

GLOBAL TEL*LINK CORPORATION / ITS Contract Addendum 1 to ITS-000938A

THIS CONTRACT ADDENDUM 1 (Contract Addendum 1) is entered into by and between Global Tel*Link Corporation, 2609 Cameron St., Mobile, AL 36607 (GTL), and Information Technology Services of 3700 Wake Forest Road, Raleigh, N.C. 27609 (ITS or State) as of the last date of execution below.

This Contract Addendum 1 is governed by the terms and conditions of the RFP ITS-000938A, with GTL subsequently substituted for AT&T by agreement of ITS, as previously amended by BAFOs and Bid Addenda, and as extended to June 30, 2011. (Contract) The Contract provides for the procuring of payphone services for the State, including the Department of Correction, Division of Prisons (DOP) and other agencies. The following items 2 through 10 apply to the North Carolina Department of Correction, Division of Prisons, GTL, by its acceptance of this Addendum, agrees to modify the Contract to furnish the requested services.

By mutual agreement and in consideration of mutual promises, the Contract is amended to include the following changes.

1. The Contract is extended from July 1, 2011, to June 30, 2012, as amended herein, with the option in the State to renew for one additional year, all in order for the State to prepare for a new solicitation for these services.
2. International Prepaid services are to be extended to all prisons no later than June 30, 2011, with the per-minute rates as detailed in the GTL International Advance Pay schedule attached as Appendix A.
3. GTL will continue to finish installing T1 lines and Quidam Technology (with backup POTS line failover) at the ten remaining small DOP prison sites by July 31, 2011.
4. GTL will provide two contract staff personnel for administrative work to the DOP, to be on board by June 30, 2011. GTL and the State agree to allow the local technician repair phone dispatch line for coin phones to be manned by GTL's provided Repair Management center located out of State.
5. Six additional remote work stations will be installed by GTL and operational by December 31, 2011, at DOP sites designated by DOP.
6. GTL will provide a website to allow payphone and email customers to look at account history on-line, to be operational and available to customers no later than August 31, 2011.
7. GTL will provide a laptop to be used by DOP and fitted as an investigator workstation to be operational by June 30, 2011.
8. GTL will provide and maintain a new system that will transmit allowed electronic messages from outside parties to inmate(s) over the DOP network to DOP provided printers. Rates will be one of the following to be chosen by the State: 30 cents per email or \$10 for 35 emails per month. GTL will pay the State a 58% commission on these fees. Cost to the parties sending the email will include a \$1.50 processing fee with a minimum debit call deposit of \$5 and a maximum of \$20.

9. The commission rate payable to the DOP now changes from 55% to 58% for the length of the contract and any renewals for all inmate communications (local, long distance, international, and incoming secure electronic email messaging)
10. The discount for debit calls from inmates now decreases from 20% to 10% of the flat rate fee in Paragraph 11.
11. Notwithstanding any prior provision in the Contract, the rate structure for collect calls to outside parties from inmates will be composed of two flat rate fees:
 - a. Local Call - \$1.25 flat rate fee
 - b. Long Distance - \$3.40 flat rate feeThese rates do not apply to payphones available to the general public. The inmate collect or debit call time will now increase to a limit of 15 minutes instead of the prior 10 minutes.

Except as indicated otherwise herein, the provisions in this Contract Addendum will become effective upon the later of execution by the parties and as of July 1, 2011. Executed by authorized officials as of the day and date indicated below.

GTL:

Global Tel*Link Corporation

BY: 

PRESIDENT - SERVICES

Office of Signer

5/25/11

Date of Execution

ITS:

Information Technology Services

BY: 

ITS/SCIO

Office of Signer

6/1/2011

Date of Execution

Appendix A

GTL International Advance Pay Schedule

**Appendix B – Vendor Certification of Compliance With
Executive Order # 24**

The undersigned certifies, to the best of his or her knowledge and belief, that:

By Executive Order 24, issued by Governor Perdue, and N.C.G.S. § 133-32, it is unlawful for any vendor or contractor (i.e. architect, bidder, contractor, construction manager, design professional, engineer, landlord, offeror, seller, subcontractor, supplier, or vendor), to make gifts or to give favors to any State employee of the Governor's Cabinet Agencies (i.e., Administration, Commerce, Correction, Crime Control and Public Safety, Cultural Resources, Environment and Natural Resources, Health and Human Services, Juvenile Justice and Delinquency Prevention, Revenue, Transportation, and the Office of the Governor). This prohibition covers those vendors and contractors who:


- (1) have a contract with a governmental agency; or
- (2) have performed under such a contract within the past year; or
- (3) anticipate bidding on such a contract in the future.

