1,191.23

INTERNATIONAL	Debit LD	49.00%	9	51	\$85.67	\$41.98
INTERNATIONAL	Totals:		9	51	\$85.67	\$41.98

Site Totals:	20,644	223,937	\$15,901.05	\$7,791.51
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Commission Earned:	\$7,791.51
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Check Summary Report - Sites

August 2009

MN_DOC-Stillwater Correctional Facility
 970 Pickett Street
 Bayport, MN 55003

			Calls	Minutes	Revenue	Commission
LOCAL	Collect Local	49.00%	1,115	13,633	\$1,796.65	\$880.36
	Debit Local	49.00%	52,454	641,102	\$19,407.98	\$9,509.91
LOCAL	Totals:		53,569	654,735	\$21,204.63	\$10,390.27

INTRALATA	Collect Intrastate/Intralata	49.00%	7	85	\$32.05	\$15.70
	Debit Local	49.00%	62	453	\$154.30	\$75.61
INTRALATA	Totals:		69	538	\$186.35	\$91.31

INTERLATA	Collect LD	49.00%	524	6,716	\$3,116.68	\$1,527.17
	Debit LD	49.00%	1,453	10,238	\$3,487.44	\$1,708.85
INTERLATA	Totals:		1,977	16,954	\$6,604.12	\$3,236.02

INTERSTATE	Collect LD	49.00%	94	1,024	\$1,282.66	\$628.50
	Debit LD	49.00%	930	7,193	\$2,844.26	\$1,393.69
INTERSTATE	Totals:		1,024	8,217	\$4,126.92	\$2,022.19

INTERNATIONAL	Collect LD	49.00%	10	117	\$105.76	\$51.82
	Debit LD	49.00%	8	88	\$136.91	\$67.09
INTERNATIONAL	Totals:		18	205	\$242.67	\$118.91

Site Totals:	56,657	680,649	\$32,364.69	\$15,858.70
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Commission Earned:	\$15,858.70
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Check Summary Report - Sites

August 2009

MN_DOC-Togo Correctional Facility
62741 County Road 551
Togo, MN 55723

			Calls	Minutes	Revenue	Commission
INTRALATA	Debit Local	49.00%	1	3	\$1.02	\$0.50
INTRALATA	Totals:		1	3	\$1.02	\$0.50

INTERLATA	Collect LD	49.00%	7	71	\$37.33	\$18.29
	Debit LD	49.00%	74	429	\$146.12	\$71.60
INTERLATA	Totals:		81	500	\$183.45	\$89.89

INTERSTATE	Collect LD	49.00%	2	9	\$15.91	\$7.80
	Debit LD	49.00%	22	110	\$43.52	\$21.32
INTERSTATE	Totals:		24	119	\$59.43	\$29.12

Site Totals:	106	622	\$243.90	\$119.51
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Commission Earned:	\$119.51
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Check Summary Report - Sites

August 2009

MN_DOC-Willow River CIP
86032 County Highway 61
Willow River, MN 55795

			Calls	Minutes	Revenue	Commission
INTRALATA	Collect Intrastate/Intralata	49.00%	1	14	\$4.82	\$2.36
	Debit Local	49.00%	5	71	\$24.90	\$12.20
INTRALATA	Totals:		6	85	\$29.72	\$14.56

INTERLATA	Collect LD	49.00%	14	155	\$77.65	\$38.05
	Debit LD	49.00%	100	977	\$342.36	\$167.76
INTERLATA	Totals:		114	1,132	\$420.01	\$205.80

INTERSTATE	Collect LD	49.00%	4	51	\$61.19	\$29.98
	Debit LD	49.00%	19	193	\$72.75	\$35.65
INTERSTATE	Totals:		23	244	\$133.94	\$65.63

Site Totals:	143	1,461	\$583.67	\$286.00
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Commission Earned:	\$286.00
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Global Tel'Link
2609 Cameron St
Mobile, AL 36607

Minnesota DOC

Monthly Commission Payment Summary

Run Date: 08/04/2009

August 2009

7/26/09 to 8/25/09

State of MN Dept. of Corrections (ZZMND0C)

Site	Revenue	Commission Payment
MN_DOC-Faribault Correctional Facility	\$59,533.33	\$29,171.33
MN_DOC-Lino Lakes Correctional Facility	\$36,445.00	\$17,858.05
MN_DOC-Moose Lake Correctional Facility	\$26,721.49	\$13,093.53
MN_DOC-Oak Park Heights Correctional	\$6,916.47	\$3,389.07
MN_DOC-Red Wing Correctional Facility	\$2,928.32	\$1,434.88
MN_DOC-Rush City Correctional Facility	\$26,500.81	\$12,985.40
MN_DOC-Saint Cloud Correctional Facility	\$28,595.52	\$14,011.80
MN_DOC-Shakopee Correctional Facility	\$15,901.05	\$7,791.51
MN_DOC-Stillwater Correctional Facility	\$32,364.69	\$15,858.70
MN_DOC-Togo Correctional Facility	\$243.90	\$119.51
MN_DOC-Willow River CIP	\$583.67	\$286.00
Contract Totals:	\$236,734.25	\$115,999.78

Global Tel*Link Corporation
2609 Cameron Street
Mobile, Alabama 36607
Tel. 251 479 4500
Tel. 800 489 4500
Fax 251 375 2049
Web <http://www.globaltellink.com>

RECORDING DISCLAIMER

Company and Premise Provider agree and stipulate that Company has no responsibility to advise Premise Provider with respect to any applicable law, regulation, or guideline that may govern or control telephone call recordation or monitoring by Premise Provider, or compliance therewith. Premise Provider has its own legal counsel to advise it concerning any and all such applicable law, regulation, or guideline, and compliance therewith. Company disclaims any responsibility to provide, and in fact has not provided, Premise Provider any legal advice concerning such applicable law, regulation, or guideline, or compliance therewith. Premise Provider agrees to indemnify, defend, and hold Company harmless from any liability, claims, suits, proceedings, damages, costs, and expenses (including attorney's fees) relating to any claims made against Company by any person arising out of failure of Premise Provider to comply with such applicable law, regulation or guideline.

