

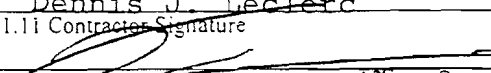
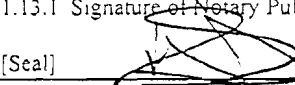
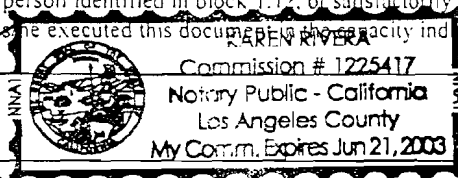
Subject: Inmate Calling and Public Pay Telephone Services

AGREEMENT

The State of New Hampshire and the Contractor hereby mutually agree as follows:

GENERAL PROVISIONS

1. Identification and Definitions.

1.1 State Agency Name <u>Administrative Services</u>		1.2 State Agency Address <u>25 Capitol Street, Room 408, Concord,</u>	
1.3 Contractor Name <u>Public Communication Services</u>		1.4 Contractor Address <u>11859 Wilshire Blvd., 6th</u>	
1.5 Account No.	1.6 Completion Date <u>8/22/2003</u>	1.7 Audit Date	1.8 Price Limitation <u>N/A</u>
1.9 Contracting Officer for State Agency <u>Dennis J. Leclerc</u>		1.10 State Agency Telephone Number <u>(603) 271-2888</u>	
1.11 Contractor Signature 		1.12 Name & Title of Contractor Signor <u>Paul Jennings C.E.O.</u>	
1.13 Acknowledgment: State of <u>California</u> , County of <u>Los Angeles</u> On <u>August 14, 2000</u> before the undersigned officer, personally appeared the person identified in block 1.12, or satisfactorily proven to be the person whose name is signed in block 1.11, and acknowledged that she executed this document in the capacity indicated in block 1.12.			
1.13.1 Signature of Notary Public or Justice of the Peace 			
1.13.2 Name & Title of Notary Public or Justice of the Peace <u>Karen Rivera, Notary Public</u>			
1.14 State Agency Signature(s) <u>Ronald S. Hill</u>		1.15 Name/Title of State Agency Signor(s) <u>Donald S. Hill, Commissioner Administrative Services</u>	
1.16 Approval by Department of Personnel (Rate of Compensation for Individual Consultants) By: <u>N/A</u> Director, On:			
1.17 Approval by Attorney General (Form, Substance and Execution) By: <u>Anthony Edwards</u> Assistant Attorney General, On: <u>8/17/00</u>			
1.18 Approval by the Governor and Council By: <u>Robert P. Abbott</u> On: <u>8/23/00</u>			
2. EMPLOYMENT OF CONTRACTOR SERVICES TO BE PERFORMED. The State of New Hampshire hereby contracts with the Contractor identified in block 1.3 ("the Contractor") to perform, and the Contractor shall perform, that work or sale of goods, or both, identified and more particularly described in EXHIBIT A incorporated herein ("the Services").			
3. EFFECTIVE DATE: COMPLETION OF SERVICES. 3.1 This agreement, and all obligations of the parties hereunder, shall become effective on the date the Governor and Council of the State of New Hampshire approve this agreement, ("the Effective Date"). 3.2 If the date for commencement in Exhibit A precedes the Effective Date all services performed by Contractor between the commencement date and the Effective Date shall be performed at the sole risk of the contractor and in the event that this Agreement does not become effective, the State shall be under no obligation to pay the contractor for any costs incurred or services performed; however that if this Agreement becomes effective all costs incurred prior to the effective date shall be paid under the terms of this Agreement. All services must be completed by the date specified in block 1.6.			
4. CONDITIONAL NATURE OF AGREEMENT. Notwithstanding anything in this agreement to the contrary, all obligations of the State hereunder, including, without limitation, the continuance of payments hereunder, are contingent upon the availability and continued appropriation of funds, and in no event shall the State be liable for any payments hereunder in excess of such available appropriated funds. In the event of a reduction or termination of those funds, the State shall have the right to withhold payment until such funds become available, if ever, and shall have the right to terminate this agreement immediately upon giving the Contractor notice of such termination. The State shall not be required to transfer funds from any other account to the account identified in block 1.5 in the event funds in that account are reduced or unavailable.			

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5. CONTRACT PRICE: LIMITATION ON PRICE: PAYMENT.

5.1 The contract price, method of payment, and terms of payment are identified and more particularly described in Exhibit B, incorporated herein.

5.2 The payment by the State of the contract price shall be the only, and the complete, reimbursement to the Contractor for all expenses, of whatever nature, incurred by the Contractor in the performance hereof, and shall be the only and the complete compensation to the Contractor for the Services. The State shall have no liability to the Contractor other than the contract price.

5.3 The State reserves the right to offset from any amounts otherwise payable to the Contractor under this Agreement those liquidated amounts required or permitted by RSA 80:7 through 7-C or any other provision of law.

5.4 Notwithstanding anything in this Agreement to the contrary, and notwithstanding unexpected circumstances, in no event shall the total of all payments authorized, or actually made, hereunder exceed the price limitation set forth in block 1.8 of these general provisions.

6. COMPLIANCE BY CONTRACTOR WITH LAWS AND REGULATIONS: EQUAL EMPLOYMENT OPPORTUNITY

6.1 In connection with the performance of the Services, the Contractor shall comply with all statutes, laws, regulations, and orders of federal, state, county or municipal authorities which impose any obligation or duty upon the Contractor, including, but not limited to civil rights and equal opportunity laws.

6.2 During the term of this Agreement, the Contractor shall not discriminate against employees or applicants for employment because of race, color, religion, creed, age, sex, handicap or national origin and will take affirmative action to prevent such discrimination.

6.3 If this agreement is funded in any part by monies of the United States, the Contractor shall comply with all the provisions of Executive Order No. 11246 ("Equal Employment Opportunity"), as supplemented by the regulations of the United States Department of Labor (41 C.F.R. Part 60), and with any rules, regulations and guidelines as the State of New Hampshire or the United States issue to implement these regulations. The Contractor further agrees to permit the State or United States, access to any of the Contractor's books, records and accounts for the purpose of ascertaining compliance with all rules, regulations and orders, and the covenants and conditions of this Agreement.

7. PERSONNEL

7.1 The performance of the Services shall be carried out by employees of the Contractor. The Contractor shall at its own expense, provide all personnel necessary to perform the Services. The Contractor warrants that all personnel engaged in the Services shall be qualified to perform the Services, and shall be properly licensed and otherwise authorized to do so under all applicable laws.

7.2 The Contractor shall not hire, and shall permit no subcontractor or other person, firm or corporation with whom it is engaged in a combined effort to perform the Services, to hire any person who has a contractual relationship with the State, or who is a State officer or employee, elected or appointed.

7.3 The Contracting Officer specified in block 1.9, or his or her successor, shall be the State's representative. In the event of any dispute concerning the interpretation of this Agreement, the Contracting Officer's decision shall be final.

8. EVENT OF DEFAULT, REMEDIES.

8.1 Any one or more of the following acts or omissions of the Contractor shall constitute an event of default hereunder ("Events of Default"):

8.1.1 failure to perform the Services satisfactorily or on schedule; or

8.1.2 failure to submit any report required hereunder; or

8.1.3 failure to perform any other covenant or condition of this Agreement.

8.2 Upon the occurrence of any Event of Default, the State may take any one, or more, or all, of the following actions:

8.2.1 give the Contractor a written notice specifying the Event of Default and requiring it to be remedied within, in the absence of a greater or lesser specification of time, thirty (30) days from the date of the notice; and if the Event of Default is not timely remedied, terminate this agreement, effective two (2) days after giving the Contractor notice of termination; and

8.2.2 give the Contractor a written notice specifying the Event of Default and suspending all payments to be made under this Agreement and ordering that the portion of the Contract price which would otherwise accrue to the Contractor during the period from the date of such notice until such time as the State determines that the Contractor has cured the Event of Default shall never be paid to the Contractor; and

8.2.3 set off against any other obligations the State may owe to the Contractor any damages the State suffers by reason of any Event of Default; and

8.2.4 treat the agreement as breached and pursue any of its remedies at law or in equity, or both.

9. DATA: ACCESS; CONFIDENTIALITY; PRESERVATION.

9.1 As used in this Agreement, the word "data" shall mean all information and things developed or obtained during the performance of, or acquired or developed by reason of, this Agreement, including, but not limited to, all studies, reports, files, formulae, surveys, maps, charts, sound recordings, video recordings, pictorial reproductions, drawings, analyses, graphic representations, computer programs, computer printouts, notes, letters, memoranda, papers, and documents, all whether finished or unfinished.

9.2 On and after the Effective Date, all data, and any property which has been received from the State or purchased with funds provided for that purpose under this Agreement, shall be the property of the State, and shall be returned to the State upon demand or upon termination of this Agreement for any reason.

9.3 Confidentiality of data shall be governed by RSA 91-A or other existing law. Disclosure pursuant to a right to know request shall require prior written approval of the State.

10. **TERMINATION.** In the event of an early termination of this Agreement for any reason other than the completion to the Services, the Contractor shall deliver to the Contracting Officer, not later than fifteen (15) days after the date of termination, a report ("the Termination Report") describing in detail all Services performed, and the Contract Price earned, to and including the date of termination. To the extent possible, the form, subject matter, content, and number of copies of the Termination Report shall be identical to those of any Final Report described in EXHIBIT A.

11. **CONTRACTOR'S RELATION TO THE STATE.** In the performance of this agreement the Contractor is in all respects an independent contractor, and is neither an agent nor an employee of the State. Neither the Contractor nor any of its officers, employees, agents or members shall have authority to bind the State or receive any benefits, worker's compensation or other emoluments provided by the State to its employees.

12. **ASSIGNMENT, DELEGATION AND SUBCONTRACTS.** The Contractor shall not assign, or otherwise transfer any interest in this Agreement without the prior written consent of the State. None of the Services shall be delegated or subcontracted by the Contractor without the prior written consent of the State.

13. **INDEMNIFICATION.** The Contractor shall defend, indemnify and hold harmless the State, its officers and employees, from and against any and all losses suffered by the State, its officers and employees, and any and all claims, liabilities or penalties asserted against the State, its officers and employees, by or on behalf of any person, on account of, based or resulting from, arising out of (or which may be claimed to arise out of) the acts or omissions of the Contractor. Notwithstanding the foregoing, nothing herein contained shall be deemed to constitute a waiver of the sovereign immunity of the State, which immunity is hereby reserved to the State. This covenant shall survive the termination of this Agreement.

14. INSURANCE AND BOND.

14.1 The Contractor shall, at its sole expense, obtain and maintain in force, and shall require any subcontractor or assignee to obtain and maintain in force, both for the benefit of the State, the following insurance:

14.1.1 comprehensive general liability insurance against all claims of bodily injury, death or property damage, in amounts of not less than \$250,000 per claim and \$2,000,000 per incident; and

14.1.2 fire and extended coverage insurance covering all property subject to subparagraph 9.2 of these general provisions, in an amount not less than 80% of the whole replacement value of the property.

14.2 The policies described in subparagraph 14.1 of this paragraph shall be the standard form employed in the State of New Hampshire, issued by underwriters acceptable to the State, and authorized to do business in the State of New Hampshire. Each policy shall contain a clause prohibiting cancellation or modifications of the policy earlier than 10 days after written notice thereof has been received by the State.

15. **WAIVER OF BREACH.** No failure by the State to enforce any provisions hereof after any Event of Default shall be deemed a waiver of its rights with regard to that event, or any subsequent Event. No express failure of any Event of Default shall be deemed a waiver of the right of the State to enforce each and all of the provisions hereof upon any further or other default on the part of the Contractor.

16. **NOTICE.** Any notice by a party hereto to the other party shall be deemed to have been duly delivered or given at the time of mailing by certified mail, postage prepaid, in a United States Post Office addressed to the parties at the addresses given in blocks 1.2 and 1.4, above.

17. **AMENDMENT.** This agreement may be amended, waived or discharged only by an instrument in writing signed by the parties hereto and only after approval of such amendment, waiver or discharge by the Governor and Council of the State of New Hampshire.

18. **CONSTRUCTION OF AGREEMENT AND TERMS.** This Agreement shall be construed in accordance with the laws of the State of New Hampshire, and is binding upon and inures to the benefit of the parties and their respective successors and assigns.

19. **THIRD PARTIES.** The parties hereto do not intend to benefit any third parties and this agreement shall not be construed to confer any such benefit.

20. **SPECIAL PROVISIONS.** The additional provisions set forth in EXHIBIT C hereto are incorporated as part of this Agreement.

21. **ENTIRE AGREEMENT.** This agreement, which may be executed in a number of counterparts, each of which shall be deemed an original, constitutes the entire agreement and understanding between the parties, and supersedes all prior agreements and understandings relating hereto.

EXHIBIT A SERVICES

SECTION A: COMMON REQUIREMENTS

The contractor shall install completely provisioned inmate calling systems and public pay telephone services. Requirements listed under Section A shall be in effect for all separate sections (B and C) of Exhibit A.

1.0 TERM

The term of this contract shall be for a three year period beginning on August 23, 2000 and ending on August 22, 2003. The contract may be extended for an additional term of three years under the same terms and conditions upon mutual agreement of the Contractor and the State. Said additional term shall be subject to Governor and Council approval.

2.0 SCOPE

- 2.1 The Contractor shall provide services at all locations noted in ATTACHMENT D.
- 2.2 Services shall encompass all facilities and equipment necessary to implement the desired operations. The Contractor shall coordinate all activities with existing contractors in order to maintain a smooth transition of service.
- 2.3 The contractor must provide to the State and maintain a complete installation plan including installation time frames and dates of milestones and milestone completion.
- 2.4 No payments shall be made by the State or its representatives to cover costs incurred by the Contractor in the performance of this Contract.
- 2.5 Contractor must have and maintain all licenses, registrations and permits required by Federal and State laws for performance of this contract. Copies of each must be provided to the State as changes occur.

3.0 TIME LINE

The Contractor shall complete installation at each site in an expedient manner. All installations must be completed on or before November 10, 2000.

4.0 PUBLIC INFORMATION

Contractor hereby acknowledges that all information relating to this contract (including but not limited to fees, contracts, agreements and prices) are subject to the laws of the State of New Hampshire regarding public access.

5.0 TERMINOLOGY

Whenever the terms below are used in this document, they shall have the associated meanings.

ACCEPTANCE: The time at which installations have been certified by the State as meeting all operational requirements, and the Contractor's installation has been 100% completed in a satisfactory manner.

BTN. Billed Telephone Number

BUSINESS DAY: State business day of 8:00 a.m. to 5:00 p.m., excluding Saturdays, Sundays, and State celebrated holidays (New Years, Washington's Birthday, Memorial Day, Independence Day, Labor Day, Veteran's Day, Thanksgiving, Day After Thanksgiving, and Christmas). For inmate telephone service, any calendar day (24 hours) is considered a business day.

CALL PROGRESS: Dialing and initiation of call to establish connection.

CALL IN PROGRESS Call process is active yet not completed with an established connection.

COMMON CARRIER: A supplier of facilities used to provide transmission of voice and data from one point to another over a telecommunications network.

CONTRACTOR: Public Communications Services

CUTOVER: The time at which a system is put into service for all users.

FCC: Federal Communications Commission

ICP: Inmate Call Processor system which administers the inmate phone stations.

INTRA-LATA: Calls made within the same LATA. For the purposes of this contract, IntraLATA shall include all State geographical (603) areas.

INTER-LATA: Calls made from one LATA to another LATA. Calls between LATAs are handled by Inter-LATA carriers.

LATA: Local Access and Transport Area

LEC: Local Exchange Carrier

MAC: Moves, Addition of telephones, or Change (relocation) of telephone services.

NXX: Three digit Local Exchange number.

NPA: Numbering Plan Area (Area Code)

PIC: Primary Interstate Carrier

PIN: Personal Identification Number

POP: Points of Presence

STATE: The State of New Hampshire

6.0 GENERAL PROVISIONS

All services shall be coordinated directly through the Telecommunications Section. The administrating office address is:

Dept. of Administrative Services, Telecommunications Section
Room 405
25 Capitol Street
Concord, NH 03301
Telephone 603-271-2888
Fax: 603-271-1115

- 6.1 The Contractor shall maintain and provide updates to the State of written lists of the names, addresses and telephone numbers of the principal contact(s) for:
- trouble-shooting and routine repairs
 - major outage/trouble reports
 - escalation procedures
 - commission payments and accounting records
 - terms and conditions
- 6.2 The Contractor shall provide written notice to the Telecommunications Section of any changes of contact personnel and/or telephone numbers.
- 6.3 Contractor employees shall in all respects be independent of the State and in no way be considered employees of the State.
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- 6.4 The Contractor shall retain ownership of all equipment throughout the duration of the contract. All equipment and services shall remain in operation from the commencement of the contract to the initiation of a future contract. In the event that a replacement subsequent contract is not awarded to the same Contractor, the existing Contractor shall supply all equipment and services for a period of up to 90 calendar days beyond the contract termination date. All terms shall remain in effect. The State shall bear no costs for the installation of new services, or the removal and transfer of existing services.
- 6.5 Contractor must retain all licenses, registration and permits required by Federal and State laws for performances of this contract throughout the duration of this contract. Current copies shall filed with the State as changes occur.
- 6.6 Contractor shall provide complete system descriptions, operator manuals, installation guides, user guides and any and all information required to allow the State to utilize services.
- 6.7 The State shall require background investigations and drug tests of personnel working at State locations. The Contractor and subcontractors shall provide the State with the names, dates of birth, birth addresses, and any additional information necessary to obtain security clearance of personnel working on the installation and maintenance of all equipment. The State may require that a Contractor or subcontractor employee be precluded from entry into any State facility. The Contractor shall replace any such employee working at such locations as directed by the State.
- 6.8 All equipment and software provided shall be fully year 2000 compliant. The Contractor shall update and maintain all equipment to ensure compliance throughout the duration of the contract.