For additional information regarding the specific requirements and exemptions, vendors and contractors are encouraged to review Executive Order 24 and G.S. § 133-32.

The undersigned shall require that the language of this certification be included in the award documents for all sub-awards at all tiers (including subcontracts, sub-grants, and contracts under grants, loans, and cooperative agreements) and that all sub-contractors shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction

N.C.G.S. § 133-32 and Executive Order 24 prohibit the offer to, or acceptance by, any State Employee of any gift from anyone with a contract with the State, or from any person seeking to do business with the State. By execution of this Attachment and submitting a bid in response to the accompanying solicitation, you attest, for your entire organization and its employees or agents, that you are not aware that any such gift has been offered, accepted, or promised by any employees of your organization.

TYPE OR PRINT NAME & TITLE OF PERSON SIGNING: JEFFREY B. HAIDINGER PRESIDENT-SERVICES	E-MAIL: JEFF.HAIDINGER@GIL.NET
AUTHORIZED SIGNATURE: 	DATE: 5/25/11

GTL Inmate International Collect Calling will no longer be available **due to restrictions and service availability**. GTL provides customers the availability of Inmate InternationalAdvancePay. This program allows friends and relatives of inmates to establish an AdvancePay account via Western Union from over 150 countries and territories.

How does it work?

Customers must locate their nearest Western Union Agent location and either complete a blue form with their personal information or provide the **required** information to the Western Union Agent. Payments cannot be made via the Western Union website. Customers must provide the following information:

Pay To Company Name:	GLOBAL TEL LINK INTL
Company Code:	VGTL AL
Amount to be Paid:	The amount the customer wishes to be applied to their phone account
Account Number:	Customer's full telephone number including country and city code

****For customers in Canada, Puerto Rico, USVI or located within the North American Dialing Plan use:
Pay To Company Name - GLOBAL TEL LINK INTL
Company Code - VAPAY
State - AL
Amount to be Paid - The amount the customer wishes to be applied to their phone account
Account Number - customer 10 digit phone number****

An inmate will only be able to use these funds to dial a specific number the customer has selected as their account number. It takes approximately 24 hours for a money transfer to be completed to an account, after which time the account holder can receive inmate calls.

How do customers find the nearest Western Union Agent Location?

Customers can visit www.payment-solutions.com and click on the "Quick Pay" option in the middle of the screen and follow instructions. Or, they can call their location information service and ask for the Western Union Agent location in their city.

****For customers in Canada, Puerto Rico, USVI or located within the North American Dialing Plan, visit www.westernunion.com and click on the "Find Agent Location" at the top of the screen and follow instructions or call 1-800-325-6000 and press 2.****

Are there fees involved for this transaction?

Yes. Western Union charges between \$10 and \$15 USD per transaction depending on the country of transaction origin.

What if the account holder sets up an account with the wrong phone number?

For help with accounts, the most effective way to reach GTL Customer Service is by contacting GTL via email at AdvancePayInternational@gtl.net. GTL can also provide, upon email request, this FAQ document, rate table, and a list of countries where customers can contact GTL Customer Service via telephone (along with dialing instructions).

Customer service by phone is available from select countries at 1-888-216-7423. Because dialing protocol may vary by country, customers need to check with their local operator or request dialing protocol information by sending an email to GTL customer service at AdvancePayInternational@gtl.net. Customer service is provided in English and Spanish only. Customer service is available from 7 AM to Midnight EST (Eastern Standard Time).

What are the rates for these types of calls?

Please see the rate table sheet (on back). All rates are in USD.

Can the inmates make calls to other parties with this setup?

No. Inmates can only call the phone number that has been setup by the party that has deposited the money to establish the prepaid account.

Can anyone set up an account?

Generally, yes. But the correctional facility still reserves the right to block/restrict specific numbers and there may be limitations on call lengths. Also, calls may be subject to monitoring and recording.

Can I get a refund on an unused balance?

Yes. Refund requests are processed by customer service. Refunds will be sent via Western Union Quick Cash to participating Western Union Agent locations and are subject to currency fluctuations. Any refunds not retrieved from the Western Union Agent within 30 days will be forfeited to GTL. Refunds requests are also subject to Western Union transaction fees. When an account balance is less than the Western Union transaction fee, a refund request will not be processed.

Can my account expire?

Yes. Any accounts that have not accepted calls within a 90- day period are subject to dissolution and forfeiture of any unused balance. No refund requests will be processed after the 90-day period.