Premise Provider and Company also agree and acknowledge that all call detail records (CDRs) and call recordings contained in the inmate telephone system equipment provided by Company to Premise Provider are the exclusive property of the Premise Provider for the term of this Agreement and any resulting extensions of this Agreement.

ATTEST:

By: _____

Its:

Control #: _____

Inmate Telephone Service Agreement

Global Tel*Link Corporation
2609 Cameron Street
Mobile, Alabama 36607
Tel. 251 479 4500
Tel. 800 489 4500
Fax 251 375 2049
Web <http://www.globaltelink.com>

LETTER OF AGENCY

DATE: _____

TO WHOM IT MAY CONCERN:

WE HAVE ENTERED INTO AN AGREEMENT WITH **GLOBAL TEL*LINK, CORP.**, PRIVATE PAY PHONE VENDOR, TO ACT AS OUR COMMUNICATIONS REPRESENTATIVE WITH:

_____ (LOCAL EXCHANGE CARRIER)

FOR OUR TELECOMMUNICATIONS SERVICE LOCATED AT (EXACT ADDRESS(ES) OF JAIL FACILITY(IES):

UNDER THE TERMS OF THIS AGREEMENT AND BY THIS LETTER, WE DO HEREBY AUTHORIZE **GLOBAL TEL*LINK, CORP.** TO DO THE FOLLOWING WHEN REQUIRED FOR GLOBAL TEL*LINK TO FULFILL ITS OBLIGATIONS UNDER ITS AGREEMENT TO PROVIDE SERVICE :

REQUEST DISCONNECTION OF EXISTING COIN/INMATE TELEPHONES

INSTALL PHONES ON THEIR OWN BEHALF

THIS AUTHORIZATION DOES NOT PRECLUDE OUR ABILITY TO ACT IN OUR OWN BEHALF WHEN WE DEEM NECESSARY.

AUTHORIZED SIGNATURE

PRINTED NAME

TITLE

BUSINESS TELEPHONE

Control #: _____

Inmate Telephone Service Agreement

LazerWeb Training Outline

Instructional Techniques and Training Aids

GTL offers on-site and web-based training sessions to assist users in learning how to use the LazerWeb application. GTL incorporates live system demonstrations and hands-on activities to familiarize users with the system. GTL provides a comprehensive User Manual as a reference for system users.

Basic Training Outline

Part 1 Basic Features (Approximately 15 minutes)

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

Topics include:

- How to Access and Exit the System
- Navigating LazerWeb 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 inmate 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

CALL SEARCH TIPS

CALL SEARCH TIPS

1. To access recorded calls, click the **REPORTS** button from the main menu. The **CALL SEARCH** Screen appears.
2. Select a Facility. Click the **CHOOSE** button.
3. Select the facility from which you wish to view call records and click **CHOOSE** again.
4. Select the **SHOW FILTERS** button. An additional menu will appear. Use filters to limit search results.
5. Select a start date and end date if necessary.
6. Apply filters to narrow the search with one or more of the following criteria: Destination Number; PIN, First Name, Last Name, or Alias (if applicable); Recorded Calls; Locked Calls, etc.
7. Click **SEARCH** button once all filter information is entered. The **SHOW FILTERS** button changes to **HIDE FILTERS** button providing the option of hiding the filters screen.
8. The **CALL DETAIL RECORD** screen appears. Once the search is complete, a table appears showing the specific information for each call record found based on the filter applied.

SAVING A REPORT

1. Run the selected report on the Call Search screen with any necessary filters applied.
2. Once the report completes, click the **FILE** button. The **Select Report Dialog** is displayed.
3. Select the desired format for the report (Text or Excel). Then click the **SAVE AS** button.
4. The **File Download** is displayed. On the **File Download** dialog, click **SAVE**.
5. Select where the file will be saved. Enter a name for the file and click **SAVE**.

TAGGING A RECORDED CALL

1. To add notes to a recorded conversation, click on the **Tag Management [TM]** icon.
2. When the **Tag Management** window opens, click the **NEW** button. This creates a tag management entry.
3. Double-click on location to enter the cursor position, from the **LPlayer**, in the same hh:mm:ss format.
4. Double-click on 'Comment' to enter notes regarding tag. Click out of the comment text box but still in the **TM** window.
5. Click the **DONE** button to save modifications.

HOT ALERT TIPS

DESTINATION ALERTS

1. Click the **PHONE LIST** button from the Main Menu on the left side of the screen.
2. Click the **ADD NEW** button. The **Phone Number Details** screen appears.
3. In the field marked "Alert Group", select **NEW** from the drop down list.
4. Click the **EDIT** button.
5. Enter the new Alert Group name in the field.
6. Click **OK**. The **ALERT GROUP MANAGEMENT** screen appears.
7. Enter up to 3 contact numbers [1-xxx-xxx-xxxx].
8. To assign a pager as an alert number, check the pager box next to that number.
9. Once all numbers are added, click the **SUBMIT** button to return to the **DESTINATION PHONE NUMBER DETAILS** screen.
10. Click the **UPDATE PHONE DETAILS** button.

PIN ALERTS

1. Click the **ACCOUNTS** button from the Main Menu on the left side of the screen.
2. Click the **SHOW FILTERS** button. Locate the inmate by PIN, First Name, or Last Name.
3. Click the **SEARCH** button.
4. Click on the underlined **PIN** to view the **Detailed Account Page**.
5. In the field marked **Alert Group**, select **NEW** from the drop down list.
6. Click the **EDIT** button. Enter the new Alert Group name in the field.
7. Click **OK**. The **ALERT GROUP MANAGEMENT** screen appears as shown below.
8. Enter up to 3 contact numbers [1-xxx-xxx-xxxx].
9. To assign a pager as an alert number, check the pager box next to that number.
10. Once all numbers are added, click the **SUBMIT** button.
11. Click the **UPDATE PIN** button.