7.0 SECURITY FOR FAITHFUL PERFORMANCE

- 7.1 Contractor shall file a \$100,000 performance bond per service (Inmate Calling and Public Pay telephone, \$200,000 total) with the State. Bond shall be issued by corporations satisfactory to the State, and duly and legally licensed to transact business in the State of New Hampshire. Bonds shall be issued at the expense of the Contractor, maintained by the Contractor at the Contractor's expense, and shall remain in effect for the length of the contract and any extension thereof.
- 7.2 The Contractor shall maintain this performance bond as security for faithful performance throughout the duration of this contract and any extension thereof.
- 7.3 Performance bond amount shall be awarded the State on the occurrence of any one of the following for either of inmate or pay telephone services:
- 7.3.1 State does not receive services requested prior to November 10, 2000
- 7.3.2 Contractor fails to provide service within 14 calendar days of request for a single telephone at any new State location if total number of requests within the same 14 day period does not exceed 20 telephones.
- 7.3.3 In the event that a replacement subsequent contract is not awarded to the same Contractor, the existing Contractor fails to supply all equipment and services for a period of up to 90 days beyond the contract termination date.
- 7.3.4 Equipment installed fails to perform per the contract requirements.
- 7.3.5 User billing is incomplete and/or inaccurate.
- 7.3.6 Billing reports provided to the State are incomplete, inaccurate or missing.
- 7.3.7 Equipment and installation information provided to the State is incomplete or inaccurate.
- 7.3.8 Commissions and/or commission statements provided the State are inaccurate or incomplete.
- 7.3.9 Failure of the Contractor to comply with the terms and conditions of this agreement.
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8.0 INSURANCE

The Contractor shall furnish to the State Contracting Officer insurance certificates for comprehensive general liability, automobile liability and worker's compensation in accordance with ATTACHMENT B. Such certificates shall be maintained current with copies provided to the contracting officer throughout the duration of the contract.

9.0 INSTALLATION GUIDELINES AND SCHEDULES

- 9.1 The contractor shall provide a complete turn key installations, including all equipment, facilities and telephony connectivity services.
- 9.2 The Contractor must provide services as required by the State. The Contractor shall not decrease telephone count unless directed to do so by the State. Telephones may be added or removed to meet State requirements, as defined by the State.
- 9.3 Installations shall be in compliance with Bellcore standards, the National Electrical Code, BICSI and the EIA/TIA Wiring Standards.
- 9.4 All services shall be scheduled in advance of cutover or installation. The Contractor shall clearly and concisely identify procedures and time schedules prior to service. All telephones and services shall be installed and operational on or before November 10, 2000. Any additional telephones shall be installed within 14 calendar days of request by the State.
- 9.5 The Contractor shall notify the Telecommunications Section of any modifications or interruptions of service during the implementation, installation of or repair of any service. All scheduled interruptions shall be coordinated with the State contact person five business days prior to scheduled interruption, at which point, the State may require an alternate service interruption date.
- 9.6 Contractor shall provide weekly installation progress reports denoting installation progress at all locations, projected installation schedules and past progress. Within five days of cutover, the Contractor shall submit a statement that the proposed services/products are operational, complete, and fully tested.
- 9.7 The acceptance of the installation/implementation shall be made by the State representative when all terms and conditions of the contract have been met.
- 9.8 Contractor shall provide instruments at locations specified on drawings provided with this document. It is the responsibility of the Contractor to furnish all items required to insure operation, including racks, cable, power distribution, telephones and electronic switching. Available cabinet space for inmate equipment is limited. Final equipment placement shall be in the same place as current equipment is located unless otherwise directed by the State. The inmate system at the Concord location shall require relocation of facilities from the basement to a second floor closet.

10.0 INTERLATA AND INTRA SERVICES

- 10.1 The Contractor shall be solely responsible to insure complete system operation with any interstate carrier, intrastate carrier and/or LEC in supplying any required call routing and resulting call billing.
 - 10.2 The Contractor shall be solely responsible to insure operation with any interstate carrier, intrastate carrier and/or LEC in transferring services and equipment required to provide uninterrupted service.
 - 10.3 The Contractor shall order, coordinate, and schedule all associated carriers for the installation of T-1's, switched access, analog line, and connection of all telephone services.
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- 10.4 The Contractor is responsible to install and maintain all local, interLATA and IntraLATA services. The Contractor shall service all State locations via switched access and/or dedicated facilities. The Contractor shall cooperate fully with any intrastate carrier and/or LEC in supplying any required routing or translation changes.
 - 10.5 InterLATA services shall be completely transparent to the caller, not requiring human interface to complete calls.
 - 10.6 The Contractor shall optimize line quality through various methods of conditioning whenever required to meet Bellcore requirements.
 - 10.7 If substandard transmission quality is encountered, a full credit shall be issued the billed individual upon notification to the Contractor. Credit shall be limited to three (3) call credits per 24 hour period.
 - 10.8 The Contractor shall notify the State of any change or impact on various transmission facilities diminishing transmission quality.
 - 10.9 The Contractor shall be responsible to insure proper call completion and to provide the State with accurate traffic statistics, maintenance and operational reports.
 - 10.10 The Contractor shall limit connect time access (time period from the end of dialing to ringing at destination line) to a period not to exceed 8 seconds.
 - 10.11 The Contractor shall assure that no operator assistance services (0+ dialing) may be accessed.
 - 10.12 The Contractor must assure that no directory assistance services may be accessed.
 - 10.13 Contractor shall order PIC change from the local exchange company as required. When all installations are complete, the Contractor shall certify in writing to the State that all telephones have been successfully converted to the proper PIC code.
 - 10.14 The Contractor is not authorized to incur any charges for which the State shall be responsible. Any and all charges levied by the LEC for PIC changes shall be invoiced to and paid directly by the service provider.
 - 10.15 Any proposed service shall not require the dialing of additional digits beyond the one (1) and the ten digits (three digit NPA, three digit NXX, and four remaining digits of the number) normally dialed for North American calling. Exceptions shall be allowed for calling card services.
 - 10.16 The Contractor shall place a block on unauthorized PIC change orders from other carriers. The Contractor must work with the LEC or appropriate party to insure that PICs are retained with proper indicators throughout the duration of the contract.
 - 10.17 The Contractor must provide service on a 95% availability basis allowing up to 95% of all telephones to be connected to outside parties simultaneously.
 - 11.0 REPAIR AND MONITORING PRACTICES**
 - 11.1 All equipment provided shall be the responsibility of the Contractor. The Contractor shall provide spares, trained personnel and software to support the equipment at the Contractor's cost throughout the duration of the contract.
 - 11.2 The Contractor shall respond to a major service call within four (4) State business day hours of report of occurrence. A major service call is defined as a loss of twenty-five 25% or more of any one bank
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(greater than one telephone) of telephones or loss of carrier services. State business day for inmate telephone service is any calendar day (24 hours).

- 11.3 The Contractor shall respond to a minor service call within the next business day of report of occurrence. A minor service call is defined as any service call not defined as major. Additional services such as Moves Adds and Changes (MAC) will be requested after installation. Most work will be scheduled the (10) business days in advance (three or more days), but the Contractor shall service the State within the next business day when requested to do so. In all cases, work must be completed within 10 business days. For inmate telephone services, next business day shall be next calendar day.
- 11.4 At no point in time, will any telephones be left without service for more than 24 consecutive hours. Stations shall not be out of service for periods exceeding two interrupted and/or consecutive hours for any 24 hour period.

12.0 MAINTENANCE AND SUPPORT

All Contractor equipment must be fully supported by on site and remote maintenance. Remote maintenance must include the ability to test trunks and phones, and to place test calls without sending a technician to the site. Maintenance must include the following:

- 12.1 Remote diagnostics and repair without affecting call progress and calls in progress for unaffected telephones in fault.
- 12.2 Automatic trunk disable for failed trunks.
- 12.3 24 hour, 365 day repair service for telephone station bank out of service reports.
- 12.4 Next day repair for single station trouble reports.

13.0 REPORT ADMINISTRATION

- 13.1 Monthly income reports shall be provided via E-mailed computer files, completely compatible with MS Access and Excel programs. . Report shall identify revenue and commission paid by telephone station and by site. Reports shall be delivered prior to the 10th of each calendar day following the previous month. **Reports for inmate services shall be forwarded to dveno@nhdoc.state.nh.us and dlecler@admin.state.nh.us. Pay telephone service reports shall be forwarded to dlecler@admin.state.nh.us**
- 13.2 The Contractor shall provide monthly trouble reports summarizing repair activities for the previous month's reports. Reports shall be E-mailed to dlecler@admin.state.nh.us. The Contractor must meet with the state either in person or via a telephone conference call regarding corrective actions and trouble resolution upon request. Type of meeting will depend upon problem severity as determined by the State.
- 13.3 The Contractor shall assign a dedicated financial representative to the State account who will cooperate with the State to resolve income, call detail, equipment programming and data discrepancies.
- 13.4 The Contractor shall provide any corrective data requested by the State within five (5) working days of request. This is inclusive of balances and credits owed the State.
- 13.5 The Contractor shall provide immediate notification to the State upon receipt of evidence of fraud, vandalism, wire-tap, or any other access to, or use of, services or products other than authorized by the State.

14.0 AVAILABILITY

The Contractor is responsible for continued availability of all phone services. Any interruption lasting more than one business day per month during which service is available, or any month during which three or more interruptions occur of any duration will be subject to a penalty payment equal to the highest monthly commission paid for that telephone during this agreement.

15.0 AUDITS

The State shall have the right to conduct an audit of any Contractor and its sub-contractor(s) for the specific purpose of determining the accuracy of commission payments to the State.

EXHIBIT A
SECTION B: INMATE CALLING SERVICES

1 INTRODUCTION

Contractor shall supply Inmate Collect-Call telephones, local, interLATA and intraLATA services as required in the State Prison facilities. Locations include the Department of Corrections facilities located on 281 North State Street in Concord, the State Prison for Women located on 317 Mast Road in Goffstown and the Lakes Region Facility located on 1 Right Way Path in Laconia. At the initiation of the contract a minimum of 6 phones in the Goffstown facility, 94 phones in the Concord facility and 26 telephones in the Laconia facility shall be installed. Similar services with fewer features shall be installed at the Department of Youth Development Services on 1056 North River Road, Manchester with eight (8) telephones and 45 Fruit Street, Concord with one (1) telephone.

A summary of telephone set requirements is as follows:

ADDRESS	APPROX. RESIDENTS	MINIMUM REQUIRED TELEPHONES
281 N. State St., Concord, NH	1530	98
317 Mast Road, Goffstown, NH	112	7
Shea Farm, Iron Works Road, Concord	14	4
5 Right Way Path, Laconia, NH	408	32
1056 N. River Rd., Manchester, NH	114	7
45 Fruit Street, Concord, NH	20	1

- 1.1 Systems and services provided must be "turn-key."
- 1.2 Contractor shall make arrangements for removal of existing inmate phone systems at each facility, with smooth cutover to new services without interruption of service to inmates. The Contractor must coordinate all circuit orders with the LEC and long distance carrier. Timelines shall be coordinated with State designate.
- 1.3 Acceptance testing shall be performed at each facility in the presence of the Department of Corrections personnel and/or their designated representative(s).
- 1.4 Systems shall allow collect call operation only. Calling card, third party and operator assisted calling shall be denied.

2 INSTALLATION REQUIREMENTS

The Contractor must provide equipment installation on site with limited space provisions. Prior contractor is Sprint. The Contractor must coordinate with Sprint in all phases of equipment installation and service deployment.

- 2.1 The Contractor is required to install new equipment and cut over services in conjunction with the removal of existing services. Equipment rooms are as follow:

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- 2.1.1 Concord Facility: Internal Affairs Office. 10'x8' area is available. This is a new equipment location within the facility. The Contractor must provide all labor, cable, facilities, equipment and items otherwise required to locate service in the new location.
 - 2.1.2 Lakes Region Facility, Laconia: Telephone MDF Closet, 10'x10' area is available. This is an existing equipment location within the facility.
 - 2.1.3 Goffstown Facility: Back Property Room system cabinet. This is an existing equipment location within the facility.
 - 2.2 Contractor equipment shall include main switching gear referred to as Inmate Call Processor (ICP), cabling, telephones and any and all materials required to complete installation and service as defined within.
 - 2.3 The Inmate Call Processor (ICP) shall be of compact design requiring a minimum of wall and floor space. Contractor must submit a scale drawing of the installed space required.
 - 2.4 Each ICP unit shall be powered by no more than a single, unconditioned, 120 volt, 60 Hz power source drawing no more than twenty (20) amps.
 - 2.5 Each ICP shall be equipped with an internal UL listed power supply that is tolerant of line transients, momentary surges, and short duration power drops such that inmate phone operation continues in the presence of such common disturbances. No auxiliary power cords, external power supplies, or AC/DC converters shall be required at the actual inmate phone stations. The Contractor shall provide all materials and labor required to install the ICP. Receptacles and wiring already installed in the NNHCF may be used to connect the telephone instruments with the MDF. Any additions are the responsibility of the contractor.
 - 2.6 Each telephone station must be self contained, utilizing telephone cabling for all connectivity. Cable must be protected by encasement in metal conduit. Installations must use existing conduit utilized by the present contractor when available.
 - 2.7 Installation shall not interfere with existing services during standard operating times. Service transfer must be performed one station at a time in order not to leave any one or all bank(s) of telephones without service.
 - 2.8 All equipment provided shall be new and utilize state of the art technology.
 - 2.9 The Contractor shall be financially responsible for obtaining all permits, licenses, and bonding to comply with State and Federal laws.
 - 2.10 As directed by the State contact at each correctional facility, one telephone of each "bank" of telephones shall be installed as to be compliant with the Americans with Disabilities Act (ADA).
 - 2.11 The Contractor shall order and coordinate all required circuit orders with the LEC and long distance carrier. Timelines shall be coordinated with State designate.
 - 2.12 The contractor shall work with the State and existing service contractor to convert all existing data to required format and loading into the new system. The contractor shall accept data from the current provider in any format including ASCII, Excel, and Access. The contractor shall process the data into the format required for the proposed system and load the information at an agreed upon time. System testing shall be performed and successfully completed prior to any cut over.
 - 2.13 The Contractor must provide wall mounted instrument signage defining call procedures next to each telephone. Signage shall be in English, Spanish and French. A sample is provided in ATTACHMENT A.
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- 2.14 After installation of services, the contractor shall provide an installation summary for each site, including the following information:
 - 2.14.1 Certification of completion per contract requirements. Signed by vendor and State.
 - 2.14.2 Front view (Complete manufacturer diagram or printed digital picture) of cabinet and each item of equipment installed.
 - 2.14.3 Side view (Complete manufacturer diagram or printed digital picture) of cabinet and each item of equipment installed.
 - 2.14.4 Cable layout including all blocks (66,110 or other) and interfaces.
 - 2.14.5 Network Hub Layout
 - 2.14.6 MDF Termination Detail
 - 2.14.7 Block layout identifiers
 - 2.15 ICPs for locations with 10 or fewer telephone stations may be remotely located and need not be at campus locations. All other sites will require on campus equipment.

