



**A Proposal for
The State of New Jersey
Department of Corrections & Juvenile Justice Commission**



Inmate/Resident Telephone Control Service

Volume I
Proposal

**Bid Number 02-X-32533
March 15, 2002**





340 Daniele Drive
Ocean Township, NJ 07712

March 15, 2002

State of New Jersey
Department of Treasury, GSA
Purchasing Bureau
33 West State Street, 9th Floor
Trenton, New Jersey 08625-0230

Reference: RFP No. 02-X-32533

AT&T is pleased to submit our response to the State of New Jersey's Request for Proposal (RFP) for Inmate/Resident Telephone Control Service. We have responded to the RFP requirements with a proposal that meets your requirements and offers a number of unique value-added features, benefits, and services.

As highlighted in the Executive Summary and throughout our proposal, AT&T offers the State of New Jersey unique advantages in the following key areas:

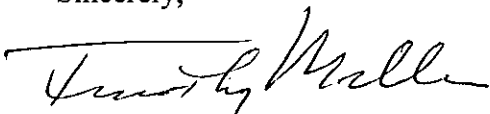
- ♦ One Contact – AT&T owns and operates the inmate system.
- ♦ One Network – AT&T owns and controls both the local and long distance network.
- ♦ Unmatchable fraud control – AT&T offers an industry exclusive and patented 3-way calling detection and prevention system for enhanced call control and management.
- ♦ AT&T/New Jersey Industry First – AT&T will deploy the industry's first customer beta test of a leading-edge technology for blocking call forwarding attempts – another industry exclusive!
- ♦ Economic Benefits for the State and Consumers – AT&T offers innovative calling rate and commission options to the State of New Jersey and its consumers.
- ♦ One Maintenance Force – AT&T trained and certified technicians will maintain both the inmate phones and call control systems for more responsive service and support.
- ♦ Project Understanding and Approach – We understand what the State wants to accomplish and have the resources, skills, and expertise to meet the State's objectives.
- ♦ Implementation and Operational Excellence – The AT&T Team combines the resources and experience needed to ensure a smooth, on-time implementation and high quality operations.
- ♦ Inmate Telephone Services Experience and Demonstrated Ability – The AT&T Team, which includes industry leaders and New Jersey-based minority and woman-owned business enterprises, has demonstrated its ability to execute and support a wide variety of similar projects.

- Experienced Project Management and Support Services – AT&T has assembled a team with the experience, processes, discipline, and commitment to provide the State the high quality services and support it requires.
- Corporate Stability and Commitment – AT&T is a stable, financially sound company that will meet its commitments throughout the term of the contract.
- Unsurpassed Network Quality, Performance, and Reliability – As the current provider of long distance services for the State, we have provided best-in-class network services and support for users throughout New Jersey. We will continue this tradition in our service under this contract.

We feel confident that we have proposed a best value solution that meets the State's goals and objectives in all key areas. We are committed to earning your business and look forward to negotiating an agreement that will ensure the State of New Jersey receives the maximum benefits from the proposed services.

If you have any questions or need additional information, please contact me via phone at 732-695-9614 or via email at tjmiller@att.com. On behalf of AT&T, thank you for this opportunity to continue and enhance our partnership with the State of New Jersey.

Sincerely,



Timothy J. Miller
Account Manager

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PURCHASE DEPARTMENT
2002 MAR 15 PM 12: 18

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PURCHASE DEPARTMENT
2002 MAR 15 PM 12: 20



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AT&T Inmate/Resident Telephone Control Service



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AT&T 2000 Supplier Diversity Annual Report

AT&T Inmate System Documentation



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Digital ACP Voice Prompting	Attachment 3
TOM Administrative Terminal User's Guide	Attachment 4
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CASUAL VENDOR TRANSMITTAL FORM

ALL FIELDS MUST BE COMPLETED INCLUDING CONTACT PERSON, TELEPHONE AND FAX NOS. PRIOR TO SUBMITTING TO BID LIST MGT.

Date March 18 2003 Buyer Name Renee Shapiro
Vendor Name AT&T CORP.
Address 32 AVENUE OF THE AMERICAS
City, State NEW YORK NY Zip Code 10013
Contact Person Timothy Miller
Telephone No. 792-695-9614 Fax No. 
SSN ☐ or 
FEIN ☐
Relevant
Solicitation No. 32533

DATE REC'D BY BID LIST MGT.

DATE BIDDERS APPLIC. PKG. SENT

WHITE—Original to Bid List Mgt. / CANARY—Copy for Buyer's File



STATE OF NEW JERSEY
REQUEST FOR PROPOSAL

FOR: INMATE/RESIDENT TELEPHONE
CONTROL SERVICE

BID NO :02-X-32533
T-NO :T1934
DATE ISSUED :09/12/01
N.J. VENDOR NO :
VENDOR PHONE NO :
VENDOR FAX NO :
VENDOR FEIN/SSN :
REQUISITION NO :1020302
REQUESTING AGENCY:822050

**** EXTRA COPY 25 ****

ESTIMATED AMOUNT: \$.00
CONTRACT EFFECTIVE DATE: 06/01/02
CONTRACT EXPIRATION DATE:05/31/07
COOPERATIVE PURCHASING: NO
SET ASIDE: NONE

DIRECT QUESTIONS CONCERNING THIS RFP TO:

BUYER:ANTOINETTE LELLO

PHONE:(609) 984-9703

PURSUANT TO N.J.S.A. 52:34-12 AND N.J.A.C. 17:12-2.2, PROPOSALS WHICH FAIL TO CONFORM WITH
THE FOLLOWING REQUIREMENTS WILL BE AUTOMATICALLY REJECTED:

- 1) PROPOSALS MUST BE RECEIVED AT OR BEFORE THE PUBLIC OPENING TIME OF 2 PM ON 03/15/02 AT THE
FOLLOWING PLACE: DEPARTMENT OF TREASURY, GSA, PURCHASE BUREAU, PO BOX 230, 33 WEST STATE STREET, 9TH FLOOR, TRENTON, NEW
JERSEY 08625-0230. TELEPHONE, TELEFACSIMILE OR TELEGRAPH PROPOSALS WILL NOT BE ACCEPTED. THE ACCOMPANYING SELF-ADDRESSED
ENVELOPE SHOULD CONTAIN OR BE ATTACHED TO THE PROPOSAL.
- 2) THE BIDDER MUST SIGN THE PROPOSAL.
- 3) THE PROPOSAL MUST INCLUDE ALL PRICE INFORMATION. PROPOSAL PRICES SHALL INCLUDE DELIVERY OF ALL ITEMS F.O.B. DESTINATION OR AS
OTHERWISE PROVIDED. PRICE QUOTES MUST BE FIRM THROUGH ISSUANCE OF CONTRACT.
- 4) ALL PROPOSAL PRICES MUST BE TYPED OR WRITTEN IN INK.
- 5) ALL CORRECTIONS, WHITE-OUTS, ERASURES, RESTRIKING OF TYPE, OR OTHER FORMS OF ALTERATION, OR THE APPEARANCE OF ALTERATION, TO UNIT
AND/OR TOTAL PRICES MUST BE INITIALED IN INK BY THE BIDDER.
- 6) THE BIDDER MUST SUBMIT WITH THE PROPOSAL BID SECURITY IN THE AMOUNT OF \$ 250000.00 OR %. CHECK THE TYPE OF
BID SECURITY SUPPLIED: ANNUAL BID BOND ON FILE. BID BOND ATTACHED.
 CERTIFIED OR CASHIER'S CHECK ATTACHED. LETTER OF CREDIT ATTACHED.
- 7) THE BIDDER MUST COMPLETE AND SUBMIT, PRIOR TO THE SUBMISSION OF THE PROPOSAL, OR ACCOMPANYING THE PROPOSAL, THE ATTACHED OWNERSHIP
CLOSURE FORM. (SEE N.J.S.A. 52:25-24.2).
- 8) THE BIDDER MUST ATTEND THE MANDATORY PRE-BID CONFERENCE(S) AND SITE VISIT(S) AT THE FOLLOWING DATE(S) AND TIME(S):
CONFERENCE: 10-04-01 9:30AM SEE "CONFERENCE/SITE INSPECTION" PAGE

ADDITIONAL REQUIREMENTS

- 9) PERFORMANCE SECURITY: \$ 500000.00 OR %. 10) PAYMENT RETENTION: %.
- 11) AN AFFIRMATIVE ACTION FORM (ATTACHED). 12) A MACBRIDE PRINCIPLES CERTIFICATION (ATTACHED).
- 13) REQUESTED DELIVERY: 1 DAYS AFTER RECEIPT OF ORDER
- 14) CERTIFICATION OR NOTIFICATION OF REGISTRATION WITH THE SECRETARY OF STATE IF A FOREIGN (NON-NJ) CORPORATION, IF NECESSARY (SEE N.J.S.A.
14A:13-1 ET SEQ. AND N.J.A.C. 17:12-2.12).
- 15) FOR SET ASIDE CONTRACTS ONLY, N.J. DEPARTMENT OF COMMERCE CERTIFICATION OR NOTIFICATION OF REGISTRATION AS A SMALL, MINORITY OR
FEMALE BUSINESS (SEE N.J.A.C. 17:13-3.2).