CALL BURNING TIPS

IMPORTANT: Files must be copied from a hard drive to a CD-R. Only call recordings created on a hard drive may not be transferred to a CD-R.

COPYING CALLS TO A HARD DRIVE

1. Click **REPORTS** from the main menu.
2. Perform a call search to locate records to be copied.
3. Select calls to be copied by clicking in the checkbox next to each call recording (first column).
4. Click the **COPY FILE(S)** button located at the top right corner of screen.
5. The **EXPLORER USER PROMPT** screen will appear. Enter a description (a case #) or reason for copying in the prompt field. Click the **OK** button.
6. The **BROWSE FOR FOLDER** window will appear. You may want to create a specific folder for the call recordings. After selecting a location, click the **OK** button. LazerWeb will begin the process of copying the selected files.
7. Click the **OK** button to copy the LPlayer application when prompted.

COPYING CALLS FROM HARD DRIVE TO CD

1. Insert a CD-R into the CD-ROM. The Roxio Application should auto-execute. If it does not, double-click the Roxio icon on the desktop or go to **START → ALL PROGRAMS → ROXIO → PROJECTS → DATA**.
2. Click on 'Data Disc'.
3. Click on 'Add Data'.
4. Click on 'Add Files' if pulling files from multiple folders or areas. Click 'Add Folder' if copying the entire folder.
5. Select folder where the ActiveLPlayer and calls are located.
6. Double-click on each call. If all files in a folder are to be copied to a CD, hit the 'Ctrl' key + A to highlight all files in the folder.
7. The files will display in the Roxio Creator DE window. Be sure the 'ActiveLPlayer.exe' file is also listed.
8. Click the red circle button in the lower right corner of the window.
9. Upon successful creation, click the **DONE** button.

IMPORTANT: When copying calls from a hard drive, do not use CD-RWs. Use only CD-Rs.

PLAYING CALLS FROM A CD

1. Place the CD in the computer's CD Drive.
2. Click the **MY COMPUTER** button on the desktop.
3. Select the CD drive letter.
4. Double-click the ActiveLPlayer.exe file.
5. The LazerPlayer will appear. Select the **OPEN** button (folder icon).
6. The Open dialog box appears, listing the copied calls.
7. Highlight the call and click the **OPEN** button. The call will start playing.

SAVING CALLS IN WAV FORMAT

1. Copy calls and LPlayer to hard drive first.
2. Open the LPlayer program.
3. Click the **OPEN** button (folder icon).
4. Double-click the file.
5. The file will load and begin to play. Press the stop button (middle button located under Play Controls).
6. Click the **SAVE** button (floppy disk icon).
7. The **SAVE AS** dialog box appears.
8. Make sure the 'WAV' file format option is selected in the 'Save As' type field. Click the **SAVE** button.

CONTACT INFORMATION

Technical Support Department
Toll Free #: 1.877.856.3184

Training Department
Email: training@gtl.net

MAIN MENU BUTTONS

WELCOME

- VIEW MESSAGES
- UPCOMING FEATURES
- 'HOW TO' TIPS

LOGOUT

- ALLOWS LOGOUT OF LAZERWEB

REPORTS

- VIEW DETAILED CALL INFORMATION
- ACCESS VARIOUS REPORTS
- LISTEN TO RECORDED CALLS
- BURN RECORDED CALLS TO A CD

MONITORING

- LISTEN TO CALLS IN REAL-TIME

ACCOUNTS

- ADD INMATE PINS
- ACTIVATE, DEACTIVATE, AND SUSPEND
INMATE ACCOUNTS
- SET UP HOT NUMBER ALERT - PIN

MAIN MENU BUTTONS CONT'D

USER

ADD AND DEACTIVATE USERS
CHANGE/RESET USER PASSWORDS
MODIFY USER PERMISSIONS

PHONE LIST

BLOCK/UNBLOCK TELEPHONE NUMBERS
SET UP DESTINATION ALERTS

MANUAL/DOWNLOAD MANUAL

VIEW INSTRUCTIONAL MANUAL
DOWNLOAD INSTRUCTIONAL MANUAL

CONTACT INFORMATION

CONTACT TECHNICAL SUPPORT TO
REPORT ISSUES.

TELEPHONE: 1.877.856.3184

EMAIL: p_support@gtl.net

WHEN REPORTING AN ISSUE:

PROVIDE DETAILS
BE SPECIFIC
RETAIN TICKET # FOR REFERENCE

ACORD CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
02/18/2009

PRODUCER
Aon Risk Services South, Inc.
Atlanta GA Office
1565 Piedmont Rd NE, 81gl, #700
Atlanta GA 30305 USA

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW.

PHONE - (866) 283-7122 FAX - (847) 953-5390

INSURERS AFFORDING COVERAGE		NAIC #
INSURER A:	Federal Insurance Company	20281
INSURER B:	Pacific Indemnity Co	20346
INSURER C:		
INSURER D:		
INSURER E:		

INSURED
GTEL Holdings, Inc.
107 St. Francis Street
33rd Floor
Mobile AL 36602 USA

COVERAGES
THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. AGGREGATE LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS. LIMITS SHOWN ARE AS REQUESTED