3 OPERATIONAL SUPPORT, MAINTENANCE, AND MONITORING PRACTICES

- 3.1 All equipment provided shall be the responsibility of the Contractor. The Contractor shall provide spare parts, trained personnel and software to support the equipment at the Contractor's cost throughout the duration of the contract. All Contractor equipment must be fully supported by on site and remote maintenance. Remote maintenance must include the ability to test trunks and phones and to place test calls without sending a technician to the distant site. All equipment provided shall be the responsibility of the Contractor. Maintenance must include the following:
 - 3.1.1 Contractor repair of all major service calls within four (4) hours of report of occurrence. A major service call is defined as a loss of twenty-five 25 % or more of any one bank (greater than one telephone) of telephones or loss of carrier services.
 - 3.1.2 24 hour, 365 day repair service for telephone station bank "out of service" reports.
 - 3.1.3 Contractor response and repair commencement of all minor service calls within one business day of report of occurrence. A minor service call is defined as any service call not defined as major. Additional services, such as Moves, Adds and Changes (MAC), will be requested after installation. Most work will be scheduled some time in advance (three or more days), but the Contractor shall service the State within the next business day when requested to do so. In all cases, work must be completed within 10 business days. For inmate telephone services, next business day shall be next calendar day.
 - 3.1.4 Next day repair for single station trouble reports.
 - 3.1.5 On-site diagnostics, remote diagnostics, and repair without affecting call progress and calls in progress for telephones unaffected by fault.
 - 3.1.6 Automatic trunk/channel disable for failed trunks.
 - 3.1.7 Weekly site visits for system inspection and/or repair. Responses to trouble calls may constitute a site visit for the week so long as the other telephone equipment on the site is inspected at the same time and additional repairs are made as necessary.
 - 3.2 The Contractor shall provide monthly trouble reports summarizing repair activities for the previous month. The Contractor must meet with the State either in person or via a telephone conference call regarding corrective actions and trouble resolution upon request. The type of meeting will depend upon problem severity as determined by the State.
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4 FUNCTIONAL REQUIREMENTS

- 4.1 Service shall provide for administrative control of all programmable features via a PC located within the facility. Administrative access shall require multiple passwords and a lock-out feature restricting access to PIN numbers to a Master Administrator.
 - 4.2 Remote access via secure dial-up modem or other transport mechanism shall be provided at each site. Access shall be originated from a single designated State location. Security shall include dial-back for dial-up modem access or originating address authentication. Additional multiple passwords security shall be included. Remote connection shall allow downloading of information only.
 - 4.3 The ICP must provide fully automated collect calling without the need for live operator intervention.
 - 4.4 The ICP shall offer clear and concise voice prompts; English will be the default prompt. Inmates shall be able to select prompts given in Spanish and French. Voice prompts must be given in short sentences with meaningful instruction for operation of the system. Beeps, tones, and other non-voice sounds shall not be permitted as substitutes for voice instructions, except when standard sounds such as dial tone, ringing, busy signals, on hold and intercept tones are appropriate. Phone signs, printed hand-outs, and video-training tapes are not an acceptable alternative to a complete range of voice prompts and messages.
 - 4.5 The ICP must include the following fraud control features:
 - 4.5.1 Require the successful entry of a valid personal identification number (PIN, inmate DOC number to be used) to provide positive identification of the inmate seeking access to the system, before the call is accepted.
 - 4.5.2 Prompts to verify PIN inputs requiring a DTMF verification of within 15 seconds for answering yes if correct or no if incorrect. Callers shall be allowed only two changes to enter a correct PIN before being disconnected.
 - 4.5.3 Switched hook detection (and subsequent disconnect) during connected call period. Call detail reports must reflect reason for disconnect.
 - 4.5.4 Voice overlay recording alerting called party that they are speaking to an inmate from a correctional facility. Overlay recording must be provided at initial contact with called party and played randomly during call duration. Random play must be programmable from administrative terminals allowing an option to disable play during conversations. Volume must be remotely adjustable to insure proper volume.
 - 4.5.5 Third party conference call detection eliminating the possibility of call conferencing and call forwarding.
 - 4.5.6 Incoming call block. The ICP must not respond to incoming ringing on any of its lines used for placing the outbound inmate collect calls. No signaling or ringing of the inmate station phones shall result from an incoming ring on a line.
 - 4.5.7 The ICP must allow for blocking of the sound path to the inmate phone during call placement and during the time when the ICP is requesting acceptance of the collect call charges. During call blocking, the inmate shall be given call progress tones to indicate that the call is being connected until such time as positive acceptance or rejection is detected.
 - 4.5.8 The ICP must provide call blocking upon dialing based upon an unlimited number of administratively defined telephone numbers. Blocking shall be defined by the NPA, individual digits or exchanges as selected by the system administrator (i.e. 800 numbers, 900 numbers, etc).
 - 4.5.9 Access to a live operator must be blocked at all times.
 - 4.6 Call duration must be controlled per defined length of call. Both called and calling parties will receive a voice message indicating maximum call duration has been met and that the call will terminate.
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Maximum time duration must be programmable in one-minute increments from three to unlimited. Default setting must be unlimited. Administrators must have authority to vary call length as desired.

- 4.7 The ICP must not deem a call to be accepted until such time as the call recipient acknowledges receipt by dialing a system recognized digit on a touch tone telephone. The ICP must be able to distinguish such signal from line noise such as pops or clicks, i.e. as may be created by answering machines.
 - 4.8 The system must be provided with an on-site administration terminal located at a location remote from the main equipment location, but placed within the same facility. Features must include the following:
 - 4.8.1 Connection via commercially available computer equipment (LAN, local area modem, etc.)
 - 4.8.2 Operation not affecting the ICP normal operations and telephone operations.
 - 4.8.3 Allowance of multilevel passwords.
 - 4.8.4 Management of inmate PIN codes and allowed called numbers; inmates shall have no more than twenty (20) numbers to which they can place calls.
 - 4.8.5 Report capabilities of call detail reports by number called, date, time, caller PIN and originating telephone.
 - 4.8.6 Viewing and printing of call detail records.
 - 4.8.7 Real time update of call block and acceptance lists.
 - 4.8.8 Real time ability to disable and enable phone operation on an all phone or per station basis.
 - 4.8.9 Ability to connect two or more administrative terminals with simultaneous operations if needed.
 - 4.8.10 Recording of selected conversations from file records to CD.
 - 4.9 Ability to automatically scan recorded calls for key words and phrases and have the administrative terminal receive a prompt for the call to be reviewed based upon the detection of those words and phrases in a conversation.
 - 4.10 Data entry and retrieval of records in ASCII formatted files.
 - 4.11 All inmate calls will be silently monitored and recorded; each call will be time and date stamped at the point of recording. Recording will begin with the detection of an off-hook condition; dialing or speaking must commence within fifteen seconds or the call will be terminated and the recording cease. Recorded calls must be easily retrievable and archived on write-once compact disks.
 - 4.12 Monitoring must be provided on a per call, dialed number, all trunk, scanned trunk or on demand basis from any non-inmate call system telephone and with PIN number; monitoring may be done on either live or previously recorded calls.
 - 4.13 For the continuous recording of all stations the number of compact disks required for 30 days of monitoring shall be maintained on site and shall be supplied by the Contractor. Disks shall become the property of the Department of Corrections once recorded.
 - 4.14 Stations must be armored, coinless phones designed for use in correctional facilities. Coin phones or phones requiring local power are not acceptable. Phones must be dumb stations with a minimum of electronics. Intelligence must reside within the ICP.
 - 4.15 Telephone stations must include stain resistant metal casing, metal armored handset cord, armored handset, moisture resistant keypad and concealed fittings to prevent inmate tampering.
 - 4.16 Telephone handset transmitter and receiver must be protected from puncture by metal grids placed directly over each.
 - 4.17 System must be remotely bootable.
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- 4.18 Power backup (UPS or battery with line conditioning) for up to 15 minutes in the event of power failure must be provided.
 - 4.19 The Contractor must provide hard wired, switched disconnect of each individual telephone by State employees within the observation room for each bank of telephones.
 - 4.20 Contractor shall provide high quality transmission service. Service shall be verified by a test call to an industry standard milliwatt tone and quiet generated in a facility within a selected North American NXX/NPA, and measurements taken regarding tone loss and line noise. Readings must be within 0 to -10 for loss and lower than -20dbm for noise. All other readings shall be considered substandard.
 - 4.21 Credit for calls shall be issued when a caller attempts to place a call, does not get connected, and yet is billed; or when a call is terminated within 30 seconds of call initiation, due to substandard transmission quality, and a second attempt is made.
 - 4.22 The system shall provide for a toll free service, allowing inmates to dial an on site investigative report telephone number. This call shall not require the use of voice identification or PIN.
 - 4.23 The system shall allow an automated call block feature, permitting the caller to block their number from being dialed in the future. The called party simply dials a single digit DTMF code once the message that the call received is from an facility and the calling inmate name is played. A record is generated and the system administrator is notified of the blockage. The system automatically blocks the call. The administrator may change the denial operation at any time via the administrative terminal.
 - 4.24 The system shall constantly monitor the inmate phone for attempts to manipulate the switchhook in order to bypass system controls. Any such attempt will result in call disconnection. At no time will the inmate reach outside dial tone or operator assistance.
 - 4.25 Calls shall be restricted to collect only. Inmates shall be prohibited from dialing: 911, 411, 555-1212, 0-, 00-, 700, 976, 900, 888, 800, 10XXX, 950, in order to ensure that there is no possibility of inmate live operator access. In addition, the system shall be equipped with virtually unlimited capacity for individual blocked numbers which can be added on-site via one of the administrative terminals.
 - 4.26 The system must require that the inmate hang up following each call in order to place another call. When the first call is complete, the phone becomes inoperable until it is placed on-hook again.
 - 4.27 The system shall be provided with two methods to quickly shut down all telephones during an emergency: Administrative terminal and mechanical cut off switches. Existing switches may be used, but the contractor must insure proper operation maintenance. These manual switches shall override any electronic or preprogrammed on-off parameters. These switches will be installed in a controlled area (Presumably the Control Room). An officer from The State of New Hampshire Department of Corrections can shut off individual phones, all phones in a POD or all phones at the facility with one switch.
 - 4.28 The system shall offer both rotary and touch tone call acceptance
 - 4.29 The system shall be fully compatible with TTY/TDD services and meet all requirements of the American with Disabilities Act. This is inclusive in telephone set location and installation.

5 CALL SEQUENCE

This sections defines sequence of events of initiating inmate call.

- 5.1 Caller lifts handset.
 - 5.2 Caller receives a repeated message to choose between English, Spanish or French, each in the appropriate language.
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- 5.3 Caller receives repeated message to enter a Personal Identification Number (PIN).
- 5.4 Caller enters PIN number.
- 5.5 Caller receives repeated message to indicate that number entered was number desired. Caller presses a DTMF key to continue the call, or a different key allowing him to re-dial the number.
- 5.6 Message is played to the caller, indicating an acceptance or rejection of the call attempt. If the ID is rejected, the phone will be disconnected.
- 5.7 Inmate dials number.
- 5.8 Receiving party telephone rings.
- 5.9 Receiving party answers call.
- 5.10 Receiving party hears a message in English, Spanish or French, dependent upon originating call language, indicating that this is a call from a correctional institution in New Hampshire, plays the voice recorded name of the inmate, and provides information on how to accept or reject the caller. The calling party is not cut through until the call is accepted. The caller only hears a repeated message that his call is being processed.
- 5.11 Inmate receives message that his call is either connected and he hears the called party or that his call is rejected, in which case the call is immediately terminated.
- 5.12 Every six seconds throughout the call the inmate hears a recording tone and randomly the called party receives a message that the call has been placed from a correctional institution. This feature is selectable from the administrative terminal and may be disabled.

6 CALL DETAIL REPORTING AND STORAGE

The ICP must provide on site storage of call detail information. Other requirements include the following:

- 6.1 On site storage capacity of up to 6 months of call records, as differentiated from recordings of calls, on hard disk. Ability to transfer call records to servers on the Corrections network. Contractor is to provide single computer systems with LAN hardware/software to interface to Corrections network at each site. Backups shall be performed weekly.
- 6.2 Call activity viewing in real time.
- 6.3 On site reporting of stored activity.
- 6.4 24 hour automatic call backup
- 6.5 Call detail reporting by PIN (if used) or station for dialed number, station, trunk, time of day, date and duration of call, and call conditions including busy, no answer, normal, time expired, line quality, etc.
- 6.6 Indefinite retention of call details in the event of power failure.

7 OPERATIONAL SUPPORT AND TRAINING

- 7.1 The Contractor shall provide an employee for operational and maintenance support for the inmate telephone system. Operational support shall include, but not be limited to, training Corrections staff in the use of the system, collecting and inputting voice samples of the inmates for identification and tracking purposes, and entering and adjusting inmate personal identification numbers (PIN).
 - 7.2 On site operational training at each prison facility for up to ten (10) correctional staff shall be provided. Classes shall be a minimum of two hours each, and be provided for each of the three employee work shifts. A minimum of two classes shall be held for each shift. Topics to be covered shall include:
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- Inmate call process.
- Communicating PIN assignment/change requests to administrators.
- Reporting options
- Administrative terminal operation
- Recording operating instructions and options
- Trouble reporting procedure.
- Emergencies – phone shutdown, reporting, service issues.

7.3 On site training at each prison facility shall be provided for up to five (5) administrators of the inmate phone system. Such training shall include operation and operator/user maintenance of all equipment supplied. Training shall take place on the day prior to system turn-up, the day of turn-up and 14 days thereafter to insure a thorough understanding of the equipment by prison employees. Training shall take place during each of three daily shifts as defined by the Department of Corrections. Each administrator shall be provided complete sets of training material including manuals and other materials.

- Administrative terminal operations including investigative tools
- Reporting options and queries.
- Inmate call process.
- Communicating PIN assignment/change requests to administrators.
- Trouble reporting procedure.
- Emergencies – phone shutdown, reporting, service issues
- Remote monitoring and recording data access

7.4 Training Sessions

7.4.1 Full day sessions at each site on a date to be specified by the State and mutually agreed upon for each shift change as determined by the State.

7.4.2 Multimedia presentations using printed materials and including questions and answer sessions.

7.4.3 Instructional materials including operating manuals and additional training session topic documentation for each attendee.

7.5 Contractor employee shall provide weekly routine operational and maintenance support for training additional Correctional staff in the use of the system, collecting and inputting voice samples, entering inmate identification data and PIN numbers.

8 TROUBLE REPORTS

Contractor shall be responsible to catalogue, maintain and resolve inmate trouble reports. A sample report is included in **ATTACHMENT C**.

9 EQUIPMENT OWNERSHIP

9.1 The Contractor shall remain the sole and exclusive owner of all telephone equipment installed.

9.2 All existing and Contractor installed wiring, cable, patch panels, jacks, interface floccs, wire and any infrastructure that is basic to the inmate telephones and control/interface equipment shall remain as property of the State at the termination of this contract. Such items shall be left in good working condition and available for any future contractor.

9.3 All PCs shall be maintained by the contractor throughout the contract, but be turned over to the state at the termination of the contract. The State shall receive such including all software and peripherals, as considered inclusive in the system. Such items shall be left in good working condition and available for any future contractor.

- 9.4 The State shall not be held responsible for any damage to equipment.
- 9.5 The Contractor must provide documentation on equipment ownership if other than the primary contractor (subcontractor) and the terms of the use (if not owned by the Contractor) of such equipment.
- 9.6 All services shall remain in effect from the commencement of the contract to the initiation of a future contract, not to exceed 90 days.
- 9.7 The State shall bear no costs for the removal and transfer of services. All terms of the initial contract other than time duration shall remain in effect.

10 ADMINISTRATIVE PCs

- 10.1 Contractor shall provide one PC per DOC site as noted:
Concord Facility: Internal Affairs Office, Administrative Wing.
Lakes Region Facility, Laconia: Investigation Office adjacent to Rooms 126 and 127.
Goffstown Facility: Internal Affairs Office
- 10.2 The Contractor shall provide administrative PCs where specified within. All such devices shall be industry standard equipment, including the following (or upgraded):
 - 400 MHz Pentium II (or equivalent) Processor
 - 4MB Video Memory
 - 3.5" 1.44MB Floppy Drive
 - 4GB IDE Disk Drive
 - Integrated 10/100 Network Interface
 - 512K Cache
 - 2X6 IDE R/W CD ROM
 - Microsoft Mouse
 - WIN 104 Key Keyboard
 - 128MB Memory(1 DIMM)
 - Data/Fax 56K Modem
 - Windows 98 Operating File System
 - 17" Color Monitor UltraScan 1000HS

11 YDS TELEPHONES

Youth Development Services shall receive a subset of the defined inmate services at the 45 Fruit Street, Concord and 1056 North River Road, Manchester locations. Alterations to the previously defined requirements are listed below. All other items not directly addressed here shall be retained:

- 11.1 Voice recording is not required.
 - 11.2 Administrative PCs are not required.
 - 11.3 Only collect calls shall be allowed.
 - 11.4 Reports shall be provided electronically, E-mailed to YDS monthly. The State may require additional reports more frequently when necessary for investigative purposes. The Contractor shall respond to all such requests within 24 hours. Reports shall be contractor generated on a monthly basis, defining originating telephone, terminating telephone number, date, time and duration of calls. Monitoring as defined in items 4.11, 4.12 and 4.13 shall not be required.
 - 11.5 Weekly site visits as noted in 3.1.7 shall not apply. All other support items as listed in item 3.0 shall be retained.
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- 11.6 It shall not be necessary for the Contractor to supply an employee for weekly on site routine operational and maintenance support for training additional staff as noted in item 7.4. Such services shall be requested on an as needed basis only per State request.
 - 11.7 Items 6.2, 6.3, 6.4, and 6.6 shall not apply.
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EXHIBIT A
SERVICES
SECTION C: PUBLIC PAY TELEPHONE SERVICE

1 INTRODUCTION

The Contractor shall be a primary provider of all public telephones located on property owned or controlled by the State. This includes coin-operated and Charge-a-Call telephones. Prior contractor is Bell Atlantic. The Contractor must coordinate with Bell Atlantic in all phases of equipment installation and service deployment. All existing public telephones for which the State has assumed responsibility are installed and maintained by the local exchange carrier Bell Atlantic. Contractor shall provide local, intra LATA and interLATA transport. At present, service for 344 telephones is required.