- 16) DELIVERY CAN BE MADE See proposal DAYS OR WEEKS AFTER RECEIPT OF ORDER. TO BE COMPLETED BY BIDDER
- 17) CASH DISCOUNT TERMS (SEE ATTACHED NOTICE): See proposal %, DAYS: NET DAYS
- 18) BIDDER PHONE NO. 732-695-9614 19) BIDDER FAX NO.
- 20) BIDDER FEDERAL ID NO. 21) YOUR BID REFERENCE NO. 02-X-32533

SIGNATURE OF THE BIDDER ATTESTS THAT THE BIDDER HAS READ, UNDERSTANDS, AND AGREES TO ALL TERMS, CONDITIONS, AND SPECIFICATIONS SET FORTH
IN THE REQUEST FOR PROPOSAL, INCLUDING ALL ADDENDA. FURTHERMORE, SIGNATURE BY THE BIDDER SIGNIFIES THAT THE REQUEST FOR PROPOSAL AND THE
RESPONSIVE PROPOSAL CONSTITUTES A CONTRACT IMMEDIATELY UPON NOTICE OF ACCEPTANCE OF THE PROPOSAL BY THE STATE OF NEW JERSEY FOR ANY
OR ALL OF THE ITEMS BID, AND FOR THE LENGTH OF TIME INDICATED IN THE REQUEST FOR PROPOSAL. FAILURE TO ACCEPT THE CONTRACT WITHIN THE
TIME PERIOD INDICATED IN THE REQUEST FOR PROPOSAL, OR FAILURE TO HOLD PRICES OR TO MEET ANY OTHER TERMS AND CONDITIONS AS DEFINED IN
EITHER THE REQUEST FOR PROPOSAL OR THE PROPOSAL DURING THE TERM OF THE CONTRACT, SHALL CONSTITUTE A BREACH AND MAY RESULT IN
PENALTY OR DEBARMENT FROM FURTHER STATE BIDDING. A DEFAULTING CONTRACTOR MAY ALSO BE LIABLE, AT THE OPTION OF THE STATE, FOR THE
DIFFERENCE BETWEEN THE CONTRACT PRICE AND THE PRICE BID BY AN ALTERNATE BIDDER OF THE GOODS OR SERVICES IN ADDITION TO OTHER REMEDIES
AVAILABLE.

22) ORIGINAL SIGNATURE OF BIDDER

Timothy Miller

24) PRINT/TYPE NAME AND TITLE

Timothy Miller - ACCOUNT MANAGER

23) NAME OF FIRM

AT&T

25) DATE

MARCH 13, 2002

OWNERSHIP DISCLOSURE FORM

DEPT OF TREASURY
PURCHASE BUREAU
STATE OF NEW JERSEY
WEST STATE ST 9TH FL
PO BOX 230
TRENTON NJ 08625-0230

NUMBER : 02-X-32533
OPEN DATE : 11/01/01
T-NUMBER : T1934

2 PM

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INSTRUCTIONS: Provide below the names, home addresses, dates of birth, offices held and any ownership interest of all officers of the firm named above. If additional space is necessary, provide on an attached sheet.

NAME	HOME ADDRESS	DATE OF BIRTH	OFFICE HELD	OWNERSHIP INTEREST (Shares Owned or % of Partnership)
------	--------------	---------------	-------------	--

SEE ATTACHED

INSTRUCTIONS: Provide below the names, home addresses, dates of birth, and ownership interest of all individuals not listed above, and any partnerships, corporations and any other owner having a 10% or greater interest in the firm named above. If a listed owner is a corporation or partnership, provide below the same information for the holders of 10% or more interest in that corporation or partnership. If additional space is necessary, provide that information on an attached sheet. If there are no owners with 10% or more interest in your firm, enter "None" below. Complete the certification at the bottom of this form. If this form has previously been submitted to the Purchase Bureau in connection with another bid, indicate changes, if any, where appropriate, and complete the certification below.

NAME	HOME ADDRESS	DATE OF BIRTH	OFFICE HELD	OWNERSHIP INTEREST (Shares Owned or % of Partnership)
------	--------------	---------------	-------------	--

NONE

COMPLETE ALL QUESTIONS BELOW

- | | YES | NO |
|--|-----|-------------------------------------|
| Within the past five years has another company or corporation had a 10% or greater interest in the firm identified above? (If yes, complete and attach a separate disclosure form reflecting previous ownership interests.) | | <input checked="" type="checkbox"/> |
| 2. Has any person or entity listed in this form or its attachments ever been arrested, charged, indicted or convicted in a criminal or disorderly persons matter by the State of New Jersey, any other state or the U.S. Government? (If yes, attach a detailed explanation for each instance.) | | <input checked="" type="checkbox"/> |
| 3. Has any person or entity listed in this form or its attachments ever been suspended, debarred or otherwise declared ineligible by any agency of government from bidding or contracting to provide services, labor, material or supplies? (If yes, attach a detailed explanation for each instance.) | | <input checked="" type="checkbox"/> |
| 4. Are there now any criminal matters or debarment proceedings pending in which the firm and/or its officers and/or managers are involved? (If yes, attach a detailed explanation for each instance.) | | <input checked="" type="checkbox"/> |
| 5. Has any federal, state or local license, permit or other similar authorization, necessary to perform the work applied for herein and held or applied for by any person or entity listed in this form, been suspended or revoked, or been the subject of any pending proceedings specifically seeking or litigating the issue of suspension or revocation? (If yes to any part of this question, attach a detailed explanation for each instance.) | | <input checked="" type="checkbox"/> |

CERTIFICATION: I, being duly sworn upon my oath, hereby represent and state that the foregoing information and any attachments thereto to the best of my knowledge are true and complete. I acknowledge that the State of New Jersey is relying on the information contained herein and thereby acknowledge that I am under a continuing obligation from the date of this certification through the completion of any contracts with the State to notify the State in writing of any changes to the answers or information contained herein. I acknowledge that I am aware that it is a criminal offense to make a false statement or misrepresentation in this certification, and if I do so, I recognize that I am subject to criminal prosecution under the law and that it will also constitute a material breach of my agreement(s) with the State of New Jersey and that the State at its option, may declare any contract(s) resulting from this certification void and unenforceable.

I, being duly authorized, certify that the information supplied above, including all attached pages, is complete and correct to the best of my knowledge. I certify that all of the foregoing statements made by me are true. I am aware that if any of the foregoing statements made by me are willfully false, I am subject to punishment.

COMPANY NAME: AT&T CORP.

ADDRESS: 32 AVENUE of the AMERICAS

NEW YORK, NY 10013

PRINT OR TYPE

Timothy Miller (Signature)

TIMOTHY MILLER (Name)

ACCOUNT MANAGER (Title)

AT&T Officers

AT&T submits the following list of AT&T Officers.

C. Michael Armstrong	Chairman and CEO
Betsy J. Bernard	Executive VP & President & CEO – AT&T Consumer
James W. Cicconi	General Counsel and Executive VP
Nicholas S. Cyprus	VP and Controller
David W. Dorman	President
Edward M. Dwyer	Treasurer
Hossein Estambolchi	President-AT&T Labs & Chief Technology Officer
Mirian M. Graddick-Wier	Executive VP – Human Resources
Frank Ianna	Executive VP & President – AT&T Network Services
Richard J. Martin	Executive VP – Public Relations & Employee Communications
Charles H. Noski	Senior Executive VP & CFO
John C. Petrillo	Executive VP – Corporate Strategy & Business Development
William T. Schleyer	President & CEO – AT&T Broadband
Marilyn J. Wasser	Vice President and Secretary

Home Address: As indicated acceptable in Addendum 3, response to Question 112, the AT&T corporate headquarters address is being provided in lieu of home addresses. That address is:

AT&T Corp.
32 Avenue of the Americas
New York, NY 10013

Date of Birth. Response to Question 31 in Addendum 3 indicated that offerors do not have to provide birth dates of officers.

Ownership Interest. AT&T is a widely held public company. No officers hold a substantial ownership interest.

MacBride Principles Certification

NOTICE TO ALL BIDDERS
REQUIREMENT TO PROVIDE A CERTIFICATION
IN COMPLIANCE WITH MacBRIDE PRINCIPLES
AND NORTHERN IRELAND ACT OF 1989

Pursuant to Public Law 1995, c.134, a responsible bidder selected, after public bidding, by the Director of the Division of Purchase and Property, pursuant to N.J.S.A. 52:34-12, or the Director of the Division of Building and Construction, pursuant to N.J.S.A. 52:32-2, must complete the certification below by checking one of the two representations listed and signing where indicated. If a bidder who would otherwise be awarded a purchase, contract or agreement does not complete the certification, then the Directors may determine, in accordance with applicable law and rules, that it is in the best interest of the State to award the purchase, contract or agreement to another bidder who has completed the certification and has submitted a bid within five (5) percent of the most advantageous bid. If the Directors find contractors to be in violation of the principles which are the subject of this law, they shall take such action as may be appropriate and provided for by law, rule or contract, including, but not limited to, imposing sanctions, seeking compliance, recovering damages, declaring the party in default and seeking debarment or suspension of the party.

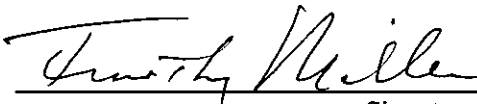
I certify, pursuant to N.J.S.A. 52:34-12.2, that the entity for which I am authorized to bid:

 has no ongoing business activities in Northern Ireland and does not maintain a physical presence therein through the operation of offices, plants, factories, or similar facilities, either directly or indirectly, through intermediaries, subsidiaries or affiliated companies over which it maintains effective control; or

See attached

 ✓ will take lawful steps in good faith to conduct any business operations it has in Northern Ireland in accordance with the MacBride principles of nondiscrimination in employment as set forth in N.J.S.A. 52:18A-89.5 and in conformance with the United Kingdom's Fair Employment (Northern Ireland) Act of 1989, and permit independent monitoring of their compliance with those principles.

I certify that the foregoing statements made by me are true. I am aware that if any of the foregoing statements made by me are willfully false, I am subject to punishment.