INSR LTR	ADD'L INSRD	TYPE OF INSURANCE	POLICY NUMBER	POLICY EFFECTIVE DATE(MM/DD/YYYY)	POLICY EXPIRATION DATE(MM/DD/YYYY)	LIMITS	
A		GENERAL LIABILITY <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY CLAIMS MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC	35833545	09/01/08	09/01/09	EACH OCCURRENCE	\$1,000,000
						DAMAGE TO RENTED PREMISES (Ea occurrence)	\$1,000,000
						MED EXP (Any one person)	\$10,000
						PERSONAL & ADV INJURY	\$1,000,000
						GENERAL AGGREGATE	\$2,000,000
						PRODUCTS - COMP/OP AGG	\$2,000,000
A		AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS <input type="checkbox"/> NON OWNED AUTOS	(08) 7353-38-39	09/01/08	09/01/09	COMBINED SINGLE LIMIT (Ea accident)	\$1,000,000
						BODILY INJURY (Per person)	
						BODILY INJURY (Per accident)	
						PROPERTY DAMAGE (Per accident)	
		GARAGE LIABILITY <input type="checkbox"/> ANY AUTO				AUTO ONLY - EA ACCIDENT	
						OTHER THAN AUTO ONLY: EA ACC AGG	
A		EXCESS / UMBRELLA LIABILITY <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS MADE <input type="checkbox"/> DEDUCTIBLE <input type="checkbox"/> RETENTION	79839962	09/01/08	09/01/09	EACH OCCURRENCE	\$10,000,000
						AGGREGATE	\$10,000,000
B		WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR / PARTNER / EXECUTIVE OFFICER/MEMBER EXCLUDED? If yes, describe under SPECIAL PROVISIONS below	0971719246	12/31/08	12/31/09	<input checked="" type="checkbox"/> WC STATUTORY LIMITS <input type="checkbox"/> OTHER	
						E.L. EACH ACCIDENT	\$1,000,000
						E.L. DISEASE-EA EMPLOYEE	\$1,000,000
						E.L. DISEASE-POLICY LIMIT	\$1,000,000
A		OTHER Misc E&O Cvg	35833545	09/01/08	09/01/09	Deductible per claim	\$100,000
						Prof Liab Agg - All	\$10,000,000

DESCRIPTION OF OPERATIONS/LOCATIONS/VEHICLES/EXCLUSIONS ADDED BY ENDORSEMENT/SPECIAL PROVISIONS

CERTIFICATE HOLDER
FOR BID PURPOSES ONLY
IN . USA

CANCELLATION
SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, THE ISSUING INSURER WILL ENDEAVOR TO MAIL 30 DAYS WRITTEN NOTICE TO THE CERTIFICATE HOLDER NAMED TO THE LEFT. BUT FAILURE TO DO SO SHALL IMPOSE NO OBLIGATION OR LIABILITY OF ANY KIND UPON THE INSURER, ITS AGENTS OR REPRESENTATIVES.

AUTHORIZED REPRESENTATIVE
Aon Risk Services South Inc

Holder Identifier : Certificate No : 570032994513



LazerPhone

GTT

The Next Generation of Correctional Telecommunications

FEATURES

Account Balance
Auto-enrollment
Automated PIN Set Up
Automated Trouble Tickets
BioMetric Features:
 Fingerprint
 Audio/Video
Call Allow Lists
Call Blocking
Call Monitoring
Call Velocity
Custom Reports
Debit Functions
Hot Number Alert
Hot PIN Alert
Hot Stations Alert
iKicKill
Multi-Lingual Voice
Prompts
No Shutdown Required
Officer Check-In
On-Line Diagnostics
PIN Control
Phone Scheduler
Phone Activation/
 Deactivation
Programmable Call
Programmable
Special
System Keypads
User Security Pro
Visual Display of Call
Activity

OPTIONAL FEATURES

Additional Workstations

LazerPhone, the most advanced inmate telecommunications system on the market, is the premier product of Global Tel*Link™. GTL is a leading provider of reliable inmate telephone systems featuring powerful investigative and administrative capabilities. LazerPhone is currently installed in more than 25 State Departments of Corrections and over 325 larger county and regional jails across the United States.

Correctional Facilities' Most Powerful Solution

Combined with state-of-the-art digital voice recording, LazerPhone gives correctional facilities the most comprehensive, easy-to-operate system available.

LazerPhone is based on the easy-to-use Microsoft Windows® platform. This centralized, integrated telephone system can incorporate digital recording with sophisticated processing features to give you complete inmate call control.

The Industry Standard in Customer Service

Designed by GTL's engineers specifically for correctional institutions, LazerPhone offers unique features that increase productivity. Because we design the hardware and software, GTL is able to customize each system to conform to your exact specifications. And since we install and service every component we sell, GTL gets you up and running quickly and efficiently!

Real Time, Real Control

With its on-line, real-time capability, LazerPhone gives you unprecedented power to monitor, block, and terminate calls when necessary. LazerPhone reduces inmate fraud, prevents witness intimidation, thwarts escape attempts, and can even save lives - all with the click of a button.

Call Blocking On The Spot Authority

LazerPhone gives you the control to block calls instantly from your on-site workstation by time/day, PIN (Personal Identification Number), and origination or destination number. You are the ultimate authority.

Detailed Reports Mean Enhanced Security

A record of every call made using LazerPhone is permanently logged into the LazerPhone database. Calls can be searched according to inmate telephone location, origination or destination phone number, inmate's PIN, date, time and duration of call, call type, rate type and/or start and end codes.

The LazerPhone system can instantly display and print a wide range of standard and customized reports for further analysis and investigation. Armed with these vital statistics, investigators can detect irregularities and stop trouble before it starts.

Instant Access to the Information You Need

The Notes feature lets you attach notes to call records, pin numbers, and/or destination numbers. Create notes containing case numbers, inmates' names, or comments related to certain cases, then search and retrieve calls specifically according to your notes. The notes can then be saved and used in other programs such as MS Word, WordPerfect, Excel, dBase, and more!

PIN Management - The Key to Control

LazerPhone can provide 4 to 15 digit PINs for each inmate that can be quickly and easily disabled or updated from your workstation. PINs may be assigned by your personnel or generated by the LazerPhone system. LazerPhone also provides Automated PIN Set-Up, eliminating the time-consuming task of managing PINs. Regardless of the method used to assign PINs, you have total control of inmate names and PINs through your workstation.