2 AVAILABILITY

- 2.1 The Contractor must provide 800 and 888 NPA and emergency 911 access from all telephones. 911 calls shall not require payment deposit or incur any costs to the caller.
- 2.2 The Contractor may restrict incoming calls at its discretion.
- 2.3 The Contractor must allow origination of third party bill to and collect calls. The Contractor must subscribe to a major service listing restricted third party billed calls including but not limited to, those provided through Bell Atlantic Curb a Charge services.
- 2.4 The Contractor must accept the usage of major debit and calling cards including but not limited to AT&T, LDN, MCI, Bell Atlantic and Sprint.
- 2.5 The Contractor must provide a one for one replacement for all public pay telephones noted in ATTACHMENT D. The Contractor must provide, at a minimum, one coin operated telephone at each additional State public address. Any telephone location receiving over \$80 in average monthly usage shall be eligible for a second station. Additional installations may be required per multiples of \$80, one per multiple. All installations shall be at the discretion of the State and shall be coordinated by the State.
- 2.6 For management purposes, the State's telephones may be grouped into BTNs. Grouping selections shall be made by the State.

3 TELEPHONE STATION TYPES

- 3.1 Public telephone stations are currently made up of several types, including environmentally protected stations, indoor stations, coin and charge card stations. The Contractor must provide equipment of similar type designed for similar applications. An exception is made for the replacement of Charge Card telephones with Pay Station coins if desired by the Contractor. Approximately 250 telephones are indoor stations and 103 are outside stations.
 - 3.2 The Contractor may install telephones as is necessary to insure the greatest amount of usage. Each location, at a minimum, must be provided with one coin operated telephone. All installations must be approved and coordinated with the State.
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EXHIBIT B
PRICING

- 1.0 20 % commissions on gross usage shall be paid to the State on a month to month basis, including the time period from the first day of the month through the last day of the month for all telephones. Payment shall be received by the State no later than the 15th of the month following services. Deductions for any costs associated with services provided, uncollected calls, or un-billable calls SHALL NOT BE PERMITTED.
 - 1.1 Commission payment for inmate services at prison facilities shall be by made check, payable to the State of New Hampshire, Department of Corrections. Payments shall be bulked per telephone grouping and forwarded to:
 - 1.1.1 Department of Corrections, Division of Administration, 85 Pleasant Street, PO Box 1806, Concord NH 03302-1806.
 - 1.1.2 Commission payment for service at YDS facilities shall be made by check, payable to the State of New Hampshire, Youth Development Services. Payments shall be bulked and forwarded to:
 - 1.1.3 State of New Hampshire, Youth Development Services, 1056 North River Road, Manchester, NH 03104-1998.
 - 2.0 Commission for pay telephone services shall be paid by check, made payable to the listed offices. Payments shall be bulked per telephone grouping and forwarded to the address(s) provided by the State. Presently, commissions are forwarded to the following:
 - 2.1.1 State of New Hampshire, Department of the Treasury, care of Department of Administrative Services, Telecommunications Section Room 408, 25 Capitol Street, Concord, NH 03301.
 - 2.1.2 Department of Corrections, Division of Administration, 85 Pleasant Street, PO Box 1806, Concord NH 03302-1806
 - 2.1.3 Department of Resources and Economic Development, 172 Pembroke Road, PO Box 1856, Concord, NH 03302-1856
 - 3.0 Delivery location may change dependent upon alterations in State policy or legislation. No checks shall be forwarded to any other address without the specific written instructions of the Department of Administrative Services, Bureau of General Services, Telecommunications Section.
 - 4.0 The Contractor shall provide services to telephone users at the following rates. No guaranteed usage is give or implied. All fees shall be charged to the responsible parties receiving calls per the contract requirements. No payments shall be due the Contractor by the State.
 - 5.0 For Inmate Calling Services, the lowest rate available from any major international carrier for all calls outside of the US for same type service shall determine the maximum rate to be charged to users of telephones covered under this contract. Contractor shall not increase per minute call costs nor exceed an additional \$1.45 surcharge to establish such calls.
 - 6.0 For Public Pay Telephone Services, the lowest rate available from any major international carrier for all calls outside of the US for same type service shall determine the maximum rate to be charged to users of telephones covered under this contract. Contractor shall not increase per minute call costs nor exceed a \$.35 surcharge to establish such calls.
 - 7.0 For Inmate Calling Services, local exchange calling (local calling) shall not incur per minute charges. Only the cost to establish a call shall apply. Local exchanges shall be all those served form the same Local Exchange Carrier (LEC) central office, currently at contract origination Bell Atlantic, which do not result in long distance charges when any direct dial call is placed.
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8.0 For Public Pay Telephone Services, local exchange calling shall not incur per minute charges for all calls up to and including three minutes (180 seconds). Only the cost to establish a call shall apply. For calls lasting longer than three minutes, per minute charges may be applied for the fourth and successive minutes.

9.0 For all services, charges shall not be incurred until call is accepted, connection is complete, and two way conversation has been completely established.

Contractor rates for services nationally shall not exceed the following rates. **NO OTHER FEES OR CHARGES SHALL BE ALLOWED. ALL PUC, FCC OR OTHER JURISDICTIONAL AUTHORITY MANDATED COSTS (FEES, TAXES OR OTHERWISE) ARE INCLUDED WITHIN THE LISTED RATES.** Failure to comply with this requirement constitutes default under this agreement.

Inmate Calling

(a) Cost to establish a call (Only cost for local calling):	<u>\$1.45</u> per call
(b) Flat rate per minute for all national interLATA calling:	<u>\$.20</u> per minute
(c) Flat rate per minute for all intraLATA calling	<u>\$.15</u> per minute

Public Pay Telephone

(d) Cost to establish a call (Only cost for local calling):	<u>\$.35</u> per call
(e) Flat rate per minute for all national interLATA calling:	<u>\$.25</u> per minute
(f) Flat rate per minute for all intraLATA calling	<u>\$.15</u> per minute

EXHIBIT C
SPECIAL PROVISIONS

As an exception to section 7.1 of the General Provisions, the contractor may utilize subcontractors as necessary to complete the service requirements as specified within. Public Communications Services shall be the sole responsible party for subcontractors including, all subcontractor activities, equipment and facility provisioning. All additional terms and conditions contained within this contract shall apply to subcontractor operations. All subcontractors must be approved in writing by the State prior to commencement of any work.

**ATTACHMENT A
REQUIRED INMATE TELEPHONE POSTING**

DIALING INSTRUCTIONS

Pick up phone

Press 1 for English

Press 0 to make a call or 1 for instructions

Enter identification #, Dial 0 + Area code + number

INSTRUCCIONES PARA MARCAR

Levante el telefono

Para Espanol marque 2

Para una llamada de cobrar marque el 0 o marque 1 para instrucciones

**Marque su numero de identificacion, marque 0 y la area de codigo y
numero de telefono**

LE CONSIGNE SELECTIONNANT

-Decroché le téléphone

Pressé numero 3 pour Francais

Pressé numero 0 pour frais virés où Pressé numero 1 pour des instructions

Entré l' identificacion #, choisi 0 + Indicatif + Le Nombre

**ATTACHMENT B
INSURANCE REQUIREMENTS**

COVERAGE IS REQUIRED IF CHECKED BELOW

MINIMUM LIMITS REQUIRED

COMPREHENSIVE GENERAL LIABILITY

INCLUDING:

- \$500,000
- \$1,000,000
- \$2,000,000
- Other: _____
- Per Occurrence

- 1. Fire Legal Liability
- 2. Broad Form Property Damage
- 3. Premises Operation
- 4. Products and Completed Operations
- 5. Owners and Contractors Protective
- 6. Explosion and Collapse
- 7. Underground Hazards
- 8. Independent Contractors
- 9. Personal and Advertising Injury

AUTOMOBILE

- 10. Any Auto \$250,000/\$500,000/\$100,000
- 11. Employee Liability Endorsement \$500,000/\$1,000,000/\$100,000
- 12. Garage Liability \$1,000,000

- 13. **WORKERS COMPENSATION AND EMPLOYERS LEGAL LIABILITY**
 - N.H. Statutory
 - \$100,000 Bodily Injury by Accident per Employee
 - \$100,000 Bodily Injury by Disease per Employee
 - \$500,000 Bodily Injury by Disease Policy Limit

- 14. Professional Liability \$1,000,000
- \$2,000,000

- 15. Builders Risk; With Completed Value Replacement Cost Endorsement MINIMUM LIMITS REQUIRED

- 16. Installation Floater (Equipment) _____

- 17. Riggers Liability (Moving Equipment) _____

- 18. Other: The State of New Hampshire named as an additional insured

**ATTACHMENT C
INMATE TROUBLE REPORT**

Campus: _____

Report: Date: _____ Time: _____ Person Filing: _____

Location of Phones(s) Experiencing Trouble: _____

Description of Trouble: _____

<p>PRIORITY LEVEL 1 Repair will be made by the end of the next business day.</p> <ul style="list-style-type: none"> • ONE or less than half of single bank of inmate phones is not functional <input type="checkbox"/> • Monitoring and Recording not functioning on one or less than half of the telephones in one bank of telephones 	<p>Check One:</p>
---	--------------------------

<p>PRIORITY LEVEL 2 (4 hour response after notification) One entire housing area (full telephone bank) is not operational <input type="checkbox"/></p>
--

<i>TO BE COMPLETED BY CONTRACTOR</i>	
Description of Repair to Correct Problem: _____	

Date Tech on Site: _____	Time Tech on Site: _____
Date Trouble Cleared: _____	Time Trouble Cleared: _____

Tech Signature: _____

Form shall be provided in duplicate. One copy to remain with site contact. Second copy to be forwarded to: Administrative Services, Telecommunications, Room 408, 25 Capitol St., Concord NH 03301

ATTACHMENT D
SERVICE LOCATIONS PAYED IN CARE OF THE DEPARTMENT OF ADMINISTRATIVE SERVICES

TEL NO	LISTED NAME	ADDRESS	LOCATION
603 226 9624	NH PARK & RIDE	CLINTON, CONCORD	
603 747 3672	HAVERTHILL DISTRICT COURT	COURT, WDV, NH	LOBBY AREA, 2ND FLOOR
603 868 6306	DURHAM DISTRICT COURT	MAIN, DURHAM, NH	LOBBY AREA, 2ND FLOOR
603 763 2319	STATE OF NEW HAMPSHIRE	ROUTE 11, NEW LONDON, NH	
603 437 2780	NEW HAMPSHIRE STATE OF	ROUTE 93, WIND, NH	
603 437 4670	NEW HAMPSHIRE STATE OF	ROUTE 93, WIND, NH	
603 474 6072	NEW HAMPSHIRE STATE OF	ROUTE 95, SEAB, NH	
603 378 9224	NEW HAMPSHIRE STATE OF	WESTVILLE RD, PLAI, NH	
603 778 8059	ROCKINGHAM COUNTY COURT	1 HAMPTON RD, EXETER	GROUND FLOOR CORR PAST DE
603 778 8064	ROCKINGHAM COUNTY COURT	1 HAMPTON RD, EXETER	DEEDS GROUND FLOOR-RIGHT
603 778 8065	ROCKINGHAM COUNTY COURT	1 HAMPTON RD, EXETER	DEEDS GRND FLR-STR BY COMP
603 778 8068	ROCKINGHAM COUNTY COURT	1 HAMPTON RD, EXETER	RIGHT OF PROBATE COURT
603 778 8069	ROCKINGHAM COUNTY COURT	1 HAMPTON RD, EXETER	RIGHT OF PROBATE COURT
603 778 8085	ROCKINGHAM COUNTY COURT	1 HAMPTON RD, EXETER	DEEDS GROUND FLOOR -POLE
603 778 8915	ROCKINGHAM COUNTY COURT	1 HAMPTON RD, EXETER	RIGHT F-2
603 778 8934	ROCKINGHAM COUNTY COURT	1 HAMPTON RD, EXETER	F-2 LEFT STAIRS
603 778 8949	ROCKINGHAM COUNTY COURT	1 HAMPTON RD, EXETER	
603 778 8954	ROCKINGHAM COUNTY COURT	1 HAMPTON RD, EXETER	FLR 1 MAIN LOBBY LEFT
603 237 9827	COLEBROOK DISTRICT COURT	10 BRIDGE, COLB, NH	LOBBY AREA, 2ND FLOOR
603 539 8397	CARROLL COUNTY COUNTY HOM	10 COUNTY FARM RD, OSSIPEE	RT 171W. MNT VIEW NURS H
603 224 8772	NEW HAMPSHIRE STATE OF	10 HAZEN DR, CONCORD	COINLESS
603 228 8800	NEW HAMPSHIRE STATE OF	10 HAZEN DR, CONCORD	FL 1 DEPT OF SAFETY
603 228 8912	NEW HAMPSHIRE STATE OF	10 HAZEN DR, CONCORD	FLR 2
603 642 8416	ROCKINGHAM COUNTY COURT	10 ROUTE 125, BRENTWOOD	2ND FLOOR
603 642 8442	ROCKINGHAM COUNTY COURT	10 ROUTE 125, BRENTWOOD	3RD FLOOR
603 642 8534	ROCKINGHAM COUNTY COURT	10 ROUTE 125, BRENTWOOD	DEEDS OFFICE IN BASEMENT
603 642 8564	ROCKINGHAM COUNTY COURT	10 ROUTE 125, BRENTWOOD	BASEMENT
603 642 8605	ROCKINGHAM COUNTY COURT	10 ROUTE 125, BRENTWOOD	1ST FLOOR
603 642 9984	ROCKINGHAM COUNTY COURT	10 ROUTE 125, BRENTWOOD	DEEDS OFFICE IN BASEMENT
603 642 9987	ROCKINGHAM COUNTY COURT	10 ROUTE 125, BRENTWOOD	DEEDS OFFICE IN BASEMENT
603 6426147	ROCKINGHAM COUNTY COURT	10 ROUTE 125, BRNTWD, NH	BASEMENT
603 436 9750	NEW HAMPSHIRE STATE OF	100 ROTARY CIR, PORTSMOUTH	LIQUOR STORE 38 MIDDLE SET
603 436 9758	NEW HAMPSHIRE STATE OF	100 ROTARY CIR, PORTSMOUTH	LIQUOR STORE 38 LEFT SET
603 436 9766	NEW HAMPSHIRE STATE OF	100 ROTARY CIR, PORTSMOUTH	LIQUOR STORE 38 RIGHT SET
603 224 5312	NEW HAMPSHIRE STATE OF	105 PLEASANT ST, CONCORD	LOBBY
603 224 5327	NEW HAMPSHIRE STATE OF	105 PLEASANT ST, CONCORD	LOBBY NEW BLDG T.C.F.