Signature of Bidder

Dated:

Print or Type

{ Timothy Miller

Name

{ ACCOUNT MANAGER

Title

AT&T RESPONSE: AT&T does not have any employees in Northern Ireland, but does practice fair employment principles in its operations elsewhere in the United Kingdom. The following is a policy statement applicable to AT&T's United Kingdom operations, as published in its employee handbook:

It is AT&T UK's policy to comply with both the letter and spirit of all applicable laws relating to equality of opportunity in employment. The Company values individual and cultural diversity, and is committed to the goal of providing equal opportunity to people at all stages of the employment process irrespective of colour, ethnic origin, sex, marital status, sexual orientation, age or disability. In pursuance of this goal the Company has an Equal Opportunities policy which will be continuously monitored to ensure its effectiveness. AT&T UK will take any appropriate practicable positive action which it considers necessary to make equal opportunity a reality.

Accordingly, to the extent that it is appropriate for the City to consider these Northern Ireland business practices in its procurement decisions, AT&T submits that it is in compliance.

In a recent decision, the United States Supreme Court held that public procurement regulations involving international policies (in that case Burma) were an unconstitutional interference with federal authority. See *Crosby v. National Trade Council*, 530 U.S. 363; 120 S. Ct. 2288, decided June 19, 2000. See also *Miami Light Project v. Miami-Dade County* (US District Court for Southern District of Florida) 97 F. Supp. 2d 1174 (May 16, 2000) (granting preliminary injunction against enforcement of public procurement policies related to Cuba). Accordingly, given the unsettled legal basis for such requirements, AT&T would respectfully request that it either be treated as in full compliance with this requirement, or that the requirement be waived or deleted for purposes of this procurement.

Affirmative Action Form

AFFIRMATIVE ACTION**TERM CONTRACT - ADVERTISED BID PROPOSAL**

DEPT OF TREASURY
PURCHASE BUREAU
STATE OF NEW JERSEY
WEST STATE ST 9TH FL
PO BOX 230
TRENTON

NJ

08625-0230

NUMBER : 02-X-32533
OPEN DATE : 11/01/01 TIME : 2 PM
T-NUMBER : T1934

BIDDER :

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SUPPLEMENT TO BID SPECIFICATIONS

DURING THE PERFORMANCE OF THIS CONTRACT, THE CONTRACTOR AGREES AS FOLLOWS:

1. THE CONTRACTOR OR SUBCONTRACTOR, WHERE APPLICABLE, WILL NOT DISCRIMINATE AGAINST ANY EMPLOYEE OR APPLICANT FOR EMPLOYMENT BECAUSE OF AGE, RACE, CREED, COLOR, NATIONAL ORIGIN, ANCESTRY, MARITAL STATUS OR SEX. THE CONTRACTOR WILL TAKE AFFIRMATIVE ACTION TO ENSURE THAT SUCH APPLICANTS ARE RECRUITED AND EMPLOYED, AND THAT EMPLOYEES ARE TREATED DURING EMPLOYMENT, WITHOUT REGARD TO THEIR AGE, RACE, CREED, COLOR, NATIONAL ORIGIN, ANCESTRY, MARITAL STATUS OR SEX. SUCH ACTION SHALL INCLUDE, BUT NOT BE LIMITED TO THE FOLLOWING: EMPLOYMENT, UPGRADING, DEMOTION, OR TRANSFER; RECRUITMENT OR RECRUITMENT ADVERTISING; LAYOFF OR TERMINATION; RATES OF PAY OR OTHER FORMS OF COMPENSATION; AND SELECTION FOR TRAINING, INCLUDING APPRENTICESHIP. THE CONTRACTOR AGREES TO POST IN CONSPICUOUS PLACES, AVAILABLE TO EMPLOYEES AND APPLICANTS FOR EMPLOYMENT, NOTICES TO BE PROVIDED BY THE PUBLIC AGENCY COMPLIANCE OFFICER SETTING FORTH PROVISIONS OF THIS NONDISCRIMINATION CLAUSE;

2. THE CONTRACTOR OR SUBCONTRACTOR, WHERE APPLICABLE WILL, IN ALL SOLICITATIONS OR ADVERTISEMENTS ,FOR EMPLOYEES PLACED BY OR ON BEHALF OF THE CONTRACTOR, STATE THAT ALL QUALIFIED APPLICANTS WILL RECEIVE CONSIDERATION FOR EMPLOYMENT WITHOUT REGARD TO AGE, RACE, CREED, COLOR, NATIONAL ORIGIN, ANCESTRY, MARITAL STATUS OR SEX;

3. THE CONTRACTOR OR SUBCONTRACTOR, WHERE APPLICABLE, WILL SEND TO EACH LABOR UNION OR REPRESENTATIVE OR WORKERS WITH WHICH IT HAS A COLLECTIVE BARGAINING AGREEMENT OR OTHER CONTRACT OR UNDERSTANDING, A NOTICE, TO BE PROVIDED BY THE AGENCY CONTRACTING OFFICER ADVISING THE LABOR UNION OR WORKERS' REPRESENTATIVE OF THE CONTRACTOR'S COMMITMENTS UNDER THIS ACT AND SHALL POST COPIES OF THE NOTICE IN CONSPICUOUS PLACES AVAILABLE TO EMPLOYEES AND APPLICANTS FOR EMPLOYMENT.

4. THE CONTRACTOR OR SUBCONTRACTOR, WHERE APPLICABLE, AGREES TO COMPLY WITH THE REGULATIONS PROMULGATED BY THE TREASURER PURSUANT TO P.L. 1975, C. 127, AS AMENDED AND SUPPLEMENTED FROM TIME TO TIME.

5. THE CONTRACTOR OR SUBCONTRACTOR AGREES TO ATTEMPT IN GOOD FAITH TO EMPLOY MINORITY AND FEMALE WORKERS CONSISTENT WITH THE APPLICABLE COUNTY EMPLOYMENT GOALS PRESCRIBED BY N.J.A.C. 17:27-5.2 PROMULGATED BY THE TREASURER PURSUANT TO P.L. 1975, C. 127, AS AMENDED AND SUPPLEMENTED FROM TIME TO TIME OR IN ACCORDANCE WITH A BINDING DETERMINATION OF THE APPLICABLE COUNTY EMPLOYMENT GOALS DETERMINED BY THE AFFIRMATIVE ACTION OFFICE PURSUANT TO N.J.A.C. 17:27-5.2 PROULGATED BY THE TREASURER PURSUANT TO P.L. 1975, C. 127, AS AMENDED AND SUPPLEMENTED FROM TIME TO TIME.

6. THE CONTRACTOR OR SUBCONTRACTOR AGREES TO INFORM IN WRITING APPROPRIATE RECRUITMENT AGENCIES IN THE AREA, INCLUDING EMPLOYMENT AGENCIES, PLACEMENT BUREAUS, COLLEGES, UNIVERSITIES, LABOR UNIONS, THAT IT DOES NOT DISCRIMINATE ON THE BASIS OF AGE, CREED, COLOR, NATIONAL ORIGIN, ANCESTRY, MARITAL STATUS OR SEX, AND THAT IT WILL DISCONTINUE THE USE OF ANY RECRUITMENT AGENCY WHICH ENGAGES IN DIRECT OR INDIRECT DISCRIMINATORY PRACTICES.

7. THE CONTRACTOR OR SUBCONTRACTOR AGREES TO REVISE ANY OF ITS TESTING PROCEDURES, IF NECESSARY, TO ASSURE THAT ALL PERSONNEL TESTING CONFORMS WITH THE PRINCIPLES OF JOB-RELATED TESTING, AS ESTABLISHED BY THE STATUTES AND COURT DECISIONS OF THE STATE OF NEW JERSEY AND AS ESTABLISHED BY APPLICABLE FEDERAL LAW AND APPLICABLE FEDERAL COURT DECISIONS.

8. THE CONTRACTOR OR SUBCONTRACTOR AGREES TO REVIEW ALL PROCEDURES RELATING TO TRANSFER, UPGRADING, DOWNGRADING AND LAYOFF TO ENSURE THAT ALL SUCH ACTIONS ARE TAKEN WITHOUT REGARD TO AGE, CREED, COLOR, NATIONAL ORIGIN, ANCESTRY, MARITAL STATUS OR SEX, AND CONFORM WITH THE APPLICABLE COUNTY EMPLOYMENT GOALS, CONSISTANT WITH THE STATUTES AND COURT DECISIONS OF THE STATE OF NEW JERSEY, AND APPLICABLE FEDERAL LAW AND APPLICABLE FEDERAL COURT DECISIONS.

THE CONTRACTOR AND ITS SUBCONTRACTORS SHALL FURNISH SUCH REPORTS OR OTHER DOCUMENTS TO THE AFFIRMATIVE ACTION OFFICE AS MAY BE REQUESTED BY THE OFFICE FROM TIME TO TIME IN ORDER TO CARRY OUT THE PURPOSES OF THESE REGULATIONS, AND PUBLIC AGENCIES SHALL FURNISH SUCH INFORMATION AS MAY BE REQUESTED BY THE AFFIRMATIVE ACTION OFFICE FOR CONDUCTING A COMPLIANCE INVESTIGATION PURSUANT TO SUBCHAPTER 10 OF THE ADMINISTRATIVE CODE (NJAC 17:27).

* NO FIRM MAY BE ISSUED A PURCHASE ORDER OR CONTRACT WITH THE STATE UNLESS THEY COMPLY WITH THE AFFIRMATIVE ACTION REGULATIONS

PLEASE CHECK APPROPRIATE BOX (ONE ONLY)



I HAVE A CURRENT NEW JERSEY AFFIRMATIVE ACTION CERTIFICATE, (PLEASE ATTACH A COPY TO YOUR PROPOSAL).