Join Forces to Fight Crime with LazerPhone's Networking Capabilities

At your discretion, share information with law enforcement officials in the next building, on the other side of town, or across the country with LazerPhone's sophisticated networking capabilities.

GTL can help you set up a Local Area Network (LAN) to connect your facility's departments to the LazerPhone network. We can also assist in establishing a Wide Area Network (WAN) statewide with a central command center.

INTEGRITY INNOVATION

GTL[®]

Your system can also be configured to allow outside agencies to access call records through direct dial up. LazerPhone's design makes information access simple - no disruptions to system operations!

Biometrics

GTL is the first and only inmate telephone provider to incorporate time-tested fingerprint technology into its verification process with its LazerPrint™ technology. GTL also offers LazerSpy™ Digital Pinhole Camera and LazerSpeak™ Open Microphone, thus combining the power of biometrics with its feature rich LazerPhone System.

Monitoring and Alerts - Local and Remote Equal Real-Time Control

The LazerPhone system provides on-screen, visual display of all call activity as it occurs. Calls can be monitored and disconnected while in progress from the system workstation or remotely by telephones. Correctional personnel can be notified immediately if an inmate attempts to place a call to a restricted number.

AdvancePay®

GTL offers families of inmates multiple opportunities to set up prepaid calling accounts. In fact, our service automatically announces toll-free numbers to reach a live operator or customers can take advantage of our completely automated system that accepts Visa or MasterCard. These easily established and simple to use prepaid accounts drive more revenue to your facility and are user-friendly for both inmates and their loved ones.

Hassle-Free Administration with Debit Calling

Facilities using LazerPhone's PIN system may select the Debit Mode option, allowing money to be deposited directly into an account from which call costs can be deducted. All LazerPhone functions are available in debit mode, including the collect call option and AdvancePay.

Automated Rate Quotes for Convenient Cost Control

LazerPhone allows the called party to hear the cost of the call prior to accepting the charges reducing unwanted charges.

Protect Your Personnel With Officer Check-In

For additional protection of correctional officers, LazerPhone can function as a time clock allowing officers to "check-in" while making rounds by entering a code at any inmate phone in the facility. The date, time and location of each officer's check-in is recorded and stored for later review by the administrator.

The Next Generation of Correctional Telecommunications®

RESPONSIVENESS ACCOUNTABILITY

The Ultimate in Authority

LazerPhone digitally records all conversations, except those flagged as confidential and stores them - without tapes!

Safeguard Evidence - Security Envelope

LazerPhone recorded calls can be easily transferred to a portable medium for use as evidence. To protect against possible legal challenges, the date and time of each recording as well as the telephone numbers involved are automatically encrypted into each call record and then enclosed in a tamper-proof electronic Security Envelope.

The integrity of the Security Envelope is verified prior to each call playback to ensure evidence authenticity.

Personalized Training and Around-the-Clock Support

The simple on-line user interface of LazerPhone will already be familiar to most correctional personnel because it is based on the Microsoft Windows® platform. In addition, GTL's comprehensive on-site training teaches you the necessary skills to utilize the system confidently and effectively. Friendly customer service and technical support are available 24 hours a day, seven days a week.

Access Critical Information Instantly

When equipped with the optional Billing Name & Address (BNA) feature, LazerPhone will display the name and address of the called party. GTL's unique call validation process captures the billing name and address for each number called - listed or unlisted - and displays the information within the LazerPhone database. Critical information is then instantly available.

Endless Expansion Possibilities

LazerPhone can be configured to provide service to any number of lines and phone stations. As your facility grows, LazerPhone will grow with you.

To find out how you can take control of your inmate phone system, call Global Tel*Link™ for a free personal demonstration of LazerPhone.

The Next Generation of Correctional Telecommunications.

For Technical Support or Sales and Marketing Call:
Telephone (251) 479-4500
Toll Free (800) 489-4500
Fax (251) 375-2049

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GTL®

Global Tel*Link™
2609 Cameron Street • Mobile, AL 36607
www.gtl.net



**GLOBAL TEL*LINK'S
Pricing Proposal To
STATE OF MINNESOTA**



**REQUEST FOR PROPOSAL
Offender/Client Telephone Calling System**

For the Department of Corrections and the Department of Human Resources

October 23, 2009

Submitted by:

Global Tel*Link

2609 Cameron Street

Mobile, Alabama 36607

Contact:

William (Skip) Smith, Account Executive

Telephone: (816) 351-3511

Email: William.Smith@gtl.net

Contact:

Rae Pearson, RFP Director

Telephone: (317) 558-3151

Toll Free Phone: (800) 941-1068

Toll Free Fax: (800) 941-1062

Email: rpearson@gtl.net



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PRICING PROPOSAL

**SECTION 6
 Commission Structure**

6.0 (M) COMMISSION STRUCTURE

Describe the commission structure proposed. List all fees, taxes and/or other expenses (including dollar value or percentage) which will be charged along with who will be charged these expenses as part of this service. This includes charges for the person(s) accepting a collect call, the person(s) making a call, etc. Only State and/or Federal fees and taxes will be allowed to be charged by law.

Commission must be based on gross call cost, not the net after expenses and uncollectibles. The responder may propose one commission rate for local calls and another for long distance. **For the purpose of comparison and cost evaluation only**, figure your commission rate(s) based on the following sample rates. Responders may propose alternate rate schedules as options and shall include a commission rate sheet in their response.