ATTACHMENT D
SERVICE LOCATIONS PAYED IN CARE OF THE DEPARTMENT OF ADMINISTRATIVE SERVICES

TEL NO	LISTED NAME	ADDRESS	LOCATION
603 224 5328	NEW HAMPSHIRE STATE OF	105 PLEASANT ST, CONCORD	T.C.F. NEW BLDG F2 G
603 224 5342	NEW HAMPSHIRE STATE OF	105 PLEASANT ST, CONCORD	T.C.F. NEW BLDG C WARD F1
603 224 6082	NEW HAMPSHIRE STATE OF	105 PLEASANT ST, CONCORD	NEW BLDG UNIT D F-1
603 224 6556	NEW HAMPSHIRE STATE OF	105 PLEASANT ST, CONCORD	NEW BLDG UNIT F
603 224 6559	NEW HAMPSHIRE STATE OF	105 PLEASANT ST, CONCORD	T.C.F. NEW BLDG F1 'E' WARD
603 224 7195	NEW HAMPSHIRE STATE OF	105 PLEASANT ST, CONCORD	UNIT D FLOOR 1
603 224 9857	NEW HAMPSHIRE HOSPITAL	105 PLEASANT ST, CONCORD	
603 224 9890	NEW HAMPSHIRE HOSPITAL	105 PLEASANT ST, CONCORD	MAIN BLDG
603 225 4955	NEW HAMPSHIRE STATE OF	105 PLEASANT ST, CONCORD	TOBEY BLDG F-3
603 225 8845	NEW HAMPSHIRE HOSPITAL	105 PLEASANT ST, CONCORD	THAYER BLDG 3RD FLOOR
603 225 8944	NEW HAMPSHIRE STATE OF	105 PLEASANT ST, CONCORD	TOBEY FLR 2-SOUTH
603 226 0247	NEW HAMPSHIRE STATE OF	105 PLEASANT ST, CONCORD	SPAULDING WAITRM FLR 1
603 226 0486	NEW HAMPSHIRE STATE OF	105 PLEASANT ST, CONCORD	SPAULDING BASEMENT
603 226 0719	NEW HAMPSHIRE STATE OF	105 PLEASANT ST, CONCORD	SPAULDING BASEMENT
603 226 3752	NEW HAMPSHIRE HOSPITAL	105 PLEASANT ST, CONCORD	HOWARD REC CTR. FLOOR 2
603 226 9605	NEW HAMPSHIRE STATE OF	105 PLEASANT ST, CONCORD	F-2 EAST NEW BLDG
603 226 9606	NEW HAMPSHIRE STATE OF	105 PLEASANT ST, CONCORD	YELLOW HOUSE-BACK PORCH
603 228 0327	NEW HAMPSHIRE STATE OF	105 PLEASANT ST, CONCORD	EMP LOUNGE NEW BLDG
603 228 0909	NEW HAMPSHIRE HOSPITAL	105 PLEASANT ST, CONCORD	LAUNDRY FAC-127 POWER LAN
603 228 1496	NEW HAMPSHIRE STATE OF	105 PLEASANT ST, CONCORD	OUTSIDE SPAULDING BLDG S
603 228 8823	NEW HAMPSHIRE HOSPITAL	105 PLEASANT ST, CONCORD	TO SECURITY FOR ACC
603 228 8824	NEW HAMPSHIRE STATE OF	105 PLEASANT ST, CONCORD	IN FRONT OF MAIL BLDG
603 228 8853	NEW HAMPSHIRE HOSPITAL	105 PLEASANT ST, CONCORD	F-1 WEST WING M&S BLDG
603 229 0053	NEW HAMPSHIRE HOSPITAL	105 PLEASANT ST, CONCORD	WAREHOUSE
603 223 2369	NEW HAMPSHIRE STATE OF	105 PLEASANT, CONC, NH	
603 228 0979	NEW HAMPSHIRE HOSPITAL	105 PLEASANT, CONC, NH	
603 228 0975	NEW HAMPSHIRE HOSPITAL	105 PLEASANT ST, CONCORD	M&S BLDG FLR 3-EAST
603 228 0978	NEW HAMPSHIRE HOSPITAL	105 PLEASANT ST, CONCORD	THAYER BLDG STAFF LOUNGE-
603 228 9079	NEW HAMPSHIRE HOSPITAL	105 PLEASANT ST, CONCORD	THAYER BLDG 2ND FLOOR
603 622 9962	NEW HAMPSHIRE STATE OF	1056 RIVER RD, MAN, NH	
603 623 9958	NEW HAMPSHIRE TECH INSTITUTE	1066 FRONT ST, MANCHESTER	FRONT ENTRANCE UP HILL
603 627 1114	NEW HAMPSHIRE TECH INSTITUTE	1066 FRONT ST, MANCHESTER	FLR 2 MIDDLE AROUND CORNER,
603 627 4734	NEW HAMPSHIRE TECH INSTITUTE	1066 FRONT ST, MANCHESTER	DOWNSTAIRS REAR OF BLDG
603 228 8868	NEW HAMPSHIRE STATE OF	107 N MAIN, CONCORD	STATE HOUSE
603 228 8776	NEW HAMPSHIRE STATE OF	107 N MAIN, CONCORD, NH	STATE HOUSE BS
603 228 8793	NEW HAMPSHIRE STATE OF	107 N MAIN, CONCORD, NH	STATE HOUSE

ATTACHMENT D
SERVICE LOCATIONS PAYED IN CARE OF THE DEPARTMENT OF ADMINISTRATIVE SERVICES

TEL NO	LISTED NAME	ADDRESS	LOCATION
603 228 8821	NEW HAMPSHIRE STATE OF	107 N MAIN, CONCORD, NH	STATE HOUSE RGT SDE BASEM
603 433 2134	PORTSMOUTH DIST COURT	111 PARROTT AVE, PORTSMOUTH	
603 532 8876	MONADNOCK STATE PARK	116 POOLE RD, JAFFREY, NH	RIGHT OFF 124-WEST ON POR
603 225 4953	NEW HAMPSHIRE STATE OF	121 S FRUIT, CONCORD	FINCH DAY RM F-1
603 225 4954	NEW HAMPSHIRE STATE OF	121 S FRUIT, CONCORD	ROBIN DORM, FLR 1
603 226 1024	NEW HAMPSHIRE STATE OF	121 S FRUIT, CONCORD	PHILBROOK CENTER LOBBY
603 622 1056	CALUMET HOUSE	126 LOWELL, MANCHESTER, NH	BSMT REC RM MIDDLE SET
603 622 1548	CALUMET HOUSE	126 LOWELL, MANCHESTER, NH	BSMT
603 623 8282	CALUMET HOUSE	126 LOWELL, MANCHESTER, NH	RGT SET
603 623 9177	CALUMET HOUSE	126 LOWELL, MANCHESTER, NH	FLR 1 MIDDLE SET
603 666 9973	CALUMET HOUSE	126 LOWELL, MANCHESTER, NH	FLR 1 LEFT SET
603 666 9979	CALUMET HOUSE	126 LOWELL, MANCHESTER, NH	BSMT
603 224 0245	NEW HAMPSHIRE STATE OF	129 PLEASANT, CONC, NH	
603 736 4794	NEW HAMPSHIRE STATE OF	1347 DOVER RD., EPSOM	REST AREA - PUBLIC WKS & HWY
603 286 7366	NEW HAMPSHIRE VETERANS	139 WINTER ST, TILTON, NH	ENT TWO
603 286 9650	NEW HAMPSHIRE VETERANS	139 WINTER ST, TILTON, NH	SOUTH TARR
603 286 7316	NEW HAMPSHIRE STATE OF	139 WINTER, TILTON	SOLDIERS HOME
603 763 9104	STATE OF NH MT SUNAPEE STATE	1398 ROUTE 103, NEWBURY	CONCESSION STAND BEACH
603 763 5925	NEW HAMPSHIRE STATE OF	1400 RTE 89, SPRINGFIELD	SPRINGFIELD REST AREA NO.
603 763 5941	NEW HAMPSHIRE STATE OF	1400 RTE 89, SPRINGFIELD	SPRNGFLD REST AREA LOBBY
603 763 5974	NEW HAMPSHIRE STATE OF	1400 RTE 89, SPRINGFIELD	SPRINGFIELD REST AREA
603 763 5980	NEW HAMPSHIRE STATE OF	1400 RTE 89, SPRINGFIELD	REST AREA IN LOBBY
603 625 6260	TIRRELL HALFWAY HOUSE	15 BROOK ST	ALCOHOL TSM INFO & TREATM
603 226 9656	NEW HAMPSHIRE STATE OF	17 FAN RD, CONCORD	TACTICAL TRAINING CENTER
603 228 0215	NEW HAMPSHIRE STATE OF	17 FAN RD, CONCORD	NEW ADDITION, FL 1 END OF
603 228 0961	NEW HAMPSHIRE STATE OF	17 FAN RD, CONCORD	2ND FLR LEFT END POLICE S
603 228 0962	NEW HAMPSHIRE STATE OF	17 FAN RD, CONCORD	FL2 . RIGHT
603 228 0963	NEW HAMPSHIRE STATE OF	17 FAN RD, CONCORD	NEW ADDITION. FL 1 RGT OF
603 224 2894	NEW HAMPSHIRE TECH INST	17 FAN RD, CONCORD, NH	NORTH HALL LOBBY
603 224 6543	NEW HAMPSHIRE TECH INST	17 FAN RD, CONCORD, NH	NORTH HALL LOBBY
603 224 6776	NEW HAMPSHIRE TECH INST	17 FAN RD, CONCORD, NH	N HALL WING A F-1
603 224 6890	NEW HAMPSHIRE TECH INST	17 FAN RD, CONCORD, NH	NORTH HALL-WING A, F-2
603 224 6900	NEW HAMPSHIRE TECH INST	17 FAN RD, CONCORD, NH	N HALL-WNG B F-1
603 224 7120	NEW HAMPSHIRE TECH INST	17 FAN RD, CONCORD, NH	NORTH HALL - WING B, F-2
603 224 7380	NEW HAMPSHIRE TECH INST	17 FAN RD, CONCORD, NH	NORTH HALL - WING C, F-1
603 224 7430	NEW HAMPSHIRE TECH INST	17 FAN RD, CONCORD, NH	NORTH HALL - WING C, F-2

ATTACHMENT D
SERVICE LOCATIONS PAYED IN CARE OF THE DEPARTMENT OF ADMINISTRATIVE SERVICES

TEL NO	LISTED NAME	ADDRESS	LOCATION
603 224 8776	NEW HAMPSHIRE TECH INST	17 FAN RD, CONCORD, NH	F-3, WOMEN'S DORM
603 224 8777	NEW HAMPSHIRE TECH INST	17 FAN RD, CONCORD, NH	F-2, WOMEN'S DORM
603 224 9852	NEW HAMPSHIRE TECH INST	17 FAN RD, CONCORD, NH	TECH CTR F-1 RIGHT
603 225 9838	NEW HAMPSHIRE TECH INST	17 FAN RD, CONCORD, NH	FLR - 1
603 226 4857	NEW HAMPSHIRE TECH INST	17 FAN RD, CONCORD, NH	FLR 2 STROUT HALL
603 228 0972	NEW HAMPSHIRE TECH INST	17 FAN RD, CONCORD, NH	TECH CTR FL 2 HALLWAY RM
603 228 6032	NEW HAMPSHIRE TECH INST	17 FAN RD, CONCORD, NH	F-3 WOMEN'S DORM
603 228 8767	NEW HAMPSHIRE TECH INST	17 FAN RD, CONCORD, NH	F-2 WOMEN'S DORM
603 228 8801	NEW HAMPSHIRE TECH INST	17 FAN RD, CONCORD, NH	MEN'S DORM F2 X FRM RM 207
603 228 8805	NEW HAMPSHIRE TECH INS	17 FAN RD, CONCORD, NH	FL-1 SOUTH HALL
603 228 8860	NEW HAMPSHIRE TECH INST	17 FAN RD, CONCORD, NH	LIBRARY - FARNUM
603 228 8887	NEW HAMPSHIRE TECH INST	17 FAN RD, CONCORD, NH	MEN'S DORM F-3 KITCHEN X
603 228 8895	NEW HAMPSHIRE TECH INST	17 FAN RD, CONCORD, NH	STROUT HALL FL 1
603 228 8909	NEW HAMPSHIRE TECH INST	17 FAN RD, CONCORD, NH	DENTAL CLINIC / MACRURY HAL
603 228 8952	NEW HAMPSHIRE TECH INST	17 FAN RD, CONCORD, NH	LITTLE HALL
603 229 0087	NEW HAMPSHIRE TECH INST	17 FAN RD, CONCORD, NH	MENS DORM FLR 3
603 542 9794	NEW HAMPSHIRE STATE OF	17 WATER, CLAREMONT	LOBBY
603 363 8961	CHESTERFIELD GORGE STATE	1823 ROUTE 9, CHESTERFIELD	INFORMATION BOOTH
603 594 9812	NH DEPT OF HLTH AND HS	19 CHESTNUT, NASH, NH	
603 880 8033	HILLSBORO COUNTY COUR	19 TEMPLE/NASH	
603 886 9037	HILLSBORO COUNTY COUR	19 TEMPLE/NASH	
603 889 7375	HILLSBORO COUNTY COUR	19 TEMPLE ST. NASHUA, N.H.	
603 889 8749	HILLSBORO COUNTY COUR	19 TEMPLE ST. NASHUA, N.H.	
603 889 9644	HILLSBORO COUNTY COUR	19 TEMPLE ST. NASHUA, N.H.	
603 672 9016	NEW HAMPSHIRE STATE OF	199 ROUTE 101, AMH	SDE ENT NX TO LORD JEFFEY
603 334 6076	NEW HAMPSHIRE STATE OF	2 COUNTRY CLUB RD, PORTSMOUTH	CLUBHOUSE PEASE GOLF CORUS
603 437 1766	NEW HAMPSHIRE STATE OF	2 GARDEN LANE, LONDONDERRY	PARK - N - RIDE
603 225 5254	NEW HAMPSHIRE STATE OF	2 HAZEN DR, CONCORD	FLR 1 ELVTR , FISH & GAME
603 228 8841	NEW HAMPSHIRE STATE OF	2 NOBLE DR, CONCORD	SUPREME COURT
603 692 9714	SOMERSWORTH DISTRICT COUR	2 PLEASANT, SOMWTH, NH	
603 539 8371	CARROLL COUNTY COURT HOUSE	20 COURTHOUSE SQ, OSS�PEE	OSS VILLAGE ST 171E DOWNS
603 226 9636	NEW HAMPSHIRE STATE OF	222 SHEEP DAVIS RD, CONCORD	FL 1 HALLWAY FIRE ACADEMY
603 332 9856	NEW HAMPSHIRE STATE OF	238 ROCHESTER HILL RD, RO	STATE AIRPORT SKYHAVE AVI
603 485 7170	NEW HAMPSHIRE STATE OF	25 SPRINGER RD, HOOKSETT	SOUTHBOUND LIQUOR STORE L
603 485 7750	NEW HAMPSHIRE STATE OF	25 SPRINGER RD, HOOKSETT	LIQUOR STORE 93 SO #2 FR LFT
603 485 7757	NEW HAMPSHIRE STATE OF	25 SPRINGER RD, HOOKSETT	SOUTH LIQUOR STORE

**ATTACHMENT D
SERVICE LOCATIONS PAYED IN CARE OF THE DEPARTMENT OF ADMINISTRATIVE SERVICES**

TEL NO	LISTED NAME	ADDRESS	LOCATION
603 485 7758	NEW HAMPSHIRE STATE OF	25 SPRINGER RD, HOOKSETT	S BOUND LIQUOR STORE OSID
603 485 7766	NEW HAMPSHIRE STATE OF	25 SPRINGER RD, HOOKSETT	TOLL BOOTH LEFT
603 485 7810	NEW HAMPSHIRE STATE OF	25 SPRINGER RD, HOOKSETT	LIQUOR STORE-INFO CENTER
603 749 3112	DOVER DISTRICT COURT	25 ST THOMAS, DOV, NH	
603 889 2911	NEW HAMPSHIRE STATE OF	25 WALNUT, NASHUA	NASHUA DIST COURT
603 524 9757	NEW HAMPSHIRE STATE OF	26 ACADEMY, LACONIA	LACONIA DIST COURT
603 536 9510	PLYMOUTH DISTRICT COURT	26 GREEN, PLYMOUTH	
603 536 9511	PLYMOUTH DIST COURT	26 GREEN, PLYMOUTH, NH	
603 536 9512	PLYMOUTH DIST COURT	26 GREEN, PLYMOUTH, NH	
603 863 5320	NEWPORT DISTRICT COURT	26 MAIN, NEWP, NH	
603 778 8615	NEW HAMPSHIRE TECH INSTITUTE	277 PORTSMOUTH AVE, STRATH	MAIN ENTR ON LEFT
603 772 7639	NEW HAMPSHIRE TECH INSTITUTE	277-R PORTSMOUTH AVE, STRTH	NH VOC TECH-MAIN ENT ON LFT
603 228 2189	NORTH END HOUSE	281 N STATE, CONC, NH	
603 647 6112	NEW HAMPSHIRE, STATE OF	284 LONDONDERRY TRNPK / AUBURN	AUBURN DISTRICT COURT
603 625 8076	NEW HAMPSHIRE STATE OF	284 LONDONDERRY TRNPK, AUB, NH	
603 358 9551	NEW HAMPSHIRE STATE OF	29 ROUTE 9, KEENE, NH	OUTSIDE MOTOR VEHICLE
603 786 9593	NEW HAMPSHIRE STATE OF	2926 RTE 25, RUMNEY	COIN
603 598 8146	HILLSBORO COUNTY COURT	30 SPRING / NASH	HILLSB CTY SUPRCT F-3
603 880 6025	HILLSBORO COUNTY COURT	30 SPRING / NASH	FLOOR 3 COURT ROOMS 5 & 6
603 880 6026	HILLSBORO COUNTY COURT	30 SPRING / NASH	FLOOR 2
603 880 4860	HILLSBORO COUNTY COURT	30 SPRING, NASHUA	FLOOR 3 COURTRROOMS 5 & 6
603 880 6045	HILLSBORO COUNTY COURT	30 SPRING, NASHUA	FLOOR 3 COURTRROOMS 5 & 6
603 880 6122	HILLSBORO COUNTY COURT	30 SPRING, NASHUA	FLOOR 2
603 880 6132	HILLSBORO COUNTY COURT	30 SPRING, NASHUA	FLOOR 2
603 623 9136	HILLSBORO COUNTY COUR	300 CHESNUT, MANCHESTER, NH	
603 623 8345	HILLSBORO COUNTY COUR	300 CHESTNUT/MAN	
603 224 4279	NEW HAMPSHIRE STATE OF	32 CLINTON, CONCORD, NH	CONCORD DISTRICT COURT
603 224 4322	NEW HAMPSHIRE STATE OF	32 CLINTON, CONCORD, NH	CONCORD DISTRICT COURT
603 466 5568	STATE OF NH	32 JIMTOWN RD, GORHAM, NH	MOOSE BROOK ST PK RGT OFF
603 224 9816	NEW HAMPSHIRE STATE OF	33 N STATE, CONCORD	STATE HOUSE LEGISLATIVE B
603 226 4592	NEW HAMPSHIRE STATE OF	33 N STATE, CONCORD	BSMT LEGISLATURE
603 228 8710	NEW HAMPSHIRE STATE OF	33 N STATE, CONCORD	STATE HOUSE, BASEMT LEGIS
603 622 9938	HILLSBORO COUNTY COURT HSE	35 AMHERST, MANCHESTER	FLR 1
603 622 9953	HILLSBORO COUNTY COURT HSE	35 AMHERST, MANCHESTER	FLR 2
603 622 9983	HILLSBORO COUNTY COURT HSE	35 AMHERST, MANCHESTER	FLR 3
603 444 5793	NEW HAMPSHIRE STATE OF	350 MEADOW, LITTLETON	REST AREA