I HAVE A VALID FEDERAL AFFIRMATIVE ACTION PLAN APPROVAL LETTER, (PLEASE ATTACH A COPY TO YOUR PROPOSAL.)



I HAVE COMPLETED THE INCLOSED FORM AA302 AFFIRMATIVE ACTION EMPLOYEE INFORMATION REPORT.

Certification 3544

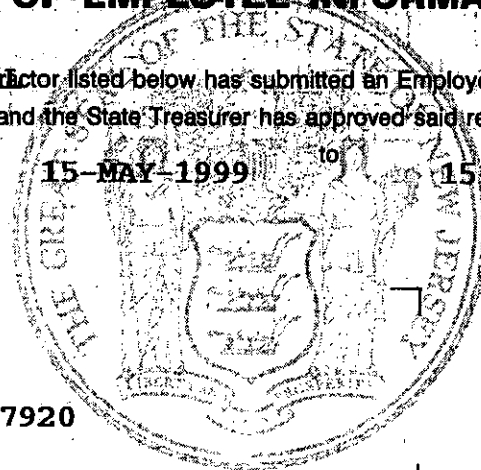
CERTIFICATE OF EMPLOYEE INFORMATION REPORT

This is to certify that ~~AT&T~~ ~~AT&T~~ listed below has submitted an Employee Information Report pursuant to N.J.A.C. 17:27-1.1 et seq. and the State Treasurer has approved said report. This approval will remain in effect for the period of

15-MAY-1999

to

15-MAY-2002



AT&T
295 NORTH MAPLE AVENUE
BASKING RIDGE NJ 07920

James A. DiGeronio Jr.

State Treasurer

CO = 774622-2
U = J632863
SIC/NAICS = 4810 - 513310

EQUAL EMPLOYMENT OPPORTUNITY
2000 EMPLOYER INFORMATION REPORT EEO-1
ESTABLISHMENT REPORT TYPE 4

Page 135

MAIL CODE = 00005P
SECTION A

SECTION C - TEST FOR FILING REQUIREMENT

1. - Y 2. - Y 3. - Y DUNS NO.: 00-6980080

SECTION E - ESTABLISHMENT INFORMATION

1. - WIRED TELECOMMUNICATIONS CARRIERS

SECTION B - COMPANY IDENTIFICATION

1. A T & T
32 AVENUE OF THE AMERICAS
NEW YORK NEW YORK
NY 10013-2412

A T & T
200 LAUREL AVE S
MIDDLETOWN
NJ 07748-0000

MONMOUTH

B. EI =

C. Y (WAS AN EEO-1 REPORT FILED FOR THIS ESTABLISHMENT LAST YEAR?)

SECTION D - EMPLOYMENT DATA

JOB CATEGORIES	TOTAL EMPLOYEES	MALE					FEMALE				
		WHITE	BLACK	HISPANIC	ASIAN AMERICAN & PAC. IS.	AMERICAN INDIAN & ALAS. NAT.	WHITE	BLACK	HISPANIC	ASIAN AMERICAN & PAC. IS.	AMERICAN INDIAN & ALAS. NAT.
		(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)
OFFICIALS AND MANAGERS (1)	000261	000101	000008	000010	000039	000000	000079	000009	000002	000013	000000
PROFESSIONALS (2)	000699	000272	000020	000017	000127	000002	000152	000019	000006	000084	000000
TECHNICIANS (3)	000021	000013	000001	000002	000000	000000	000003	000001	000001	000000	000000
SALES WORKERS (4)	000015	000008	000003	000000	000000	000000	000003	000000	000000	000001	000000
OFFICE AND CLERICAL (5)	000081	000009	000002	000000	000000	000000	000055	000014	000001	000000	000000
CRAFT WORKERS (SKILLED) (6)	000026	000017	000004	000003	000000	000000	000001	000001	000000	000000	000000
OPERATIVES (SEMI-SKILLED) (7)	000011	000009	000000	000000	000000	000000	000001	000001	000000	000000	000000
LABORERS (UNSKILLED) (8)	000000	000000	000000	000000	000000	000000	000000	000000	000000	000000	000000
SERVICE WORKERS (9)	000001	000001	000000	000000	000000	000000	000000	000000	000000	000000	000000
Total (10)	001115	000430	000038	000032	000166	000002	000294	000045	000010	000098	000000
Previous Reported Total (11)	000909	000340	000034	000022	000160	000003	000226	000027	000012	000085	000000

OTHER QUESTIONS

1. - 07/01/2000 THRU 07/31/2000 (DATE(S) OF PAYROLL PERIOD USED)

2. - N (DOES THIS ESTABLISHMENT EMPLOY APPRENTICES?)

CONFIDENTIAL: AT&T PROPRIETARY INFORMATION
NOT FOR PUBLICATION OR OUTSIDE DISTRIBUTION AND
PROTECTED BY TRADE SECRET ACT

Bid Bond

ST. PAUL FIRE AND MARINE INSURANCE COMPANY

HOME OFFICE: ST. PAUL, MN

PROPOSAL BOND

Know all Men by these Presents:

THAT WE AT&T Corp. as principal, and ST. PAUL FIRE AND MARINE INSURANCE COMPANY, a corporation under the laws of the State of Minnesota, having its principal place of business in the City of St. Paul, Minnesota, as surety, are held and firmly bound unto State of New Jersey as obligee, in the sum of Two Hundred Fifty Thousand and 00/100 Dollars (\$ 250,000.00) lawful money of the United States of America, for the payment of which, well and truly to be made, we bind ourselves, our heirs, executors, administrators, successors and assigns, jointly and severally, firmly by these presents.

SIGNED, sealed and dated this 18th day of January 2002.

WHEREAS, the said principal is herewith submitting its proposal for

Inmate Telephone Services

THE CONDITION OF THE ABOVE OBLIGATION IS SUCH, that if the aforesaid principal shall be awarded the contract upon said proposal and shall within the required number of days after the notice of such award enter into a contract and give bond for the faithful performance of the contract, then this obligation shall be null and void; otherwise the principal and surety will pay unto the obligee the difference in money between the amount of the bid of the said principal and the amount for which the obligee may legally contract with another party to perform the said work if the latter amount be in excess of the former; but in no event shall the surety's liability exceed the penal sum hereof.

AT&T Corp.

By: Paul Riley, Assistant Secretary

Principal

ST. PAUL FIRE AND MARINE INSURANCE COMPANY

By

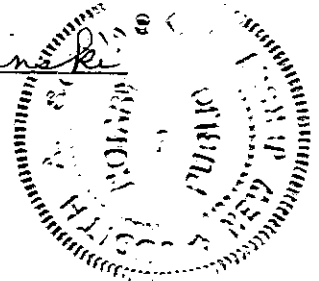
Terry Ann Gonzales-Selman, Attorney-in-Fact

STATE OF NEW JERSEY
COUNTY OF SOMERSET

On this 18th day of January, 2002, before me, the undersigned
notary public, personally came: Paul Riley to me known and who, being
duly sworn by me, did depose and say that he works in Basking Ridge, New Jersey
and that he is the Assistant Secretary of the corporation described within and that
he executed the foregoing instrument.

Judith A. Sowinski
(Notary Public)

JUDITH A. SOWINSKI
NOTARY PUBLIC OF NEW JERSEY
Commission Expires 12/27/2005



Seaboard Surety Company
St. Paul Fire and Marine Insurance Company
St. Paul Guardian Insurance Company
St. Paul Mercury Insurance Company

United States Fidelity and Guaranty Company
Fidelity and Guaranty Insurance Company
Fidelity and Guaranty Insurance Underwriters, Inc.

Power of Attorney No. 22885

Certificate No. 1052412

KNOW ALL MEN BY THESE PRESENTS: That Seaboard Surety Company is a corporation duly organized under the laws of the State of New York, and that St. Paul Fire and Marine Insurance Company, St. Paul Guardian Insurance Company and St. Paul Mercury Insurance Company are corporations duly organized under the laws of the State of Minnesota, and that United States Fidelity and Guaranty Company is a corporation duly organized under the laws of the State of Maryland, and that Fidelity and Guaranty Insurance Company is a corporation duly organized under the laws of the State of Iowa, and that Fidelity and Guaranty Insurance Underwriters, Inc. is a corporation duly organized under the laws of the State of Wisconsin (*herein collectively called the "Companies"*), and that the Companies do hereby make, constitute and appoint

Migdalia Otero, Paula Yip-Ying, J. Holland, Shirley Dewely, Vincent Moy, Theresa Giraldo, Ana W. Oliveras, Tracey D. Watson, Terry Ann Gonzales-Selman, Robyn Walsh, Beverly Woolford, Christopher J. McCarty, Debra L. Teplitzky, Richard Ambrose, Miki Contrera, Sally McGrath, Ivette Pimienta, Francesca M. Papa and Michael Seff

of the City of New York, State New York, their true and lawful Attorney(s)-in-Fact, each in their separate capacity if more than one is named above, to sign its name as surety to, and to execute, seal and acknowledge any and all bonds, undertakings, contracts and other written instruments in the nature thereof on behalf of the Companies in their business of guaranteeing the fidelity of persons, guaranteeing the performance of contracts and executing or guaranteeing bonds and undertakings required or permitted in any actions or proceedings allowed by law.

IN WITNESS WHEREOF, the Companies have caused this instrument to be signed and sealed this 3rd day of December, 2001.

Seaboard Surety Company
St. Paul Fire and Marine Insurance Company
St. Paul Guardian Insurance Company
St. Paul Mercury Insurance Company

United States Fidelity and Guaranty Company
Fidelity and Guaranty Insurance Company
Fidelity and Guaranty Insurance Underwriters, Inc.