GTL INTERNATIONAL CALL PRICING TABLE

Country	GTL Price/Min.	Country	GTL Price/Min.	Country	GTL Price/Min.
Afghanistan	\$1.50	Gabon Republic	\$1.50	Norway (Including Svalbard)	\$0.75
Albania	\$1.00	Gambia	\$1.50	Oman	\$1.50
Algeria	\$1.50	Georgia	\$1.50	Pakistan	\$1.50
American Samoa	\$1.00	Germany	\$0.75	Palau, (Republic of)	\$2.00
Andorra	\$1.00	Ghana	\$1.00	Panama, (Republic of)	\$0.75
Angola	\$1.50	Gibraltar	\$1.50	Papua New Guinea	\$2.00
Anguilla	\$1.50	Greece	\$1.00	(Admiralty Islands, Bougainville, New Britain and New Ireland)	
Antarctica (Casey)	\$2.00	Greenland	\$1.50	Paraguay	\$1.00
Antarctica (Scott)	\$2.00	Grenada (Including Carriacou)	\$1.50	Peru	\$1.00
Antigua (Including Barbuda)	\$1.00	Guadeloupe	\$1.50	Philippines	\$1.00
Argentina	\$1.00	Guantanamo (U.S. Naval Base)	\$2.00	Poland, (People's Republic of)	\$1.00
Armenia	\$1.00	Guatemala	\$1.50	Portugal (Including Azores and Madeira Islands)	\$0.75
Aruba	\$1.00	Guinea-Bissau	\$2.00	Qatar	\$1.50
Ascension Island	\$2.00	Guinea, (People's Revolutionary Republic)	\$1.50	Reunion Island	\$2.00
Australia	\$1.00	Guyana	\$1.50	Romania, (Socialist Republic of)	\$1.50
Austria	\$1.00	Haiti	\$1.50	Russia	\$1.50
Azerbaijan	\$1.50	Honduras	\$1.50	Rwanda	\$1.50
Bahamas	\$1.50	Hong Kong	\$0.75	San Marino	\$1.00
Bahrain	\$1.50	Hungary	\$1.00	Sao Tome	\$3.00
Bangladesh, (People's Republic of)	\$1.50	Iceland	\$1.00	Saudi Arabia	\$1.50
Barbados	\$1.50	India	\$1.00	Senegal Republic	\$2.00
Belarus	\$1.50	Indonesia	\$1.50	Seychelles Islands	\$2.00
Belgium	\$1.00	Iran	\$1.50	Sierra Leone	\$2.00
Belize	\$1.50	Iraq	\$1.50	Singapore, (Republic of)	\$0.75
Benin, (People's Republic of)	\$1.50	Ireland	\$0.75	Slovakia	\$1.00
Bermuda	\$1.50	Israel	\$1.00	Slovenia, (Republic of)	\$1.00
Bhutan	\$1.50	Italy	\$0.75	Solomon Islands	\$3.00
Bolivia	\$1.00	Ivory Coast, (Republic of)	\$1.50	Somali Republic	\$1.50
Bosnia-Herzegovina, (Republic of)	\$1.50	Jamaica	\$1.50	South Africa, (Republic of)	\$1.00
Botswana	\$1.50	Japan (Including Okinawa)	\$0.75	Spain (Including Balearic Islands, Canary Islands, Ceuta and Melilla)	\$0.75
Brazil	\$0.75	Jordan	\$1.00	Sri Lanka, (Democratic Socialist Republic of)	\$2.00
British Virgin Islands (Including Anegada, Camanoe Island, Guano Island, Jost Van Dyke, Little Thatch, Marina Cay, Mosquito Island, North Sound, Peter Island, Tortola and Virgin Gorda)	\$1.50	Kazakhstan	\$1.50	St. Helena	\$3.00
Brunei	\$1.50	Kenya, (Republic of)	\$1.50	St. Kitts	\$1.50
Bulgaria	\$1.50	Kiribati	\$2.00	St. Lucia	\$1.50
Burkina Faso	\$1.50	Korea, North	\$2.00	St. Pierre & Miquelon	\$1.50
Burma (Myanmar)	\$1.00	Korea, South	\$0.75	St. Vincent/The Grenadines	\$1.50
Burundi	\$1.00	Kuwait	\$1.50	Sudan	\$1.50
Cambodia	\$1.50	Kyrgyzstan	\$1.50	Suriname, (Republic of)	\$1.50
Cameroon	\$1.50	Laos	\$1.50	Swaziland	\$1.50
Canada	\$0.75	Latvia	\$1.50	Sweden	\$0.75
Cape Verde Islands	\$1.50	Lebanon	\$1.50	Switzerland	\$0.75
Cayman Islands	\$1.50	Lesotho	\$1.50	Syrian Arab Republic	\$1.50