ATTACHMENT D
SERVICE LOCATIONS PAYED IN CARE OF THE DEPARTMENT OF ADMINISTRATIVE SERVICES

TEL NO	LISTED NAME	ADDRESS	LOCATION
603 444 5794	NEW HAMPSHIRE STATE OF	350 MEADOW, LITTLETON	REST AREA
603 224 6505	NEW HAMPSHIRE STATE OF	36 CLINTON ST.	T.C.F. NEW BLDG WARD H FLOOR
603 223 2007	NEW HAMPSHIRE STATE OF	36 CLINTON, CONC, NH	
603 524 9363	NEW HAMPSHIRE TECH INSTITUTE	379 PRESCOTT HILL RD, LACONIA	
603 643 4832	LEBANON DIST COURT	38 CENTERRA PKWY, LEB, NH	
603 228 8748	NEW HAMPSHIRE STATE OF	4 HAZEN DR, CONCORD	DEPT OF TRANS HAZEN DR
603 334 6150	NEW HAMPSHIRE STATE OF	40 AIRLINE AVE, PORTSMOUTH	TOWER TICKET AREA RGT SET
603 334 6151	NEW HAMPSHIRE STATE OF	40 AIRLINE AVE, PORTSMOUTH	TOWER TICKET AREA LFT SET
603 334 6152	NEW HAMPSHIRE STATE OF	40 AIRLINE AVE, PORTSMOUTH	PEASE BLDG 238 DEPARTURE G
603 334 6153	NEW HAMPSHIRE STATE OF	40 AIRLINE AVE, PORTSMOUTH	PEASE INTL TRADEPST BLDG 238
603 223 4079	NEW HAMPSHIRE STATE OF	45 CHENELL DR, CONC, NH	
603 742 9785	NEW HAMPSHIRE STATE OF	50 BOSTON HARBOR RD, DOVER	EX 6W/ SPLD TNPK BEAR LFT
603 846 5132	NEW HAMPSHIRE STATE OF	500 ROUTE 302 W, CARROLL	REGISTRY OF MOTOR VEHICLE
603 889 8186	NEW HAMPSHIRE TECH INSTITUTE	505 AMHERST ST, NASHUA	ACROSS FR COMMED OFFICE
603 889 9543	NEW HAMPSHIRE TECH INSTITUTE	505 AMHERST ST, NASHUA	RD BY RICHDAL E ACROSS
603 485 7167	NEW HAMPSHIRE STATE OF	530 W RIVER RD, HOOKSETT	LIQUOR STORE NO RGT BOOTH
603 485 7700	NEW HAMPSHIRE STATE OF	530 W RIVER RD, HOOKSETT	TOLL BOOTH
603 485 7710	NEW HAMPSHIRE STATE OF	530 W RIVER RD, HOOKSETT	NORTH LIQUOR STORE
603 485 7717	NEW HAMPSHIRE STATE OF	530 W RIVER RD, HOOKSETT	LIQUOR STORE INFO CTR NB
603 485 7721	NEW HAMPSHIRE STATE OF	530 W RIVER RD, HOOKSETT	LIQUOR STORE NORTHBOUND
603 485 7755	NEW HAMPSHIRE STATE OF	530 W RIVER RD, HOOKSETT	LIQUOR STORE NO BOUND #3
603 485 7760	NEW HAMPSHIRE STATE OF	530 W RIVER RD, HOOKSETT	TOLL BOOTH SOUTH SIDE
603 485 9097	NEW HAMPSHIRE STATE OF	530 W RIVER RD, HOOKSETT	LIQUOR STORE NORTH
603 485 9164	NEW HAMPSHIRE STATE OF	530 W RIVER RD, HOOKSETT	LIQUOR STORE NO MID BOOTH
603 485 9166	NEW HAMPSHIRE STATE OF	530 W RIVER RD, HOOKSETT	LIQ STORE 93 SO #3 FR LEFT
603 788 0916	COOS COUNTY COURT HOUSE	55 SCHOOL, LANC, NH	
603 788 0917	COOS COUNTY COURT HOUSE	55 SCHOOL, LANC, NH	
603 559 9054	N H STATE OF	555 MARKET, PORTS, NH	
603 224 8764	HEALTH ED & WELFARE BLDG	6 HAZEN DR, CONCORD	HLTH ED & WELFARE BLDG
603 224 9864	HEALTH ED & WELFARE BLDG	6 HAZEN DR, CONCORD	HLTH ED & WELFARE BLDG
603 332 6231	NEW HAMPSHIRE STATE OF	65 N MAIN, ROCHESTER	ROCHESTER DIST COURT
603 332 6478	NEW HAMPSHIRE STATE OF	65 N MAIN, ROCHESTER	REAR OF ROCH DIST COURT
603 524 9806	NEW HAMPSHIRE STATE OF	65 NORTH MAIN, LACONIA	LACONIA STATE SCHOOL
603 934 1021	FRANKLIN DISTRICT COURT	7 HANCOCK TERRACE, FRANK,	
603 532 8262	JAFFREY DISTRICT COURT	7 KNIGHT, JAF, NH	
603 623 9182	NEW HAMPSHIRE STATE OF	771 CANAL, MANCHESTER	STATE ARMORY

ATTACHMENT D
SERVICE LOCATIONS PAYED IN CARE OF THE DEPARTMENT OF ADMINISTRATIVE SERVICES

TEL NO	LISTED NAME	ADDRESS	LOCATION
603 623 9473	NEW HAMPSHIRE STATE OF	771 CANAL, MANCHESTER	STATE ARMORY UPSTAIRS RGT
603 226 4297	NEW HAMPSHIRE STATE OF	8 OLD SUNCOOK ROAD, CONCORD	F-2 HALLWAY
603 228 8812	NEW HAMPSHIRE STATE OF	8 OLD SUNCOOK ROAD, CONCORD	FRONT HALL
603 466 9444	NEW HAMPSHIRE STATE OF	835 RTE 2, SHELBURNE	REST AREA, RTE 2
603 579 0397	NEW HAMPSHIRE STATE OF	9 N SOUTHWOOD DR, NASH, NH	
603 427 2831	NEW HAMPSHIRE STATE OF	90 INTERNATIONAL DR, PORTS	PEASE AIR TERMINAL OUTSIDE
603 436 4718	NEW HAMPSHIRE STATE OF	90 INTERNATIONAL DR, PORTS	PEASE AFB BLDG 90 TK 1ST L
603 626 4455	NEW HAMPSHIRE STATE OF	BEDFORD INTERCHANGE/BEDFORD	TOLL PLAZA SOUTHBOUND
603 626 4641	NEW HAMPSHIRE STATE OF	BEDFORD INTERCHANGE/BEDFORD	TOLL PLAZA NORTHBOUND
603 647 2826	NEW HAMPSHIRE STATE OF	BEDFORD INTERCHANGE/BEDFORD	TOLL PLAZA NORTHBOUND
603 647 6302	NEW HAMPSHIRE STATE OF	BEDFORD INTERCHANGE/BEDFORD	TOLL PLAZA SOUTHBOUND
603 228 0952	NEW HAMPSHIRE STATE OF	CAPITOL SHOPPING CTR	LIQUOR STORE
603 882 0479	NEW HAMPSHIRE STATE OF	EVERETT TPKE, MERRIMACK	MERRIMACK TOLL NORTH EXIT
603 989 5986	NEW HAMPSHIRE STATE OF	GLENCLIFF	STATE SANATORIUM
603 332 9806	NEW HAMPSHIRE STATE OF	GONIC	TOLL HOUSE N LANE
603 332 9807	NEW HAMPSHIRE STATE OF	GONIC	TOLL HOUSE S LANE
603 926 9108	NEW HAMPSHIRE STATE OF	HAMPTON, NH	TOLL BOOTH, RTE 101
603 485 7728	NEW HAMPSHIRE STATE OF	HOOKSETT RD, HOOKSETT	LIQUOR STORE 93 SO LFT SE
603 448 9852	NEW HAMPSHIRE STATE OF	189 SOUTH/LEB	REST AREA
603 926 4738	NEW HAMPSHIRE STATE OF	INTERSTATE 95, HAMPTON	LIQUOR STORE 73
603 926 9135	NEW HAMPSHIRE STATE OF	INTERSTATE 95, HAMPTON	LIQUOR STORE 95 SO BOUND
603 783 9659	NEW HAMPSHIRE STATE OF	INTERSTATE HWY RT 93/CAN	PARKING LOT LEFT SET
603 783 9906	NEW HAMPSHIRE STATE OF	INTERSTATE HWY RT 93/CAN	REST AREA MIDDLE SET
603 783 9993	NEW HAMPSHIRE STATE OF	INTERSTATE HWY/CANT	REST AREA
603 783 9996	NEW HAMPSHIRE STATE OF	INTERSTATE HWY/CANT	REST AREA
603 448 9860	NEW HAMPSHIRE STATE OF	LEBANON	REST AREA
603 448 9837	NEW HAMPSHIRE STATE OF	LEBANON, LEB	BTWN LEB & SO LEB ON RIGHT
603 356 9703	NEW HAMPSHIRE STATE OF	N CON / N CON	RTE 16 REST AREA LEFT PHN
603 742 9770	NEW HAMPSHIRE STATE OF	N LANE DOVER TOLL ROAD, DOVER	
603 926 9186	NEW HAMPSHIRE STATE OF	NORTH BOUND RTE 95, HAMPTON	TOLL BOOTH MIDDLE SET
603 926 4710	NEW HAMPSHIRE STATE OF	NORTHBOUND RTE 95, HAMPTON	TOLL BOOTH
603 228 8734	NEW HAMPSHIRE STATE OF	PEMBROOK RD, CONCORD	STATE ARMORY
603 237 8793	NEW HAMPSHIRE STATE OF	REST AREA	
603 752 9715	NEW HAMPSHIRE VOCATIONAL T	RIVERSIDE DR / BERLIN	STUDENT LOUNGE FL1 RGT EN
603 752 9785	NEW HAMPSHIRE VOCATIONAL T	RIVERSIDE DR / BERLIN	HALL RIGHT OF OFFICE MSFA
603 679 9809	NEW HAMPSHIRE STATE OF	ROUTE 125, EPP	PARK N RIDE

ATTACHMENT D
SERVICE LOCATIONS PAYED IN CARE OF THE DEPARTMENT OF ADMINISTRATIVE SERVICES

TEL NO	LISTED NAME	ADDRESS	LOCATION
603 356 9565	NEW HAMPSHIRE STATE OF	ROUTE 16, N CONWAY	RTE 16 REST AREA MIDDLE N
603 482 3385	UMBAGOG LAKE CAMP	ROUTE 26, ERRL, NH	
603 286 2752	NEW HAMPSHIRE STATE OF	ROUTE 93, SANB	RTE 93 SOUTHBOUND - REST AR
603 286 8179	NEW HAMPSHIRE STATE OF	ROUTE 93, SANB	SOUTH
603 926 4775	NEW HAMPSHIRE STATE OF	ROUTE 95, HAMPTON	LIQUOR STORE SO BOUND LEFT
603 356 9939	NEW HAMPSHIRE STATE OF	RT 16, N CONWAY	SCENIC VISTA, SOUTH END F
603 356 9942	NEW HAMPSHIRE STATE OF	RT 16, N CONWAY	SCENIC VISTA, SOUTH END FAC
603 356 9945	NEW HAMPSHIRE STATE OF	RT 16, N CONWAY	SCENIC VISTA, NORTH END F
603 356 9951	NEW HAMPSHIRE STATE OF	RT 16, N CONWAY	SCENIC VISTA, NORTH END R
603 356 9509	NEW HAMPSHIRE STATE OF	RT 302, N CONWAY	CONWAY DIST COURT MSFAS
603 542 4006	NEW HAMPSHIRE TECH INSTITUTE	RTE 120, CLAREMONT, NH	BACK ENTR
603 542 9883	NEW HAMPSHIRE TECH INSTITUTE	RTE 120, CLAREMONT, NH	BACK ENTR
603 893 3082	NEW HAMPSHIRE STATE OF	RTE 93, SALEM	EXIT 1 REST AREA
603 893 3746	NEW HAMPSHIRE STATE OF	RTE 93, SALEM	EXIT 1 REST AREA
603 893 3747	NEW HAMPSHIRE STATE OF	RTE 93, SALEM	EXIT 1 REST AREA
603 893 9070	NEW HAMPSHIRE STATE OF	RTE 93, SALEM	EXIT 1 REST AREA
603 893 9071	NEW HAMPSHIRE STATE OF	RTE 93, SALEM	EXIT 1 REST AREA
603 893 9072	NEW HAMPSHIRE STATE OF	RTE 93, SALEM	EXIT 1 REST AREA
603 893 9073	NEW HAMPSHIRE STATE OF	RTE 93, SALEM	REST AREA NORTH
603 893 9084	NEW HAMPSHIRE STATE OF	RTE 93, SALEM	EXIT 1 REST AREA
603 474 8375	NEW HAMPSHIRE STATE OF	RTE 95 / SEABROOK	RTE 95, REST AREA BOOTH
603 474 8376	NEW HAMPSHIRE STATE OF	RTE 95 / SEABROOK	RTE 95 NO BOUND REST AREA
603 474 8392	NEW HAMPSHIRE STATE OF	RTE 95 / SEABROOK	REST AREA
603 474 8913	NEW HAMPSHIRE STATE OF	RTE 95 / SEABROOK	REST AREA - NO BOUND BOOTH
603 474 8933	NEW HAMPSHIRE STATE OF	RTE 95 / SEABROOK	REST AREA - BOOTH #2 FROM L
603 474 8963	NEW HAMPSHIRE STATE OF	RTE 95 / SEABROOK	REST AREA - BOOTH #1
603 929 9934	NEW HAMPSHIRE STATE OF	RTE 95, HAMPTON	95NO LIQUOR STORE RIGHT
603 929 9935	NEW HAMPSHIRE STATE OF	RTE 95, HAMPTON	95NO LIQUOR STORE LEFT
603 929 9912	NEW HAMPSHIRE STATE OF	RTE 95, HAMPTON, NH	EXIT RTE 101 LFT SET
603 929 9913	NEW HAMPSHIRE STATE OF	RTE 95, HAMPTON, NH	EXIT RTE 101 RGT SET
603 224 8771	NH STATE OF	S MAIN ST, CONCORD	PARK & RIDE JCT 3A & 89 R
603 286 7314	NEW HAMPSHIRE STATE OF	SANB / SANB	REST AREA - 193
603 286 7317	NEW HAMPSHIRE STATE OF	SANB / SANB	REST AREA - SOUTHBOUND 193
603 228 0930	NH STATE OF EMPLOYMENT	SECURITY DEPT 32 SOUTH	1ST FLR RIGHT
603 228 8992	NEW HAMPSHIRE STATE OF	SO MAIN, CONCORD	X ST FM MMACK FARMERS PAR
603 926 9193	NEW HAMPSHIRE STATE OF	SOUTH BOUND RT 95, HAMPTON	TOLL BOOTH LEFT SET

ATTACHMENT D
SERVICE LOCATIONS PAYED IN CARE OF THE DEPARTMENT OF ADMINISTRATIVE SERVICES

TEL NO	LISTED NAME	ADDRESS	LOCATION
603 926 9129	NEW HAMPSHIRE STATE OF	SOUTHBOUND RTE 95, HAMPTON	TOLL BOOTH RGT SET
603 749 9725	NEW HAMPSHIRE STATE OF	SPAULDING TPKE, DOVER	NORTHBOUND LANE
603 749 9734	NEW HAMPSHIRE STATE OF	SPAULDING TPKE, DOVER	COINLESS (SOUTHBOUND)
603 742 9767	NEW HAMPSHIRE STATE OF	SPAULDING TURNPIKE / DOV	SOUTHBOUND
603 466 9410	MT WASHINGTON OBSERVATORY	SUMMET MT WASH. , LITTLETON	
603 466 9486	MT WASHINGTON OBSERVATORY	SUMMET MT WASH. , LITTLETON	
603 929 0228	NEW HAMPSHIRE STATE OF	TIMBER SWAMP RD, HAMPTON	PARK & RIDE OFF RTE 27