State of Maryland
City of Baltimore

John F. Phinney
JOHN F. PHINNEY, Vice President
Thomas E. Huibregtse
THOMAS E. HUIBREGTSE, Assistant Secretary

On this 3rd day of December, 2001, before me, the undersigned officer, personally appeared John F. Phinney and Thomas E. Huibregtse, who acknowledged themselves to be the Vice President and Assistant Secretary, respectively, of Seaboard Surety Company, St. Paul Fire and Marine Insurance Company, St. Paul Guardian Insurance Company, St. Paul Mercury Insurance Company, United States Fidelity and Guaranty Company, Fidelity and Guaranty Insurance Company, and Fidelity and Guaranty Insurance Underwriters, Inc.; and that the seals affixed to the foregoing instrument are the corporate seals of said Companies; and that they, as such, being authorized so to do, executed the foregoing instrument for the purposes therein contained by signing the names of the corporations by themselves as duly authorized officers.

In Witness Whereof, I hereunto set my hand and official seal.

My Commission expires the 13th day of July, 2002.



Rebecca Easley-Onokala
REBECCA EASLEY-ONOKALA, Notary Public

This Power of Attorney is granted under and by the authority of the following resolutions adopted by the Boards of Directors of Seaboard Surety Company, St. Paul Fire and Marine Insurance Company, St. Paul Guardian Insurance Company, St. Paul Mercury Insurance Company, United States Fidelity and Guaranty Company, Fidelity and Guaranty Insurance Company, and Fidelity and Guaranty Insurance Underwriters, Inc. on September 2, 1998, which resolutions are now in full force and effect, reading as follows:

RESOLVED, that in connection with the fidelity and surety insurance business of the Company, all bonds, undertakings, contracts and other instruments relating to said business may be signed, executed, and acknowledged by persons or entities appointed as Attorney(s)-in-Fact pursuant to a Power of Attorney issued in accordance with these resolutions. Said Power(s) of Attorney for and on behalf of the Company may and shall be executed in the name and on behalf of the Company, either by the Chairman, or the President, or any Vice President, or an Assistant Vice President, jointly with the Secretary or an Assistant Secretary, under their respective designations. The signature of such officers may be engraved, printed or lithographed. The signature of each of the foregoing officers and the seal of the Company may be affixed by facsimile to any Power of Attorney or to any certificate relating thereto appointing Attorney(s)-in-Fact for purposes only of executing and attesting bonds and undertakings and other writings obligatory in the nature thereof, and subject to any limitations set forth therein, any such Power of Attorney or certificate bearing such facsimile signature or facsimile seal shall be valid and binding upon the Company, and any such power so executed and certified by such facsimile signature and facsimile seal shall be valid and binding upon the Company with respect to any bond or undertaking to which it is validly attached; and

RESOLVED FURTHER, that Attorney(s)-in-Fact shall have the power and authority, and, in any case, subject to the terms and limitations of the Power of Attorney issued them, to execute and deliver on behalf of the Company and to attach the seal of the Company to any and all bonds and undertakings, and other writings obligatory in the nature thereof, and any such instrument executed by such Attorney(s)-in-Fact shall be as binding upon the Company as if signed by an Executive Officer and sealed and attested to by the Secretary of the Company.

I, Thomas E. Huibregtse, Assistant Secretary of Seaboard Surety Company, St. Paul Fire and Marine Insurance Company, St. Paul Guardian Insurance Company, St. Paul Mercury Insurance Company, United States Fidelity and Guaranty Company, Fidelity and Guaranty Insurance Company, and Fidelity and Guaranty Insurance Underwriters, Inc. do hereby certify that the above and foregoing is a true and correct copy of the Power of Attorney executed by said Companies, which is in full force and effect and has not been revoked.

IN TESTIMONY WHEREOF, I hereunto set my hand this 18th day of January, 2002.



Thomas E. Huibregtse

Thomas E. Huibregtse, Assistant Secretary

To verify the authenticity of this Power of Attorney, call 1-800-421-3880 and ask for the Power of Attorney clerk. Please refer to the Power of Attorney number, the above-named individuals and the details of the bond to which the power is attached.

ACKNOWLEDGMENT OF ANNEXED INSTRUMENT

State of New York

County of New York

On 1/18/02 before me personally came Terry Ann Gonzales-Selman, to me known, who being by me duly sworn, did depose and say that he/she resides in NEW YORK; that he/she is Attorney-in-Fact of **St. Paul Fire and Marine Insurance Company** the corporation described in and which executed the within instrument; that he/she knows the seal of said corporation, that the seal affixed to said instrument is such corporate seal; that it was affixed by order of the Board of Directors of said corporation, and that he/she signed his/her name thereto by like order; and that the liabilities of said corporation do not exceed its assets as ascertained in the manner provided by law.

DEBORAH A. BATTS
NOTARY PUBLIC, State of New York
No. 01SM5056118
Qualified in New York County
Commission Expires Feb. 26, 2002

Commission Expires

Deborah Batts
Notary Signature

Financial Statement - December 31, 2000

St. Paul Fire and Marine Insurance Company

Assets

Bonds	\$ 6,734,860,738
Stocks	4,674,162,869
Real Estate	707,301,872
Cash on Hand/Deposit	6,119
Short Term Investments	437,833,140
Other Invested Assets	1,323,170,878
Receivable for Securities	53,590,110
Agents' Balances	1,112,095,358
Funds held dep. with Reins Co.	69,915,987
Reinsurance Recoverable	123,640,964
Guaranty Funds Receivable	4,631,048
EDP Equipment	20,727,523
Accrued Interest & Dividends	122,253,901
Receivable from Affiliates	117,852,028
Equity/Deposits/Pools & Assoc.	44,569,953
Other Assets	<u>83,189,994</u>

Liabilities, Surplus & Other Funds

Losses	\$ 5,765,351,748
Reins. Payable on Paid Losses	44,414,839
Loss Adjustment Expenses	1,481,280,376
Contingent Commissions	38,583,444
Other Expenses	138,907,115
Taxes, Licenses and Fees	41,858,988
Federal & Foreign Income Taxes	40,356,086
Unearned Premiums	1,673,585,306
Dividends Unpaid - Policyholders	28,998,790
Fund Held - Reins. Treaties	79,394,677
Funds Withheld	83,010,621
Remittances and items not allocated	3,621,770
Provision for Reinsurance	112,370,524
Excess Statutory Reserves	14,172,627
Adjustment for Foreign Exchange	68,143,377
Drafts Outstanding	121,747,513
Payable for Securities	28,360,513
Other Liabilities	358,238,623
Special Reserve-Guaranty Fund	<u>1,000,000</u>

TOTAL LIABILITIES 10,123,396,936

Guaranty Surplus Fund 1,000,000
Capital Paid Up 20,000,000
Surplus \$ 485,405,546

Surplus as Regards Policyholders \$ 506,405,546

TOTAL ASSETS \$15,629,802,482

TOTAL LIABILITIES & SURPLUS \$15,629,802,482

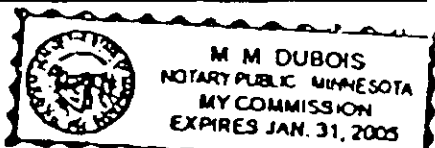
Securities carried at \$702,668,146 in the foregoing statement, are deposited as required by law.

STATE OF MINNESOTA)
) SS
COUNTY OF RAMSEY)

John C. Treacy, Vice President and Controller of the St. Paul Fire and Marine Insurance Company, being duly sworn, deposes and says that he is the above described officer of said company; that said company is a corporation duly organized, existing and engaging in business as a surety company under and by virtue of the laws of the State of Minnesota, and has duly complied with all requirements of the laws of said state applicable to said company and is duly qualified to act as surety under such laws; that the above is a true statement of the assets and liabilities of said company of the 31st day of December, 2000

Subscribed and sworn to before me this 15th day of March, 2001

M M DuBois



John C. Treacy
John C. Treacy, Vice President and Controller

Registration with Division of Revenue

11/28/01

Taxpayer Identification# [REDACTED]

Dear Business Representative:

Congratulations! You are now registered with the New Jersey Division of Revenue.

Use the Taxpayer Identification Number listed above on all correspondence with the Divisions of Revenue and Taxation, as well as with the Department of Labor (if the business is subject to unemployment withholdings). Your tax returns and payments will be filed under this number, and you will be able to access information about your account by referencing it.

Additionally, please note that State law (Public Law 2001, c.134) requires all contractors and subcontractors with State, county and municipal agencies to provide proof of their registration with the Division of Revenue. The law also amended Section 92 of the Casino Control Act, which deals with the casino service industry.

We have attached a Proof of Registration Certificate for your use. To comply with the law, if you are currently under contract or entering into a contract with a State, county or municipal agency, you must provide a copy of the certificate to the contracting agency.

If you have any questions or require more information, feel free to call our Registration Hotline at (609) 292-1730.

I wish you continued success in your business endeavors.

Sincerely,

Patricia A. Chiacchio

Patricia A. Chiacchio
Director, Division of Revenue

STATE OF NEW JERSEY
BUSINESS REGISTRATION CERTIFICATE
FOR STATE AGENCY AND CASINO SERVICE CONTRACTORS

DEPARTMENT OF TREASURY/
DIVISION OF REVENUE
PO BOX 252
TRENTON, N.J. 08646-0252

TAXPAYER NAME:

AT&T CORP.

TAXPAYER IDENTIFICATION#

ADDRESS

1 TELEPORT
STATEN ISLAND NY 10311

EFFECTIVE DATE:

03/01/01

FORM-BRC(08-01)

TRADE NAME:

TCG

CONTRACTOR CERTIFICATION#

0107592

ISSUANCE DATE:

11/28/01

Patricia A. Chiacchio

Director, Division of Revenue

This Certificate is NOT assignable or transferable. It must be conspicuously displayed at above address.