Postalized rates all times of day:

Type of Call	Debit	Collect		
		Surcharge	Rate – 1 st minute	Rate – each add'l minute
Local- per call	\$0.50	-----	\$1.05	\$0.05
Intra LATA - Intrastate	\$0.32	\$3.00	\$0.13	\$0.13
Inter LATA - Intrastate	\$0.32	\$3.00	\$0.23	\$0.23
Interstate	\$0.32	\$3.95	\$0.89	\$0.89
International*		ATT FCC Tariff		

* International calls originating from DOC/DHS facilities identified in this RFP are bill @ \$.034 per minute based on the terminating country.

GTL Response: Read, understand, and will comply. GTL has provided four different rate and commission options for the State of Minnesota at the end of Section 6. GTL has provided a variety of options to help the State of Minnesota select the option which best fits the needs of all constituents including the inmates, their friends and family members and the State of Minnesota.

GTL would like to highlight **Option #4** which contains a postalized, flat rate option. A postalized, flat rate option provides multiple benefits including:

- Simplified budgeting for inmates and their family and friends
- Inmate movement from facility to facility doesn't create rate 'inequities'
- Eliminates the increasing practice of local call forwarding arbitrage.
- Industry trends suggest more customers are gravitating toward postalized rate plans
- Similar in structure to wireless industry plans - "a minute is a minute"
- Uses today's existing rate applied to a 15 minute call. Call duration was set by the DOC.

Included in all four of GTL's offers:

- As compared to your current commission levels of \$1,573,000, we have provided options which increase total annual commissions at least 20%; up to 65%
- Upfront payment of 85% of estimated annual commissions with true up at end of each year

- GTL estimates the upfront commission will be greater than your total annual commissions today

Lastly, GTL is prepared to offer any combination of rate and commission packages based on the following objectives:

- Targeted annual commission for the State of Minnesota
- Targeted end user rates for both the inmates and their friends and family members.

6.0.1 (M) Monthly payments and audit reports must be broken down by facility and reports are to include type of call, revenue and commission by phone. Vendors to include sample commission reports and audit trail in their response.

GTL Response: Read, understand, and will comply.

6.0.1.1 (M) "Premium Commissions" (see Section 7) shall be listed separately on each facility invoice.

GTL Response: Read, understand, and will comply.

6.0.2 (M) Toll fraud, bad debit, uncollectibles, equipment costs, Local Exchange Carrier (LEC) access, LEC or carrier long distance usage, maintenance or any costs of running the system are the responsibility of the Contract Vendor and may not be subtracted from the revenues paid to the State.

GTL Response: Read, understand, and will comply.

6.0.3 (M) Commissions must be paid within 45 days from the end of the month covered. The State will assess a 1-1/2 percent per month penalty to late commission payments.

GTL Response: Read, understand, and will comply.

6.0.3.1 (D) Commissions should be paid within 30 days of the month covered.

GTL Response: Read, understand, and will comply. As noted below, GTL will pay 85% of the estimated annual commissions, which GTL estimates will be greater than your annual commissions today, within 30 days of the beginning of each contract year. GTL will true up the difference between the actual annual commissions and the upfront payment within 30 days of the end of the annual contract anniversary.

6.0.3.2 (D) Commissions should be paid by electronic transfer.

GTL Response: Read, understand, and will comply. All commission payments from GTL will be paid via electronic transfer.

6.0.4 (I) The commission structure should be based on the revenue from the Department of Corrections' and Department of Human Services facilities. If additional governmental

facilities are added under the resulting Contract increasing the revenue base of the Contract, the rate of commission will increase in proportion 1 percent commission for every 10 percent revenue increase. This additional commission will be remitted to the appropriate facility/agency.

GTL Rate and Commission Offers for State of Minnesota

GTL Rate and Commission Option #1 – RFP Specified Rates

Type of Call	Debit	Collect		
		Surcharge	Rate – 1 st minute	Rate – each add'l minute
Local- per call	\$0.50	-----	\$1.05	\$0.05
Intra LATA - Intrastate	\$0.32	\$3.00	\$0.13	\$0.13
Inter LATA - Intrastate	\$0.32	\$3.00	\$0.23	\$0.23
Interstate	\$0.32	\$3.95	\$0.89	\$0.89
International*		ATT FCC Tariff		

GTL Option #1 Commission Offer

Estimated Annual Commission

Annual Upfront Commission*

61.50%
\$2,112,000
\$1,795,000

Option #1 estimated annual commission represents a 37% increase in annual commissions to the State of Minnesota compared to the current contract.

*The annual upfront is calculated at 85% of the estimated annual commissions for the coming year

*At end of each contract year, GTL will true up the difference between the actual annual commissions and the upfront payment.



GTL Rate and Commission Option #2 – Current Rates

Type of Call	Debit	Collect		
		Surcharge	Rate – 1 st minute	Rate – each add'l minute
Local- per call	\$0.35	\$1.00	\$0.05	\$0.05
Intra LATA - Intrastate	\$0.32	\$3.00	\$0.13	\$0.13
Inter LATA - Intrastate	\$0.32	\$3.00	\$0.23	\$0.23
Interstate	\$0.32	\$3.95	\$0.89	\$0.89
International*		ATT FCC Tariff		

GTL Option #2 Commission Offer	59.00%
Estimated Annual Commission	\$1,850,000
Annual Upfront Commission*	\$1,573,000

Option #2 estimated annual commission represents a 20% increase in annual commissions to the State of Minnesota compared to the current contract.

*The annual upfront is calculated at 85% of the estimated annual commissions for the coming year

*At end of each contract year, GTL will true up the difference between the actual annual commissions and the upfront payment.



GTL Rate and Commission Option #3 – Slightly Higher Rates

Type of Call	Debit	Collect		
		Surcharge	Rate – 1 st minute	Rate – each add'l minute
Local- per call	\$0.50	\$1.04	\$0.06	\$0.06
Intra LATA - Intrastate	\$0.34	\$3.00	\$0.15	\$0.15
Inter LATA - Intrastate	\$0.34	\$3.00	\$0.25	\$0.25
Interstate	\$0.34	\$3.95	\$0.89	\$0.89
International*		ATT FCC Tariff		

GTL Option #3 Commission Offer	61.50%
Estimated Annual Commission	\$2,196,000
Annual Upfront Commission*	\$1,866,000

Option #3 estimated annual commission represents a 43% increase in annual commissions to the State of Minnesota compared to the current contract.