TOTAL COUNT: 296 TELEPHONES

ATTACHMENT D
SERVICE LOCATIONS PAYABLE TO THE DEPARTMENT OF CORRECTIONS

TEL NO	LISTED NAME	ADDRESS	LOCATION
UNDEFINED	NH STATE PRISON	281 N STATE ST, CONCORD, NH	MED SEC UNIT 4
UNDEFINED	NH STATE PRISON	281 N STATE ST, CONCORD, NH	MED SEC UNIT 3
UNDEFINED	NH STATE PRISON	281 N STATE ST, CONCORD, NH	MED SEC UNIT 3
UNDEFINED	NH STATE PRISON	281 N STATE ST, CONCORD, NH	MED SEC UNIT 3
UNDEFINED	NH STATE PRISON	281 N STATE ST, CONCORD, NH	MED SEC UNIT 3
UNDEFINED	NH STATE PRISON	281 N STATE ST, CONCORD, NH	MED SEC UNIT 3
UNDEFINED	NH STATE PRISON	281 N STATE ST, CONCORD, NH	MED SEC UNIT 4
UNDEFINED	NH STATE PRISON	281 N STATE ST, CONCORD, NH	MED SEC UNIT 3
UNDEFINED	NH STATE PRISON	281 N STATE ST, CONCORD, NH	MED SEC UNIT 4
UNDEFINED	NH STATE PRISON	281 N STATE ST, CONCORD, NH	MED SEC UNIT 4
UNDEFINED	NORTH END HOUSE	281 N STATE ST, CONCORD, NH	AT PRE RELEASE RGT SET
UNDEFINED	NH STATE PRISON	281 N STATE ST, CONCORD, NH	NEW MAX BLDG WING C
UNDEFINED	NH STATE PRISON	281 N STATE ST, CONCORD, NH	NEW MAX BLDG WING D
UNDEFINED	NH STATE PRISON	281 N STATE ST, CONCORD, NH	NEW MAX BLDG WING G
UNDEFINED	NH STATE PRISON	281 N STATE ST, CONCORD, NH	NEW MAX BLDG WING H
UNDEFINED	NH STATE PRISON	281 N STATE ST, CONCORD, NH	NEW MAX BLDG WING K
UNDEFINED	NH STATE PRISON	281 N STATE ST, CONCORD, NH	NEW MAX BLDG WING L
UNDEFINED	NH STATE PRISON	281 N STATE ST, CONCORD, NH	NEW MAX BLDG -DEATH ROW
UNDEFINED	NH STATE PRISON	281 N STATE ST, CONCORD, NH	MED SEC UNIT 3
UNDEFINED	NH STATE PRISON	281 N STATE ST, CONCORD, NH	MED SEC UNIT 3
UNDEFINED	SECURE PSYCHIATRIC UNIT	281 N STATE ST, CONCORD, NH	DAY RM FLR 3
UNDEFINED	SECURE PSYCHIATRIC UNIT	281 N STATE ST, CONCORD, NH	FLR 3 DAY RM
UNDEFINED	SECURE PSYCHIATRIC UNIT	281 N STATE ST, CONCORD, NH	FLR 3 DAY RM
UNDEFINED	SECURE PSYCHIATRIC UNIT	281 N STATE ST, CONCORD, NH	FLR 3 RIGHT
UNDEFINED	SECURE PSYCHIATRIC UNIT	281 N STATE ST, CONCORD, NH	FLR 3 DAY RM
UNDEFINED	SECURE PSYCHIATRIC UNIT	281 N STATE ST, CONCORD, NH	FLR 3 DAY RM
UNDEFINED	NH STATE PRISON	281 N STATE ST, CONCORD, NH	A BLOCK DAY RM FLOOR 2
UNDEFINED	NH STATE PRISON	281 N STATE ST, CONCORD, NH	A BLOCK DAY RM FLOOR 2
UNDEFINED	NH STATE PRISON	281 N STATE ST, CONCORD, NH	B BLOCK DAY RM
UNDEFINED	NH STATE PRISON	281 N STATE ST, CONCORD, NH	B BLOCK DAY RM
UNDEFINED	NH STATE PRISON	281 N STATE ST, CONCORD, NH	C BLOCK DAY RM FLOOR 2
UNDEFINED	NH STATE PRISON	281 N STATE ST, CONCORD, NH	C BLOCK DAY RM FLOOR 2
UNDEFINED	NH STATE PRISON	281 N STATE ST, CONCORD, NH	MED SEC UNIT 3
UNDEFINED	NH STATE PRISON	281 N STATE ST, CONCORD, NH	MED SEC UNIT 3
UNDEFINED	NH STATE PRISON	281 N STATE ST, CONCORD, NH	MED SEC UNIT 3
UNDEFINED	NH STATE PRISON	281 N STATE ST, CONCORD, NH	MED SEC UNIT 3
UNDEFINED	NORTH END HOUSE	281 N STATE ST, CONCORD, NH	

**ATTACHMENT D
SERVICE LOCATIONS PAYABLE TO THE DEPARTMENT OF CORRECTIONS**

TEL NO	LISTED NAME	ADDRESS	LOCATION
UNDEFINED	NORTH END HOUSE	281 N STATE ST, CONCORD, NH	
UNDEFINED	NH STATE PRISON	281 N STATE ST, CONCORD, NH	MED SEC UNIT 3
UNDEFINED	NH STATE PRISON	281 N STATE ST, CONCORD, NH	MED SEC UNIT 3
UNDEFINED	NH STATE PRISON	281 N STATE ST, CONCORD, NH	NEW MAX BLDG WING A
UNDEFINED	NH STATE PRISON	281 N STATE ST, CONCORD, NH	NEW MAX BLDG WING B
UNDEFINED	NH STATE PRISON	281 N STATE ST, CONCORD, NH	NEW MAX BLDG WING E
UNDEFINED	NH STATE PRISON	281 N STATE ST, CONCORD, NH	NEW MAX BLDG WING F
UNDEFINED	NH STATE PRISON	281 N STATE ST, CONCORD, NH	NEW MAX BLDG WING I
UNDEFINED	NH STATE PRISON	281 N STATE ST, CONCORD, NH	FLR 2 MEDICAL
UNDEFINED	NH STATE PRISON	281 N STATE ST, CONCORD, NH	MEDIUM NORTH
UNDEFINED	NH STATE PRISON	281 N STATE ST, CONCORD, NH	MEDIUM NORTH
UNDEFINED	NH STATE PRISON	281 N STATE ST, CONCORD, NH	SHOCK AREA
UNDEFINED	NH STATE PRISON	281 N STATE ST, CONCORD, NH	MEDIUM NORTH
UNDEFINED	NH STATE PRISON	281 N STATE ST, CONCORD, NH	SHOCK AREA
UNDEFINED	NH STATE PRISON	281 N STATE ST, CONCORD, NH	SHOCK AREA
UNDEFINED	NH STATE PRISON	281 N STATE ST, CONCORD, NH	MEDIUM NORTH
UNDEFINED	NH STATE PRISON	281 N STATE ST, CONCORD, NH	MEDIUM NORTH
UNDEFINED	NH STATE PRISON	281 N STATE ST, CONCORD, NH	MEDIUM NORTH
UNDEFINED	NH STATE PRISON	281 N STATE ST, CONCORD, NH	MEDIUM NORTH
UNDEFINED	NH STATE PRISON	281 N STATE ST, CONCORD, NH	MEDIUM SOUTH
UNDEFINED	NH STATE PRISON	281 N STATE ST, CONCORD, NH	MEDIUM SOUTH
UNDEFINED	NH STATE PRISON	281 N STATE ST, CONCORD, NH	MEDIUM SOUTH
UNDEFINED	NH STATE PRISON	281 N STATE ST, CONCORD, NH	MEDIUM SOUTH
UNDEFINED	NH STATE PRISON	281 N STATE ST, CONCORD, NH	MEDIUM SOUTH
UNDEFINED	NH STATE PRISON	281 N STATE ST, CONCORD, NH	MEDIUM SOUTH
UNDEFINED	NH STATE PRISON	281 N STATE ST, CONCORD, NH	MEDIUM SOUTH
UNDEFINED	NH STATE PRISON	281 N STATE ST, CONCORD, NH	MEDIUM SOUTH
UNDEFINED	NH STATE PRISON	281 N STATE ST, CONCORD, NH	POD-5
UNDEFINED	NH STATE PRISON	281 N STATE ST, CONCORD, NH	GYMNASIUM
UNDEFINED	NH STATE PRISON	281 N STATE ST, CONCORD, NH	GYMNASIUM
UNDEFINED	NH STATE PRISON	281 N STATE ST, CONCORD, NH	P C UNIT
UNDEFINED	NH STATE PRISON	281 N STATE ST, CONCORD, NH	P C UNIT
UNDEFINED	NH STATE PRISON	281 N STATE ST, CONCORD, NH	P C UNIT
UNDEFINED	NH STATE PRISON	281 N STATE ST, CONCORD, NH	P C UNIT
UNDEFINED	NH STATE PRISON	281 N STATE ST, CONCORD, NH	P C UNIT
UNDEFINED	NH STATE PRISON	281 N STATE ST, CONCORD, NH	P C UNIT
UNDEFINED	NH STATE PRISON	281 N STATE ST, CONCORD, NH	P C UNIT
UNDEFINED	NH STATE PRISON	281 N STATE ST, CONCORD, NH	P C UNIT
UNDEFINED	NH STATE PRISON	281 N STATE ST, CONCORD, NH	NEW LOBBY LEFT SET
UNDEFINED	NH STATE PRISON	281 N STATE ST, CONCORD, NH	POD-1
UNDEFINED	NH STATE PRISON	281 N STATE ST, CONCORD, NH	POD-1

ATTACHMENT D
SERVICE LOCATIONS PAYABLE TO THE DEPARTMENT OF CORRECTIONS

TEL NO	LISTED NAME	ADDRESS	LOCATION
UNDEFINED	NH STATE PRISON	281 N STATE ST, CONCORD, NH	POD-1
UNDEFINED	NH STATE PRISON	281 N STATE ST, CONCORD, NH	POD-2
UNDEFINED	NH STATE PRISON	281 N STATE ST, CONCORD, NH	POD-2
UNDEFINED	NH STATE PRISON	281 N STATE ST, CONCORD, NH	POD-2
UNDEFINED	NH STATE PRISON	281 N STATE ST, CONCORD, NH	POD-3
UNDEFINED	NH STATE PRISON	281 N STATE ST, CONCORD, NH	POD-3
UNDEFINED	NH STATE PRISON	281 N STATE ST, CONCORD, NH	POD-3
UNDEFINED	NH STATE PRISON	281 N STATE ST, CONCORD, NH	POD-4
UNDEFINED	NH STATE PRISON	281 N STATE ST, CONCORD, NH	POD-4
UNDEFINED	NH STATE PRISON	281 N STATE ST, CONCORD, NH	POD-4
UNDEFINED	NH STATE PRISON	281 N STATE ST, CONCORD, NH	POD-5
UNDEFINED	NH STATE PRISON	281 N STATE ST, CONCORD, NH	POD-5
UNDEFINED	NORTH END HOUSE	281 N STATE ST, CONCORD, NH	PRE RELEASE
UNDEFINED	NORTH END HOUSE	281 N STATE ST, CONCORD, NH	
UNDEFINED	NH STATE PRISON	281 N STATE ST, CONCORD, NH	POD-6
UNDEFINED	NH STATE PRISON	281 N STATE ST, CONCORD, NH	POD-6
UNDEFINED	NH STATE PRISON	281 N STATE ST, CONCORD, NH	POD-6
UNDEFINED	NH STATE PRISON	281 N STATE ST, CONCORD, NH	NEW BLDG DAYRM NO
UNDEFINED	NH STATE PRISON	281 N STATE ST, CONCORD, NH	NEW BLDG DAYRM NO
UNDEFINED	NH STATE PRISON	281 N STATE ST, CONCORD, NH	NEW BLDG DAYRM NO
UNDEFINED	NH STATE PRISON	281 N STATE ST, CONCORD, NH	NEW BLDG DAYRM SO
UNDEFINED	NH STATE PRISON	281 N STATE ST, CONCORD, NH	NEW BLDG DAYRM SO
UNDEFINED	NH STATE PRISON	281 N STATE ST, CONCORD, NH	NEW BLDG DAYRM SO
UNDEFINED	NH STATE PRISON	281 N STATE ST, CONCORD, NH	NEW BLDG LOBBY-TAN & BRO
UNDEFINED	NH STATE PRISON - WOMAN	317 MAST RD, GOFFSTOWN	DAYROOM
UNDEFINED	NH STATE PRISON - WOMAN	317 MAST RD, GOFFSTOWN	DAYROOM
UNDEFINED	NH STATE PRISON - WOMAN	317 MAST RD, GOFFSTOWN	MAIN ENT. LOBBY BY COAT R
UNDEFINED	NH STATE PRISON - WOMAN	317 MAST RD, GOFFSTOWN	WOMENS BLOCK A
UNDEFINED	NH STATE PRISON - WOMAN	317 MAST RD, GOFFSTOWN	BLOCK B DAYROOM
UNDEFINED	NH STATE PRISON - WOMAN	317 MAST RD, GOFFSTOWN	BLOCK C DAYROOM
UNDEFINED	NH STATE PRISON - WOMAN	317 MAST RD, GOFFSTOWN	BLOCK D DAYROOM
UNDEFINED	LAKES REGION FACILITY	5 RIGHT WAY PATH, LACONIA	PETERSON BLDG
UNDEFINED	NEW HAMPSHIRE STATE OF	5 RIGHT WAY PATH, LACONIA	SPAULDING BLDG, CLO ON SAT
UNDEFINED	NEW HAMPSHIRE STATE OF	5 RIGHT WAY PATH, LACONIA	SPAULDING BLDG
UNDEFINED	LAKES REGION FACILITY	5 RIGHT WAY PATH, LACONIA	SPEARE BLDG
UNDEFINED	LAKES REGION FACILITY	5 RIGHT WAY PATH, LACONIA	SPEARE BLDG
UNDEFINED	LAKES REGION FACILITY	5 RIGHT WAY PATH, LACONIA	PETERSON BLDG

**ATTACHMENT D
SERVICE LOCATIONS PAYABLE TO THE DEPARTMENT OF CORRECTIONS**

TEL NO	LISTED NAME	ADDRESS	LOCATION
UNDEFINED	LAKES REGION FACILITY	5 RIGHT WAY PATH, LACONIA	PETERSON BLDG
UNDEFINED	LAKES REGION FACILITY	5 RIGHT WAY PATH, LACONIA	OUTSIDE BY LAUNDRY BLDG
UNDEFINED	LAKES REGION FACILITY	5 RIGHT WAY PATH, LACONIA	RICE BLDG
UNDEFINED	LAKES REGION FACILITY	5 RIGHT WAY PATH, LACONIA	RICE BLDG
UNDEFINED	LAKES REGION FACILITY	5 RIGHT WAY PATH, LACONIA	RICE BLDG
UNDEFINED	LAKES REGION FACILITY	5 RIGHT WAY PATH, LACONIA	SPEAR BLDG
UNDEFINED	LAKES REGION FACILITY	5 RIGHT WAY PATH, LACONIA	SPEAR BLDG
UNDEFINED	LAKES REGION FACILITY	5 RIGHT WAY PATH, LACONIA	MURPHY BLDG FLR 1
UNDEFINED	LAKES REGION FACILITY	5 RIGHT WAY PATH, LACONIA	MURPHY BLDG FLR 1
UNDEFINED	LAKES REGION FACILITY	5 RIGHT WAY PATH, LACONIA	MURPHY BLDG FLR 2
UNDEFINED	LAKES REGION FACILITY	5 RIGHT WAY PATH, LACONIA	MURPHY BLDG FLR 2
UNDEFINED	LAKES REGION FACILITY	5 RIGHT WAY PATH, LACONIA	MURPHY BLDG FLR 3
UNDEFINED	LAKES REGION FACILITY	5 RIGHT WAY PATH, LACONIA	MURPHY BLDG FLR 3
UNDEFINED	LAKES REGION FACILITY	5 RIGHT WAY PATH, LACONIA	MURPHY BLDG
UNDEFINED	LAKES REGION FACILITY	5 RIGHT WAY PATH, LACONIA	MURPHY BLDG
UNDEFINED	LAKES REGION FACILITY	5 RIGHT WAY PATH, LACONIA	KING BLDG - FEMALE DORM
UNDEFINED	LAKES REGION FACILITY	5 RIGHT WAY PATH, LACONIA	KING BLDG - FEMALE DORM
UNDEFINED	LAKES REGION FACILITY	5 RIGHT WAY PATH, LACONIA	KING BLDG - MALE HALLWAY
UNDEFINED	LAKES REGION FACILITY	5 RIGHT WAY PATH, LACONIA	KING BLDG - MALE HALLWAY
UNDEFINED	LAKES REGION FACILITY	5 RIGHT WAY PATH, LACONIA	KING BLDG - MALE HALLWAY
UNDEFINED	LAKES REGION FACILITY	5 RIGHT WAY PATH, LACONIA	KING BLDG - MALE HALLWAY
UNDEFINED	LAKES REGION FACILITY	5 RIGHT WAY PATH, LACONIA	KING BLDG - MALE HALLWAY
UNDEFINED	LAKES REGION FACILITY	5 RIGHT WAY PATH, LACONIA	PETERSON BLDG
UNDEFINED	LAKES REGION FACILITY	5 RIGHT WAY PATH, LACONIA	KING BLDG
UNDEFINED	LAKES REGION FACILITY	5 RIGHT WAY PATH, LACONIA	KING BLDG
UNDEFINED	LAKES REGION FACILITY	5 RIGHT WAY PATH, LACONIA	UNDEFINED
UNDEFINED	LAKES REGION FACILITY	5 RIGHT WAY PATH, LACONIA	UNDEFINED
UNDEFINED	SHEA FARM HOUSE CONCORD	IRON WORKS RD, CONCORD, NH	SHEA FARM TV RM
UNDEFINED	SHEA FARM HOUSE CONCORD	IRON WORKS RD, CONCORD, NH	TV RM
UNDEFINED	SHEA FARM HOUSE CONCORD	IRON WORKS RD, CONCORD, NH	TV RM
UNDEFINED	SHEA FARM HOUSE CONCORD	IRON WORKS RD, CONCORD, NH	SHEA FARM TV RM