STATE OF NEW JERSEY
BUSINESS REGISTRATION CERTIFICATE
FOR STATE AGENCY AND CASINO SERVICE CONTRACTORS

DEPARTMENT OF TREASURY/
DIVISION OF REVENUE
PO BOX 252
TRENTON, N J 08646-0252

TAXPAYER NAME:

BIG APPLE TELECOMMUNICATIONS, INC.

TAXPAYER IDENTIFICATION#

[REDACTED]

ADDRESS

1101 STEWART AVE STE 2E
GARDEN CITY NY 11530

EFFECTIVE DATE:

11/27/01

FORM-BRC(08-01)

TRADE NAME:

COOPER COMMUNICATIONS GROUP

CONTRACTOR CERTIFICATION#

0107620

ISSUANCE DATE:

11/28/01

Patricia A. Chiacchis

Director, Division of Revenue

This Certificate is NOT assignable or transferable. It must be conspicuously displayed at above address.

STATE OF NEW JERSEY
DEPARTMENT OF TREASURY
CERTIFICATE OF AUTHORITY

TELEQUIP LABS, INC.
0100869730

*I, the Treasurer of the State of New Jersey,
do hereby certify that the above-named
Foreign Profit Corporation organized under
the laws of Nevada, has complied with all
the requirements of Title 14A of the New
Jersey Statutes, and that the business or
activity of said Foreign Profit Corporation
to be carried on within the State of New Jersey
is such as may be lawfully carried on by a
Foreign Profit Corporation filed under the
laws of this State for similar business or activity.
The Certificate of Authority was duly filed
January 24th, 2002.*

IN TESTIMONY WHEREOF, I have
hereunto set my hand and
affixed my Official Seal
at Trenton, this
25th day of January, 2002



John E McCormac, CPA
Acting State Treasurer

State of New Jersey



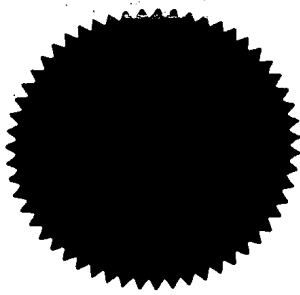
Department of State

I, the Secretary of State of the State of New Jersey,
do hereby Certify that VALUE-ADDED COMMUNICATIONS, INC.

_____, a Corporation
organized under the laws of the State of DELAWARE
has complied with all the requirements of Title 14A:13-4
_____, of the New Jersey Statutes, and that the business or
activity of said corporation to be carried on within the State of New
Jersey is such as may be lawfully carried on by corporations
incorporated under the laws of this State for similar business or activity.

In Testimony Whereof, I have hereunto
set my hand and affixed my Official
Seal at Trenton, this 21st
day of April A.D. 19 92

Manuel J. Walton
Secretary of State



New Jersey Department of the Treasury, Division of Revenue

Status Report For:

Business Name	Business ID Number	Transaction Number, Seq	Report Date
VALUE-ADDED COMMUNICATIONS, INC.	0100515499	259558 : 1	1/3/2002

Business Type:	FOREIGN PROFIT CORPORATION
Status:	ACTIVE

Filing Date:	04/21/1992	Home Jurisdiction:	DE
Status Change Date (If dissolved, withdrawn or canceled):		Stock Amount:	0
DOR Suspension Start Date:		DOR Suspension End Date:	
Tax Suspension Start Date:		Tax Suspension End Date:	
Annual Report Month:	4	Last Annual Report Filed: For Last AR Paid Year:	05/10/2000 1999

Incorporator:	
Agent:	CORPORATION SERVICE COMPANY
Agent Address:	830 BEAR TAVERN ROAD WEST TRENTON, NJ 08628
Office Address Status:	Deliverable
Main Business Address:	1601 N COLLINS BLVD RICHARDSON, TX 75080
Principal Business Address:	

Associated Names:

NJ REG
(3-01)

STATE OF NEW JERSEY
DIVISION OF REVENUE
BUSINESS REGISTRATION

Read instructions before completing this form

ALL SECTIONS MUST BE FULLY COMPLETED ON THIS APPLICATION

MAIL TO:
CLIENT REGISTRATION
PO BOX 252
TRENTON, NJ 08646-0252

OVERNIGHT DELIVERY:
CLIENT REGISTRATION
847 ROEBLING AVENUE
TRENTON, NJ 08611

A. Please indicate the reason for your filing this application (Check only one box)

- ☒ Original application for a new business.
☐ Application for a new location of an existing business.
☐ Amended application for an existing business.
☐ Moved previously registered business to new location (REG-C-L can be used in lieu of NJ-REG)

Give name and NJ Registration Number of existing business. Publicall Telecommunications

B. FEIN # [REDACTED] OR Soc. Sec. # of Owner [REDACTED]

☐ Check box if applied for

C. Name Publicall, INC.
(If INCORPORATED - give Corp. Name, If NOT - give Last Name, First Name, MI of Owner, Partners)

D. Trade Name N/A

E. Business Location: (Do not use P.O. Box for Location Address)

Street 225 Demott Lane Suite 4
City Somerset State NJ
Zip Code 08873 [REDACTED]
(Give 9-digit Zip)

(See instructions for providing alternate addresses)

F. Mailing Name and Address: (If different from business address)

Name Same as business location
Street _____
City _____ State [REDACTED]
Zip Code [REDACTED] [REDACTED]
(Give 9-digit Zip)

G. Beginning date for this business in New Jersey 04 / 11 / 97 (see instructions) O/C

H. Type of ownership (check one):

- ☒ Corporation ☐ Sole Proprietor ☐ Partnership ☒ Out-of-State Corporation ☐ Other
☐ Limited Partnership ☐ S Corporation ☐ LLC (1065 Filer) ☐ LLC (1120 Filer) ☐ LLC (Single Member)

I. New Jersey Business Code 2624 (see instructions)

J. County / Municipality Code 1808 (see instructions) K. County Somerset

L. Will this business be open all year? ☒ Yes ☐ No

If NO - Circle months business will be open:

JAN FEB MAR APR MAY JUN JUL AUG SEPT OCT NOV DEC

M. IF A CORPORATION, complete the following:

Date of Incorp. 04 / 11 / 97 State of Incorp. DE Fiscal month 02

Is this a Subsidiary of another corporation? ☐ YES ☒ NO

If YES, give name & Federal ID# of parent

N. Standard Industrial Code 480000 (If known)

O. NAICS 513000 (If known)

P. Provide the following information for the owner, partners or responsible corporate officers. (If more space is needed, attach rider.)

NAME (Last Name, First, MI)	SOCIAL SECURITY NUMBER TITLE	HOME ADDRESS (Street, City, State, Zip)	PERCENT OF OWNERSHIP
<u>Cumberbatch, Ricardo, K</u>	[REDACTED]	[REDACTED]	
<u>Cumberbatch, Jacqueline, -</u>	[REDACTED]	[REDACTED]	

BE SURE TO COMPLETE NEXT PAGE

Publicall Telecommunications INC.

Each Question Must Be Answered Completely

1. a. Have you or will you be paying wages, salaries or commissions to employees working in New Jersey within the next 6 months? ☒ Yes ☐ No

Give date of first wage or salary payment:

08, 21, 98
Month Day Year

If you answered "No" to question 1.a., please be aware that if you begin paying wages you are required to notify the Client Registration Bureau at PO Box 252, Trenton NJ 08646-0252, or phone (609)-292-1730.

- b. Give date of hiring first NJ employee:

08, 07, 98
Month Day Year

- c. Date cumulative gross payroll exceeds \$1,000

08, 21, 98
Month Day Year

- d. Will you be paying wages, salaries or commissions to New Jersey residents working outside New Jersey? ☐ Yes ☒ No

- e. Will you be the payer of pension or annuity income to New Jersey residents? ☐ Yes ☒ No

- f. Will you be holding legalized games of chance in New Jersey (as defined in Chapter 47 Rules of Legalized Games of Chance) where proceeds from any one prize exceed \$1,000? ☐ Yes ☒ No

2. Did you acquire ☐ Substantially all the assets; ☐ Trade or business; ☐ Employees; of any previous employing units? ☐ Yes ☒ No

If answer is "No", go to question 4.

If answer is "Yes", indicate by a check whether ☐ In whole or ☐ In part, and list business name, address and registration number of predecessor or acquired unit and the date business was acquired by you. (If more than one, list separately. Continue on separate sheet if necessary.)

Name of Acquired Unit

N.J. Employer ID

ACQUIRED

PERCENTAGE

Assets

%

☐ Trade or Business

%

☐ Employees

%

Address

Date Acquired

3. Subject to certain regulations, the law provides for the transfer of the predecessor's employment experience to a successor where the whole of a business is acquired from a subject predecessor employer, unless the successor protests within four months from date of acquisition.

The transfer of the employment experience is required by law if the predecessor and successor units are owned or controlled by each other or by the same interests.