*The annual upfront is calculated at 85% of the estimated annual commissions for the coming year

*At end of each contract year, GTL will true up the difference between the actual annual commissions and the upfront payment.



GTL Rate and Commission Option #4 – Postalized Rates

Type of Call	Debit**	Collect**		
		Surcharge	Rate – 1 st minute	Rate – each add'l minute
Local- per call	\$0.35	\$1.75	\$0.00	\$0.00
Intra LATA - Intrastate	\$4.80	\$5.65	\$0.00	\$0.00
Inter LATA - Intrastate	\$4.80	\$5.65	\$0.00	\$0.00
Interstate	\$4.80	\$5.65	\$0.00	\$0.00
International*		ATT FCC Tariff		

GTL Option #4 Commission Offer	63.00%
Estimated Annual Commission	\$2,534,000
Annual Upfront Commission*	\$2,154,000

Option #4 estimated annual commission represents a 65% increase in annual commissions to the State of Minnesota compared to the current contract.

*The annual upfront is calculated at 85% of the estimated annual commissions for the coming year

*At end of each contract year, GTL will true up the difference between the actual annual commissions and the upfront payment.

**All rates in option #4 are flat rate per call with no rate per minute; calls capped at 15 minutes

Additional taxes and fees charged to the end user

Description of Charge	Increment (monthly, annually, one-time, etc.)	Amount Charged	Required by law or regulation (Y/N)
Federal Universal Service Fee (FUSF)	Monthly per Invoice	12.3% of interstate calls*	Yes
Federal Usage Tax	Monthly per Invoice	Varies	Yes
State Usage Tax	Monthly per Invoice	Varies	Yes
Local/City Usage Tax	Monthly per Invoice	Varies	Yes

* The FUSF rate is subject to change each quarter as prescribed by the FCC.

GTL's Offer Also Includes the Following

- Contract Term -Two (2) Year Initial Term plus 3 one year renewal options
- Includes LP Platform and Telephones w/ 9 months of on line call recording storage at each facility
- Includes 33 New Workstations, 10 VPN (existing), 14 TDD Units (existing)
- Includes Keyword Search as an option to be negotiated after award
- Includes BNA of 50 query dips per months - Additional at \$0.50 per query dip
- Includes Commissary / JMS Interface Capped at \$15K - If applicable

**SECTION 7
 COMMISSION PREMIUM**

7.0 (I) COMMISSION PREMIUM

Credit for Features not implemented as described by selected vendor in their response.

Features that are not implemented as described in the vendors response will adhere to the following commission credit.

The Contract Vendor will be subject to pay a higher commission (premium) to the appropriate site for each feature that is not able to be implemented as described in the vendor's response within 3 months of being awarded the contract (see table below).

The Contract Vendor will be able to eliminate the "Premium" commission once the feature is implemented as described in their response (See below).

Credit for Features no longer functioning as described by selected vendor in their response.

Features that are no longer functioning as described in the vendors response will adhere to the following commission credit.

The Contract Vendor will be subject to pay a higher commission (premium) to the appropriate site for each feature that is no longer functioning as described in the vendor's response if the feature has not been repaired within the parameters of section 3.2 **System Service Response Times and Requirements** (see table below). The "Premium" commission will be in effect for a minimum of one month. The Contract Vendor will be able to eliminate the "Premium" commission once the feature is again functioning as described in their response (See below).

	Additional Commission
Per feature not implemented as described in Vendor's response within 3 months of installation date per site.	5%

Example:

Features not implemented as described: 3
 Addition to commission per "Feature": 5%

Total Increase in commission: Normal Commission: X%
 Premium Commission: 15%
 Total Commission: X% + 15%

Process to reduce Premium Commission:

Once the Contract Vendor is able to implement the "Feature" as described in their response/restore functionality to a "Feature", Contract Vendor must submit, in writing, that said "Feature" is now implemented as described/restored to functionality. Once agreed by appropriate site, the "Premium" commission will be reduced by 5%. This reduction will go into effect at the beginning of the next billing period.

GTL Response: Read, understand, and will comply.



STATE OF MINNESOTA



REQUEST FOR PROPOSAL Offender/Client Telephone Calling System

For the Department of Corrections and the Department of Human Resources
Response to Negotiation Points

February 24, 2010

Submitted by:

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Negotiation Points from Meeting on February 22, 2010

- 1) 2.13.2.1 – GTL realizes that if and when the DOC and DHS wish to implement the TCP/IP connection and deploy new equipment, GTL will adhere to their request. DHS wants TCP/IP connection. DOC/DHS need to identify the type of connection they want for the new contract. If DOC stays serial for now, will they be able to change to TCP/IP later? Although the serial connection is “satisfactory” for the vendor, it is not for the DHS network engineers. We need to ensure that GTL is going to make that change (at no cost to DHS) under the new Contract. Deployment of new equipment would be GTL equipment and responsibility?

After discussion on February 22nd, DOC/DHS and GTL agreed upon the following:

The DOC will retain the serial interface and foresees no requirement to migrate to TCP/IP. If DHS requires a TCP/IP interface at a later date, GTL will develop the TCP/IP interface for both DHS facilities for the projected movement of the existing equipment to a new location. DHS will meet with the network engineers and Mac Tek to schedule and assign a project charter for the work required to move the existing Higher Ground Equipment. The timeframe for the TCP/IP interface will be dependent on the results of the DHS project committee. GTL will bear no responsibility for the movement of the Higher Ground equipment.

- 2) Option to choose more than one pricing commission (local debit/commission), based on agency requirements.