TOTAL COUNT: 141 TELEPHONES

EXHIBIT D
SERVICE LOCATIONS PAYABLE TO THE DEPARTMENT OF RESOURCES AND ECONOMIC DEVELOPMENT

TEL NO	LISTED NAME	ADDRESS	LOCATION
603 926 9734	NEW HAMPSHIRE STATE OF	1 OCEAN BLVD, HAMPTON	HAMPTON BEACH RGT B4 BRID
603 431 9834	NEW HAMPSHIRE STATE OF	1050 OCEAN BLVD, RYE	WALLIS SANDS STATE PARK
603 964 5863	NEW HAMPSHIRE STATE OF	11 OCEAN BLVD, N HAMPTON	N HAMPTON BEACH GRAY BLDG
603 895 2281	NEW HAMPSHIRE STATE OF	128 MOUNTAIN RD, NOTTINGHAM	PAWTUCKAWAY ST PK B4 BCH
603 763 5929	MT SUNAPEE STATE PK	1398 ROUTE 103, NEWBURY	BLDG AT END OF PARKING LOT
603 763 5988	NEW HAMPSHIRE STATE OF	1398 RT 103, NEWBURY	MT SUNAPEE STATE PARK
603 482 9882	MOLLIDGEWOCK STATE PARK	1437 BERLIN RD, ERRL, NH	
603 926 9736	NEW HAMPSHIRE STATE OF P	180 OCEAN BLVD, HAMP, NH NH	
603 926 9187	NEW HAMPSHIRE STATE OF	180 OCEAN BLVD, HAMPTON	HAMPTON BEACH , 2ND CLUSTR
603 926 9192	NEW HAMPSHIRE STATE OF	180 OCEAN BLVD, HAMPTON	HAMPTON BEACH BANDSTAND
603 926 9207	NEW HAMPSHIRE STATE OF	180 OCEAN BLVD, HAMPTON	HAMPTON BEACH LADIES RM
603 926 9224	NEW HAMPSHIRE STATE OF	180 OCEAN BLVD, HAMPTON	HAMPTON BEACH LADIES RM
603 926 9701	NEW HAMPSHIRE STATE OF	180 OCEAN BLVD, HAMPTON	HAMPTON BEACH 2ND CLUSTR
603 926 9707	NEW HAMPSHIRE STATE OF	180 OCEAN BLVD, HAMPTON	HAMPTON BEACH 2ND CLUSTR
603 926 9726	NEW HAMPSHIRE STATE OF	180 OCEAN BLVD, HAMPTON	HAMPTON BEACH 2ND CLUSTR
603 926 9729	NEW HAMPSHIRE STATE OF	180 OCEAN BLVD, HAMPTON	HAMPTON BEACH BANDSTAND
603 926 9738	NEW HAMPSHIRE STATE OF	180 OCEAN BLVD, HAMPTON	HAMPTON BEACH 2ND CLUSTR
603 926 9755	NEW HAMPSHIRE STATE OF	180 OCEAN BLVD, HAMPTON	HAMPTON BEACH BANDSTAND
603 929 0390	NEW HAMPSHIRE STATE OF	180 OCEAN BLVD, HAMPTON	HAMPTON BEACH 1ST CLUSTR
603 964 8149	NEW HAMPSHIRE STATE OF	1870 OCEAN BLVD, RYE	RYE HARBOR STATE MARINA
603 436 9626	NEW HAMPSHIRE STATE OF	20 PIERCE ISL, PORTSMOUTH	PORTS COMMERCIAL FISHING
603 431 0117	NEW HAMPSHIRE STATE OF	570 OCEAN BLVD, RYE	ODIORNE POINT NATURE CNTR
603 374 9250	NEW HAMPSHIRE STATE OF	BART/BART	CRAWFORD NOTCH
603 823 5269	NEW HAMPSHIRE STATE OF	CANNON MTN, FRANCONIA	FRANCONIA NOTCH
603 823 5286	NEW HAMPSHIRE STATE OF	CANNON MTN, FRANCONIA	FRANCONIA NOTCH
603 823 9981	NEW HAMPSHIRE STATE OF	CANNON MTN, FRANCONIA	FRANCONIA NOTCH
603 237 5189	NEW HAMPSHIRE STATE OF	DIAMOND POND ROAD/STN	COLEMAN STATE PARK
603 547 8375	NEW HAMPSHIRE STATE OF	HANCOCK RD, GREENFIELD	GREENFIELD STATE PARK
603 547 8384	NEW HAMPSHIRE STATE OF	HANCOCK RD, GREENFIELD	GREENFIELD STATE PARK
603 547 8388	NEW HAMPSHIRE STATE OF	HANCOCK RD, GREENFIELD	GREENFIELD STATE PARK
603 895 2206	NEW HAMPSHIRE STATE OF	MOUNTAIN RD, RAY	PAWTUCKAWAY ST PARK
603 763 5969	NEW HAMPSHIRE STATE OF	MT SUNAPEE, SUNAPEE	MT SUNAPEE ST PARK BASE L
603 895 2261	NEW HAMPSHIRE STATE OF	NOTTINGHAM	PAWTUCKAWAY ST PK, 1ST RGT
603 926 9093	NEW HAMPSHIRE STATE OF	OCEAN BLVD, HAMPTON BEACH	HAMPTON BEACH STATE PK
603 926 9750	NEW HAMPSHIRE STATE OF	OCEAN BLVE, HAMPTON BEACH	HAMPTON BEACH 1ST CLUSTER
603 823 9966	NEW HAMPSHIRE STATE OF	PEABODY SLOPE, FRANCONIA	FRANCONIA NOTCH
603 823 9973	NEW HAMPSHIRE STATE OF	PEABODY SLOPE, FRANCONIA	FRANCONIA NOTCH

EXHIBIT D

SERVICE LOCATIONS PAYABLE TO THE DEPARTMENT OF RESOURCES AND ECONOMIC DEVELOPMENT

TEL NO	LISTED NAME	ADDRESS	LOCATION
603 823 9975	NEW HAMPSHIRE STATE OF	PEABODY SLOPE, FRANCONIA	FRANCONIA NOTCH
603 763 5933	NEW HAMPSHIRE STATE OF	RT 89 N, SUNAPEE	SPRINGFIELD REST AREA
603 323 9312	NEW HAMPSHIRE STATE OF	RTE 16/TAM	WHITE LAKE STATE PARK OFC
603 323 9391	NEW HAMPSHIRE STATE OF	RTE 16/TAM	WHITE LAKE STATE PARK BEACH
603 323 9395	NEW HAMPSHIRE STATE OF	RTE 16/TAM	WHITE LAKE STATE PARK BEACH
603 323 9396	NEW HAMPSHIRE STATE OF	RTE 16/TAM	WHITE LAKE STATE PARK BEACH
603 823 8895	NEW HAMPSHIRE STATE OF	RTE 18, FRANCONIA	ECHO LAKE TICKET BOOTH
603 745 8510	NEW HAMPSHIRE STATE OF	RTE 3, FRANCONIA	FLUME
603 745 8526	NEW HAMPSHIRE STATE OF	RTE 3, FRANCONIA	FLUME
603 823 9537	NEW HAMPSHIRE STATE OF	RTE 3, FRANCONIA	LAFAYETTE CAMPGROUND
603 823 9906	NEW HAMPSHIRE STATE OF	RTE 3, FRANCONIA	LAFAYETTE CAMPGROUND

TOTAL COUNT: 48 TELEPHONES

EXHIBIT D
SERVICE LOCATIONS PAYABLE TO THE YOUTH DEVELOPMENT SERVICES

TEL NO	LISTED NAME	ADDRESS	LOCATION
603 224 9812	YOUTH DEVELOPMENT SERVICES	105 PLEASANT ST, CONCORD	F-2 HALL TOBEY BLDG
603 224 9728	YOUTH DEVELOPMENT SERVICES	1056 RIVER RD, MANCHESTER	RIVERVIEW COTTAGE
603 622 3330	YOUTH DEVELOPMENT SERVICES	1056 RIVER RD, MANCHESTER	SPAULDING COTTAGE
603 622 6030	YOUTH DEVELOPMENT SERVICES	1056 RIVER RD, MANCHESTER	SPAULDING COTTAGE
603 623 3910	YOUTH DEVELOPMENT SERVICES	1056 RIVER RD, MANCHESTER	KING COTTAGE
603 641 2590	YOUTH DEVELOPMENT SERVICES	1056 RIVER RD, MANCHESTER	
603 668 9714	YOUTH DEVELOPMENT SERVICES	1056 RIVER RD, MANCHESTER	
603 668 9725	YOUTH DEVELOPMENT SERVICES	1056 RIVER RD, MANCHESTER	EAST MAX - FLR 1

TOTAL COUNT: 8 TELEPHONES

Contract Amendment Inmate Calling and Public Pay Telephone Services

It is hereby agreed that the contract approved by Governor & Council on August 23, 2000, between Public Communication Services, Inc., as "Contractor" and the Department of Administrative Services as "State", for Inmate Calling and Public Pay Telephone Services is amended as follows:

1. Delete in its entirety Exhibit B, Paragraph 8.0, and substitute therefore the following:

8.0 For Public Pay Telephone Services, local exchange calling shall not incur per minute charges for all calls up to and including five minutes (300 seconds). Only the cost to establish a call shall apply. For calls lasting longer than five minutes, per minute charges may be applied for the sixth and successive minutes at the rate of \$.05 for each (3) minute (180 second) duration, rounded to the next 3 minute period. Local exchanges shall be all those served from the same Local Exchange Carrier (LEC) central office, currently at contract origination Bell Atlantic, that do not result in long distance charges when any direct dial call is placed.

2. Delete in its entirety Exhibit B, Public Pay Phone Rates, and substitute therefore the following:

Public Pay Telephone

- | | | |
|-----|---|--------------------------|
| (d) | Cost to establish a call (Local Calling Only) | <u>\$.35 per call</u> |
| (e) | InterLata 0+ Calling Connect Charge | <u>\$1.45 per call</u> |
| (f) | InterLata 0+ Calling Rate | <u>\$.19 per minute</u> |
| (g) | Sliding scale rates for all non-local intraLATA calling as follows: | |

Monday – Friday 8:00 AM - 4:59 PM	Daytime Rate	<u>\$.21 per minute</u>
Monday – Friday 5:00 PM - 10:59 PM	Evening Rate	<u>\$.15 per minute</u>
Monday – Friday 11:00 PM - 7:59 AM	Night Rate	<u>\$.10 per minute</u>
All Day Saturday	Night Rate	<u>\$.10 per minute</u>
Sunday – 12:00 AM - 4:59 PM	Night Rate	<u>\$.10 per minute</u>
Sunday – 5:00 PM - 10:59 PM	Evening Rate	<u>\$.15 per minute</u>
Sunday – 11:00 PM - 11:59 PM	Night Rate	<u>\$.10 per minute</u>
Monday – 12:00 AM - 7:59 AM	Night Rate	<u>\$.10 per minute</u>

3. All other provisions of that certain service agreement, approved by Governor & Council on August 23, 2000, shall remain in full force and effect.

PUBLIC COMMUNICATIONS SERVICES, INC.

STATE OF NEW HAMPSHIRE

BY [Signature]

BY [Signature]

Title CEO

Title Commissioner

Company PCS

State of California

County of Los Angeles

On the 21 day of December,
2000, there appeared before me, in the state
and county foresaid a person who identified
who satisfactorily identified himself as
Paul Jennings, and
acknowledged that he executed this document
indicated above.

I witness thereof, I hereunto set my
hand and official seal.

Karen Rivera, Notary Public
Notary Public/Justice of the Peace

My Commission Expires:

June 21, 2003



The foregoing contract, having been reviewed by this
office, is approved as to form, substance and execution.

OFFICE OF THE ATTORNEY GENERAL

By: [Signature]
Assistant Attorney General

ON: 1/3/01

Governor and Council of New Hampshire on

January 24, 2001

Signed: [Signature]

Title: **DEPUTY SECRETARY OF STATE**

**SECOND AMENDMENT
TO
INMATE CALLING AND PUBLIC PAY TELEPHONE SERVICES**

It is hereby agreed that the contract approved by Governor & Council on August 23, 2000 and as amended on January 24, 2001 herein collectively referred to as the "Agreement", between Public Communications Services, as "Contractor" and the Department of Administrative Services as "State", to provide Inmate Calling Services for the New Hampshire State Prison for Men in Concord, the New Hampshire State Prison for Women in Goffstown, the Lakes Region Facility in Laconia, and the Youth Development Center in Manchester, and provide Public Pay Telephones at multiple locations throughout the state is amended as follows:

1. Delete in its entirety section 1.6 and substitute the following:
The Completion Date: August 22, 2006.

2. Delete in its entirety Exhibit A, Section A, Paragraph 1. Term and substitute the following:
The term of this contract shall be from August 23, 2000 to August 22, 2006.

3. Delete Exhibit A, Section B, Paragraph 10.1 in its entirety and substitute therefore the following:
Contractor shall provide PC(s) per DOC site as noted:
Concord Facility: Six (6) PCs in the Internal Affairs Office, Administrative Wing;
Lakes Region Facility, Laconia: One (1) PC in the Investigation Office adjacent to Rooms 126 and 127;
Goffstown Facility: One (1) PC in the Internal Affairs Office.

4. Delete Exhibit B, Paragraph 1.0 in its entirety and substitute therefore the following:
18% commissions on gross usage of Inmate Telephones and 20 % commissions on gross usage of Public Pay Telephones shall be paid to the State on a month to month basis, including the time period from the first day of the month through the last day of the month. Payment shall be received by the State no later than the 15th of the month following services. Deductions for any costs associated with services provided, uncollected calls or un-billed calls shall not be permitted.

5. Delete Exhibit B, Paragraph 6.0 and substitute the following:
6.0 For Public Pay Telephone Services, the lowest rate available from any major international carrier for all calls outside of the US for same type service shall determine the maximum rate to be charged to users of telephones covered under this contract. Contractor shall not increase per minute call costs nor exceed a \$.50 surcharge to establish such calls.

6. Delete Exhibit B, Public Pay Telephone (d) rates and substitute the following:
(d) Cost to establish a call (Only cost for local calling): _____ \$.50 per call

7. All other provisions of the "Agreement", approved by Governor and Council on August 23,2000 and amended on January 24, 2001, shall remain in full force and effect.

PUBLIC COMMUNICATIONS SERVICES,
INC.

By: [Signature]
Paul Jennings
(Print Name)

Title: Chief Executive Officer

Date: June 27, 2003

STATE OF NEW HAMPSHIRE

By: [Signature]
Donald S. Hill
(Print Name)

Title: Commissioner
Department of Administrative Services

Date: 7/15/03

NOTARY PUBLIC/JUSTICE OF THE PEACE

On the 27th day of June, 2003,
There appeared before me, the state and county
foresaid a person who satisfactorily identified himself
as

Paul Jennings

And acknowledge that he executed this document
indicated above.

In witness thereof, I hereunto set my hand and
official seal.

[Signature]
Karen Ramos-Rivera
(Notary Public/Justice of the Peace)

My commission expires: March 30, 2007
June 27, 2003
(Date)

OFFICE OF THE ATTORNEY GENERAL

By: [Signature]
(Print Name)

Title: Sec. A. A. G.

Date: 7/30/03

The foregoing contract was approved by the
Governor and Council of New Hampshire on
AUG 13 2003, 2003.

Signed: [Signature]

(Print Name)
DEPUTY SECRETARY OF STATE
Title: _____