Are the predecessor and successor units owned or controlled by the same interests? ☐ Yes ☒ No N/A

Do you protest the transfer of the employment experience which may affect your contribution rate? ☐ Yes ☒ No N/A

4. Is your employment agricultural? ☐ Yes ☒ No

5. Is your employment household? ☐ Yes ☒ No

a. If yes, please indicate the date in the calendar quarter in which gross cash wages totaled \$1,000 or more _____ / _____ / _____
Month Day Year

6. Are you a 501(c)(3) organization? ☐ Yes ☒ No

7. Were you subject to the Federal Unemployment Tax Act (FUTA) in the current or preceding calendar year? ☐ Yes ☒ No

(See instruction sheet for explanation of FUTA) If "Yes", indicate year: _____

8. a. Does this employing unit claim exemption from liability for contributions under the Unemployment Compensation Law of New Jersey? ☐ Yes ☒ No

If "Yes," please state reason. (Use additional sheets if necessary.) _____

- b. If exemption from the mandatory provisions of the Unemployment Compensation Law of New Jersey is claimed, does this employing unit wish to voluntarily elect to become subject to its provisions for a period of not less than two complete calendar years? ☐ Yes ☐ No

9. Type of business ☐ 1. Manufacturer

☒ 2. Service☐ 3. Wholesale☐ 4. Construction☐ 5. Retail☐ 6. Government

Principal product or service in New Jersey only Install & service of Public Pay Phones and Internet Terminals

Type of Activity in New Jersey only Install & service Public Pay Phones & Internet Terminals.

10. List below each place of business and each class of industry in New Jersey, even though you may have only one place of business or engage in only one class of industry.

- a. Do you have more than one employing facility in New Jersey? ☐ Yes ☒ No

NJ WORK LOCATIONS (Physical location, not mailing address)		NATURE OF BUSINESS (See Instructions)			No. of Workers at Each Location and/or Each Class of Industry
Street Address, City, Zip Code	County	NAICS Code	Principal Product or Service Complete Description	%	
225 Demott Lane Somerset, NJ 08873	Somerset	513000	Installation & service of Public Pay Phones and Internet Terminals	100	1

(Continue on separate sheet, if necessary)

BE SURE TO COMPLETE NEXT PAGE

Each Question Must Be Answered Completely

11. a. Will you collect New Jersey Sales Tax and/or pay Use Tax? ☐ Yes ☒ No
GIVE EXACT DATE YOU EXPECT TO MAKE FIRST SALE _____
Month / Day / Year
- b. Will you need to make exempt purchases for your inventory or to produce your product? ☐ Yes ☒ No
- c. Is your business located in (check applicable box(es)):
☐ Atlantic City ☐ Salem County
☐ North Wildwood ☐ Wildwood Crest ☐ Wildwood
- d. Do you have more than one location in New Jersey that collects New Jersey Sales Tax? (If yes, see instructions) ☐ Yes ☒ No
- e. Do you, in the regular course of business, sell, store, deliver or transport natural gas or electricity to users or customers in this state whether by mains, lines or pipes located within this State or by any other means of delivery? ☐ Yes ☒ No
12. Do you intend to sell cigarettes? ☐ Yes ☒ No
Note: If yes, complete the REG-L form in this booklet and return with your completed NJ-REG.
To obtain a cigarette retail or vending machine license complete the CM-100 in this booklet.
13. a. Are you a distributor or wholesaler of tobacco products other than cigarettes? ☐ Yes ☒ No
b. Do you purchase tobacco products other than cigarettes from outside the State of New Jersey? ☐ Yes ☒ No
14. Are you a manufacturer, wholesaler, distributor or retailer of "litter-generating products"? If your annual retail sales of litter generating products is less than \$250,000 you are EXEMPT from this tax. (See instructions) ☐ Yes ☒ No
15. Are you an owner or operator of a sanitary landfill facility or a solid waste facility in New Jersey? ☐ Yes ☒ No
IF YES, indicate D.E.P. Facility # and type (See instructions) _____
16. a. Do you operate a facility that has the total combined capacity to store 200,000 gallons or more of petroleum products? ☐ Yes ☒ No
b. Do you operate a facility that has the total combined capacity to store 20,000 gallons (equals 167,043 pounds) of hazardous chemicals? ☐ Yes ☒ No
c. Do you store petroleum products or hazardous chemicals at a public storage terminal? ☐ Yes ☒ No
Name of terminal _____
17. a. Will you be involved with the sale or transport of motor fuels and/or petroleum? ☐ Yes ☒ No
Note: If yes, complete the REG-L form in this booklet and return with your completed NJ-REG.
To obtain a motor fuels retail or transport license complete and return the CM-100 in this booklet.
b. Will your company be engaged in the refining and/or distributing of petroleum products for distribution in this State or the importing of petroleum products into New Jersey for consumption in New Jersey? ☐ Yes ☒ No
c. Will your business activity require you to issue a Direct Payment Permit in lieu of payment of the Petroleum Products Gross Receipts Tax on your purchases of petroleum products? ☐ Yes ☒ No
18. Will you be providing goods and services as a direct contractor or subcontractor to the state, its agencies or to casino licensees? ☒ Yes ☐ No
19. List any other New Jersey State taxes for which this business may be eligible (see instructions). Ricardo Cumberbatch President & CEO
20. Telephone Numbers: Contact Person Ricardo Cumberbatch Title President & CEO
Daytime: (732) 296-7400 Ext. _____ Evening: _____ Ext. _____
Signature of Owner, Partner or Officer Ricardo Cumberbatch

IF YOU ARE A SOLE PROPRIETOR OR A PARTNERSHIP WITHOUT EMPLOYEES

STOP HERE

IF YOU HAVE EMPLOYEES PROCEED TO

IF YOU ARE FORMING A CORPORATION, LIMITED LIABILITY COMPANY, LIMITED PARTNERSHIP, OR A LIMITED LIABILITY PARTNERSHIP YOU MUST CONTINUE ANSWERING APPLICABLE QUESTIONS ON PAGES 23 AND 24

(Continue on separate sheet, if necessary)

COPY

Content-type: text/html Content-type: text/html

**Step 5 - Business Entity Filing Confirmation**

Congratulations! Your filing has been processed. Printed below is your filing confirmation, which you may print for your records.

Please remember that we will also send the **original certificate** to the address specified earlier in the session within three business days. The certificate contains **all information that you entered for this business**. In the interim, to verify that your business is on file, you may access our online rep service and search for the business by name or the ID number listed below. Your business should be listed on the public record system within two business days.

SYMBIONT CORPORATION

a **Foreign For-Profit Corporation Including Foreign Legal Profession** was duly filed in accordance with New Jersey State Law on **3/1/2002** and assigned ID number **0400007787**.

The Registered Agent is: **CORPORATION SERVICE COMPANY**

The first registered office is:

**830 BEAR TAVERN ROAD, SUITE 305
WEST TRENTON, NEW JERSEY 08628**

Incorporation State: **DC**

Business Purpose: **Telephones, Telecommunications Equipment**

Signature(s):

JAMES BUD WARD, Chief Exec. Officer (CEO)

STERLING A. WARD, President

IMPORTANT NOTE:

When you file a **Foreign Corporation**, you must submit a certificate of good standing from your home state dated not more than 30 days prior to today's date. Send the certificate to the New Jersey Division of Revenue, E-Filing Services, P.O. Box 308, Trenton, NJ 08625. We must receive the certificate within ten(10) business days of today's date. Please remember that if we do not receive a standing certificate, we will be compelled to expunge your filing.

If you would like to register your newly filed business for NJ Tax &

GOVERNMENT OF THE DISTRICT OF COLUMBIA

DEPARTMENT OF CONSUMER AND REGULATORY AFFAIRS



CERTIFICATE

THIS IS TO CERTIFY that there were received and accepted for record in the Department of Consumer and Regulatory Affairs, Corporations Division, on the **8th day of March, 1985** *Articles of Incorporation of:*

SYMBIONT, INC.

WE FURTHER CERTIFY that the above named corporation is in Good Standing and duly incorporated and existing according to the records of Corporations Division, having filed all reports as required by the District of Columbia Business Corporation Act.

IN TESTIMONY WHEREOF I have hereunto set my hand and caused the seal of this office to be affixed this **1st day of March, 2002.**

David Clark
DIRECTOR

Elizabeth O. Kim
Administrator
Business Regulation Administration

Patricia E. Grays/mch
Patricia E. Grays
Superintendent of Corporations
Corporations Division

Anthony A. Williams
Mayor

MID-ATLANTIC Consultants

47 Alexandra Court, Marlton NJ 08053
Phone / Fax (856) 988-1570
E-mail JMuraglia@consultant.com

March 4, 2002

New Jersey Department of Labor
Division of Revenue – Client Registration
847 Roebbling Avenue
Trenton, NJ 08611

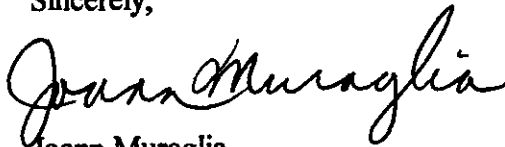
To Whom It May Concern:

Attached is an application for Mid-Atlantic Consultants business registration with the State of New Jersey Division of Revenue.

Please be advised that I am the sole proprietor of Mid-Atlantic Consultants and do not have any employees working for me.

If you have any questions or require additional information, please call me on 856-988-1570.

Sincerely,



Joann Muraglia
Owner

Attachment

March 5, 2002



DIANE G. CRANE
NOTARY PUBLIC OF NEW JERSEY
MY COMMISSION EXPIRES MAR. 08, 2005.