Central African Republic	\$1.50	Liberia	\$1.50	Taiwan	\$0.75
Chad, (Republic of)	\$1.50	Libyan Arab People's Socialist Jamahiriya	\$2.00	Tajikistan	\$1.50
Chile	\$1.00	Liechtenstein	\$1.00	Tanzania	\$2.00
China, (People's Republic of)	\$1.00	Lithuania	\$1.50	Thailand	\$1.00
Christmas & Cocos Islands	\$1.00	Luxembourg	\$1.00	Togo, (Republic of)	\$2.00
Colombia	\$0.75	Macao	\$1.00	Tokelau	\$2.00
Comoros, Federal and Islamic (Republic of)	\$1.50	Macedonia, (Former Yugoslav Republic of)	\$1.50	Tonga Islands	\$2.00
Congo, (Republic of)	\$1.00	Madagascar, (Democratic Republic of)	\$2.00	Trinidad & Tobago, (Democratic Republic of)	\$2.00
Cook Islands	\$1.50	Malawi	\$1.50	Tunisia	\$2.00
Costa Rica	\$0.75	Malaysia	\$1.00	Turkey	\$1.00
Croatia, (Republic of)	\$1.00	Maldives, (Republic of)	\$1.50	Turkmenistan	\$1.50
Cuba	\$2.00	Mali, (Republic of)	\$1.50	Turks & Caicos Islands	\$1.50
Cyprus	\$1.00	Malta, (Republic of)	\$1.50	Tuvalu	\$2.00
Czech Republic	\$1.50	Marshall Islands	\$1.50	Uganda	\$1.50
Denmark	\$0.75	Mauritania, (Islamic Republic of)	\$2.00	Ukraine	\$1.50
Diego Garcia	\$2.00	Mauritius	\$2.00	United Arab Emirates (Abu Dhabi, Ajman, Dubai, Fujairah, Ras al Khaimah, Sharjah and Umm al Qaiwain)	\$1.50
Djibouti, (Republic of)	\$2.00	Mayotte Island	\$1.50	United Kingdom (Including the Channel Islands, England, Isle of Man, Northern Ireland, Scotland and Wales)	\$0.75
Dominica	\$1.50	Mexico Bands 1-3	\$0.75	Uruguay	\$1.00
Dominican Republic	\$1.00	Mexico Bands 4-8	\$0.75	Uzbekistan	\$1.50
East Timor	\$2.00	Moldova	\$1.50	Vanuatu, (Republic of)	\$3.00
Ecuador	\$1.50	Monaco	\$1.00	Vatican City	\$0.75
Egypt, Arab (Republic of)	\$1.50	Mongolian (People's Republic)	\$1.50	Venezuela	\$0.75
El Salvador	\$1.00	Montenegro	\$1.50	Vietnam, (Socialist Republic of)	\$1.50
Equatorial Guinea, (Republic of)	\$1.50	Montserrat	\$1.50	Wallis & Fortuna Islands	\$3.00
Eritrea	\$1.50	Morocco, (Kingdom of)	\$1.50	Western Samoa	\$2.00
Estonia	\$1.50	Mozambique	\$1.50	Yemen, (Republic of)	\$1.50
Ethiopia	\$1.50	Namibia	\$1.50	(Including Aden & Almahrah)	
Faeroe Islands	\$1.50	Nauru	\$3.00	Yugoslavia, (Federal Republic of)	\$1.50
Falkland Islands	\$2.00	Nepal	\$1.50	Zaire, (Republic of)	\$1.50
Federated States of Micronesia	\$2.00	Netherlands	\$0.75	Zambia	\$1.50
Fiji Islands	\$2.00	Netherlands Antilles (Bonaire, Curacao, Saba, St. Eustatius and St. Maarten)	\$1.00	Zimbabwe	\$1.50
Finland	\$0.75	Nevis	\$1.50	Global Satellite Service (Includes 8816,8817 and 88216)	\$13.00
France	\$0.75	New Caledonia	\$2.00		
French Antilles (Martinique, St. Barthelemy and St. Martin)	\$1.00	New Zealand (Including Chatham Island)	\$0.75		
French Guiana	\$1.00	Nicaragua	\$1.00		
French Polynesia (Including the Islands of Moorea and Tahiti)	\$1.50	Niger, (Republic of)	\$1.50		
		Nigeria, (Federal Republic of)	\$1.50		
		Niue	\$3.00		
		Norfolk Island	\$2.00		



*Guam, Puerto Rico, Northern Mariana Islands, and USVI: Rates for these territories will be provided upon request.

Applicable taxes and fees may apply.