After discussion on February 22nd, DOC/DHS and GTL agreed both departments will retain the existing call rate structure.

- 3) 2.11.1 – GTL is willing and capable of developing 10 minute shut off times if DOC/DHS deems necessary. Does DOC/DHS truly want this feature? I am assuming that this would not be available immediately. If so, what time frame commitment would be acceptable for:
- a. Development
 - b. Testing
 - c. Full Implementation

Premium commission could come into play here.

GTL's estimated timeline for development of this desirable feature is Q3 2010. DOC agreed that no facilities currently have a need for this granularity of scheduling. There would be no cost to DOC/DHS to deploy this feature when fully developed and GTL's development of these features is planned as:

Facility – 10 minute increments

Station – 10 minute increments

PIN - 30 minute increments

Destination Number – 30 minute increments

GTL does not agree that Premium Commissions apply to desired features only mandatory features.

- 4) 2.13.1 – As clarified in Addendum #1 of the RFP, the serial interface that is currently in place for DOC is satisfactory. Is DOC going to retain current serial interface?

After discussion on February 22nd, DOC and GTL agreed upon the following:

DOC will retain the serial interface and foresees no requirement to migrate to TCP/IP.

- 5) 2.23.1.1 – Does this mean that GTL could only provide real time money transfer if they have a direct interface with DOC/DHS Syscon System? Is this something that DOC/DHS would allow?

After discussion on February 22nd, DOC/DHS and GTL agreed upon the following:

The determination was made that the real time transfer was relative to offender PINS not offender money. DOC/DHS would like to have the offender's PINS activated after movement between facilities occur faster than the current automatic nightly process. DOC will determine how often the DOC IT group can provide the data to GTL. GTL will determine at that time if we can receive and process the data at the same rate.

- 6) Pages 67-69: Once a custom query or report is established can it be saved for future use?

GTL confirmed that queries and reports could be saved for future use.

- 7) 2.26.6 (Paragraph 3) – If using GTL provided TTY's decision as to how to deactivate the built in printers needs to be made.

After discussion on February 22nd, DOC/DHS and GTL agreed upon the following:

Agreement that print functionality is not necessary for offender TTY's; however print capability is required for the OSI staff. GTL will increase the count of TTY's to include one unit for each facility to be dedicated to the OSI staff for a total of 13 additional TTY machines. The machines will be signed over to the OSI staff for management and distribution. GTL will service and maintain the TTY machines for the life of the contract.

- 8) 5.0.3 – In GTL's response they want to add language to 5.0.3 that would allow for written notice of non-performance of terms, conditions and specifications to subcontractor and 30 days to correct performance.

This is a vendor management issue and would be need to discussed and clarified with vendor management and Acquisition manager.

GTL requests acceptance of our proposed language and after discussion on February 22nd, DOC/DHS agrees they will not dictate the replacement subcontractor.

- 9) Clarification of DOC/DHS processes for tracking issues/requests with GTL.

Premium commissions will come into play so there has to be a central point to record all issues/requests along with the time frame for the corrections/implementation.

Discuss DOC/DHS process changes; e.g., each facility may contact GTL for issues an e-mail will be sent to GTL and copied to the point person identifying the issue for tracking purposes. GTL would reply to all so point person is kept in the loop. This would help manage any premium commissions and also help identify any recurring problems/trends. Expectations for GTL should be discussed and set.

After discussion on February 22nd, DOC/DHS and GTL agreed upon the following:

GTL agreed to provide DOC POC (Kathy Ludwig) and DHS POC (Sara Rose) a monthly report of service related issues and/or reoccurring problems/trends for tracking purposes.

- 10) Will the PREA and BCA tip lines remain functional and are they included in the Contract price?

GTL confirms both tip lines will remain in service at no cost to DOC/DHS.

11) 2.10 – The proposal states that the current pricing allows for 50 BNA query dips per month, with an additional charge for any query dips over that amount. Within the system is there a function telling us how many have been requested by all facilities during that monthly period or an indication that we have entered a query which may result in an additional charge so that staff do not go over that amount? If not, what is the pricing for unlimited BNA query dips?

The BNA value-add feature is currently in development and is tentatively scheduled for Q4 2010.

12) 2.26.2 – History/Transcript from TTY calls must be able to be sent automatically to a predetermined location to be determined by each facility at the conclusion of each call. This ability will be required at each DOC facility.

After discussion on February 22nd, DOC/DHS and GTL agreed upon the following:

Agreement that calls from TTY devices are handled in the same manner the voice conversations are and the ability is currently available to automatically send any TTY call to a predetermined location. The addition of 13 TTY devices dedicated to the OSI department will allow the calls to be live monitored, or played back and printed at the conclusion of each call.

13) 2.26.6 – GTL responded that they do not believe secure printing to be a mandatory feature because of the term “must be able”. GTL needs to detail how they will have the print out of calls go to the chosen secure location as you did not describe this process in your response.

After discussion on February 22nd, DOC/DHS and GTL agreed upon the following:

Agreement that print functionality is not necessary for offender TTY's; however print capability is required for the OSI staff. The TTY calls are processed and recorded in the same manner the voice conversations are. Print outs of all TTY calls can be achieved by acoustically coupling the recorded audio of the TTY call to a GTL provided TTY. The calls can be sent to secure locations via email or can be pulled directly for the GTL Web Application from any GTL provided workstation or GTL VPN connection.

14) 2.15 – The Contract Vendor is responsible for contacting the existing telephone monitoring systems contract vendors for any/all specifications to make the systems compatible. When GTL makes a mapping change and sends an e-mail to Northland Business Systems, will this include copying a designated OSI person to help prevent future mapping miscommunication? When GTL installs new lines or telephones, is there a process in place to confirm that the lines are connected correctly, that offenders are required to use an OID to make a phone call, and that money is being deducted from their account for the phone call?