NJ-REG
(3-01)

STATE OF NEW JERSEY
DIVISION OF REVENUE
BUSINESS REGISTRATION

Read instructions before completing this form

ALL SECTIONS MUST BE FULLY COMPLETED ON THIS APPLICATION

MAIL TO:
CLIENT REGISTRATION
PO BOX 252
TRENTON, NJ 08646-0252

OVERNIGHT DELIVERY:
CLIENT REGISTRATION
847 ROEBLING AVENUE
TRENTON, NJ 08611

A. Please indicate the reason for your filing this application (Check only one box)

- ☒ Original application for a new business.
☐ Application for a new location of an existing business.
☐ Amended application for an existing business.
☐ Moved previously registered business to new location (REG-C-L can be used in lieu of NJ-REG)

Give name and NJ Registration Number of existing business. MID-ATLANTIC CONSULTANTS

B. FEIN # - OR Soc. Sec. # of Owner

☐ Check Box if applied for

C. Name MURAGLIA, JOANN
(If INCORPORATED - give Corp. Name, IF NOT - give Last Name, First Name, MI of Owner, Partners)

D. Trade Name

E. Business Location: (Do not use P.O. Box for Location Address)

Street 47 ALEXANDRA COURT
City MARLTON State NJ
Zip Code 08053-2741
(Give 9-digit Zip)

(See instructions for providing alternate addresses)

F. Mailing Name and Address: (if different from business address)

Name
Street
City State
Zip Code -
(Give 9-digit Zip)

G. Beginning date for this business in New Jersey 07 / 18 / 2001 (see instructions)

H. Type of ownership (check one):

- ☐ NJ Corporation ☒ Sole Proprietor ☐ Partnership ☐ Out-of-State Corporation ☐ Other
☐ Limited Partnership ☐ S Corporation ☐ LLC (1065 Filer) ☐ LLC (1120 Filer) ☐ LLC (Single Member)

I. New Jersey Business Code 2754 (see instructions)

J. County / Municipality Code 03 113 (see instructions) K. County BURLINGTON

L. Will this business be open all year? ☒ Yes ☐ No

If NO - Circle months business will be open:

JAN FEB MAR APR MAY JUN JUL AUG SEPT OCT NOV DEC

M. IF A CORPORATION, complete the following:

Date of Incorp. / /
month day year

State of Incorp.

Fiscal month

Is this a Subsidiary of another corporation? ☐ YES ☒ NO

If YES, give name & Federal ID# of parent

N. Standard Industrial Code (If known)

O. NAICS (If known)

P. Provide the following information for the owner, partners or responsible corporate officers. (If more space is needed, attach rider.)

FOR OFFICIAL USE ONLY

DLN B -
CORP #

NAME
(Last Name, First, MI)

SOCIAL SECURITY NUMBER
TITLE

HOME ADDRESS
(Street, City, State, Zip)

PERCENT OF
OWNERSHIP

MURAGLIA, JOANN

BE SURE TO COMPLETE NEXT PAGE

FEIN#

NAME: MID-ATLANTIC CONSULTANTS

Each Question Must Be Answered Completely

1. a. Have you or will you be paying wages, salaries or commissions to employees working in New Jersey within the next 6 months?
- ☐
- Yes
- ☒
- No

Give date of first wage or salary payment:

Month / Day / Year

If you answered "No" to question 1.a., please be aware that if you begin paying wages you are required to notify the Client Registration Bureau at PO Box 252, Trenton NJ 08646-0252, or phone (609)-292-1730.

- b. Give date of hiring first NJ employee:

Month / Day / Year

- c. Date cumulative gross payroll exceeds \$1,000

Month / Day / Year

- d. Will you be paying wages, salaries or commissions to New Jersey residents working outside New Jersey?
- ☐
- Yes
- ☒
- No

- e. Will you be the payer of pension or annuity income to New Jersey residents?
- ☐
- Yes
- ☒
- No

- f. Will you be holding legalized games of chance in New Jersey (as defined in Chapter 47 Rules of Legalized Games of Chance) where proceeds from any one prize exceed \$1,000?
- ☐
- Yes
- ☒
- No

2. Did you acquire
- ☐
- Substantially all the assets;
- ☐
- Trade or business;
- ☐
- Employees; of any previous employing units?
- ☐
- Yes
- ☒
- No

If answer is "No", go to question 4.

If answer is "Yes", indicate by a check whether ☐ in whole or ☐ in part, and list business name, address and registration number of predecessor or acquired unit and the date business was acquired by you. (If more than one, list separately. Continue on separate sheet if necessary.)

Name of Acquired Unit

N.J. Employer ID

Address

Date Acquired

ACQUIRED

☐ Assets☐ Trade or Business☐ EmployeesPERCENTAGE
ACQUIRED

%

%

%

3. Subject to certain regulations, the law provides for the transfer of the predecessor's employment experience to a successor where the whole of a business is acquired from a subject predecessor employer, unless the successor protests within four months from date of acquisition.

The transfer of the employment experience is required by law if the predecessor and successor units are owned or controlled by each other or by the same interests.

Are the predecessor and successor units owned or controlled by the same interests? ☒ Yes ☐ NoDo you protest the transfer of the employment experience which may affect your contribution rate? ☒ Yes ☐ No

4. Is your employment agricultural?
- ☐
- Yes
- ☒
- No

5. Is your employment household?
- ☐
- Yes
- ☒
- No

a. If yes, please indicate the date in the calendar quarter in which gross cash wages totaled \$1,000 or more

Month / Day / Year

6. Are you a 501(c)(3) organization?
- ☐
- Yes
- ☒
- No

7. Were you subject to the Federal Unemployment Tax Act (FUTA) in the current or preceding calendar year?
- ☐
- Yes
- ☒
- No

(See instruction sheet for explanation of FUTA) If "Yes", indicate year: _____

8. a. Does this employing unit claim exemption from liability for contributions under the Unemployment Compensation Law of New Jersey?
- ☐
- Yes
- ☒
- No

If "Yes," please state reason. (Use additional sheets if necessary.) _____

- b. If exemption from the mandatory provisions of the Unemployment Compensation Law of New Jersey is claimed, does this employing unit wish to voluntarily elect to become subject to its provisions for a period of not less than two complete calendar years?
- ☐
- Yes
- ☐
- No

9. Type of business
- ☐
1. Manufacturer
- ☐
2. Service
- ☐
3. Wholesale
- ☐
4. Construction
- ☐
5. Retail
- ☐
6. Government

Principal product or service in New Jersey only

Type of Activity in New Jersey only

10. List below each place of business and each class of industry in New Jersey, even though you may have only one place of business or engage in only one class of industry.

- a. Do you have more than one employing facility in New Jersey
- ☐
- Yes
- ☒
- No

NJ WORK LOCATIONS (Physical location, not mailing address)

NATURE OF BUSINESS (See Instructions)

No. of Workers at
Each Location
and in Each Class
of Industry

Street Address, City, Zip Code

County

NAICS
CodePrincipal Product or Service
Complete Description %

47 ALEXANDRA COURT

BURLINGTON

COMMUNICATION 75%

1

"

"

"

"

CONSULTING 25%

1

(Continue on separate sheet, if necessary)

BE SURE TO COMPLETE NEXT PAGE

FEIN#:

NAME:

NJ-REG

Each Question Must Be Answered Completely

11. a. Will you collect New Jersey Sales Tax and/or pay Use Tax? ☐ Yes ☒ No
GIVE EXACT DATE YOU EXPECT TO MAKE FIRST SALE _____ / _____ / _____
Month Day Year
- b. Will you need to make exempt purchases for your inventory or to produce your product? ☐ Yes ☒ No
- c. Is your business located in (check applicable box(es)): ☐ Atlantic City ☐ Salem County
☐ North Wildwood ☐ Wildwood Crest ☐ Wildwood
- d. Do you have more than one location in New Jersey that collects New Jersey Sales Tax? (If yes, see instructions) ☐ Yes ☒ No
- e. Do you, in the regular course of business, sell, store, deliver or transport natural gas or electricity to users or customers in this state whether by mains, lines or pipes located within this State or by any other means of delivery? ☐ Yes ☒ No
12. Do you intend to sell cigarettes? ☐ Yes ☒ No
Note: If yes, complete the REG-L form in this booklet and return with your completed NJ-REG.
To obtain a cigarette retail or vending machine license complete the CM-100 in this booklet.
13. a. Are you a distributor or wholesaler of tobacco products other than cigarettes? ☐ Yes ☒ No
b. Do you purchase tobacco products other than cigarettes from outside the State of New Jersey? ☐ Yes ☒ No
14. Are you a manufacturer, wholesaler, distributor or retailer of "litter-generating products"? If your annual retail sales of litter generating products is less than \$250,000 you are EXEMPT from this tax. (See Instructions) ☐ Yes ☒ No
15. Are you an owner or operator of a sanitary landfill facility or a solid waste facility in New Jersey? ☐ Yes ☒ No
IF YES, indicate D.E.P. Facility # and type (See instructions) _____
16. a. Do you operate a facility that has the total combined capacity to store 200,000 gallons or more of petroleum products? ☐ Yes ☒ No
b. Do you operate a facility that has the total combined capacity to store 20,000 gallons (equals 167,043 pounds) of hazardous chemicals? ☐ Yes ☒ No
c. Do you store petroleum products or hazardous chemicals at a public storage terminal? ☐ Yes ☒ No
Name of terminal _____
17. a. Will you be involved with the sale or transport of motor fuels and/or petroleum? ☐ Yes ☒ No
Note: If yes, complete the REG-L form in this booklet and return with your completed NJ-REG.
To obtain a motor fuels retail or transport license complete and return the CM-100 in this booklet.
b. Will your company be engaged in the refining and/or distributing of petroleum products for distribution in this State or the importing of petroleum products into New Jersey for consumption in New Jersey? ☐ Yes ☒ No
c. Will your business activity require you to issue a Direct Payment Permit in lieu of payment of the Petroleum Products Gross Receipts Tax on your purchases of petroleum products? ☐ Yes ☒ No
18. Will you be providing goods and services as a direct contractor or subcontractor to the state, its agencies or to casino licensees? ☒ Yes ☐ No
19. List any other New Jersey State taxes for which this business may be eligible (see instructions).

20. Telephone Numbers: Contact Person JOANN MURAGLIA Title OWNER
Daytime: (856) 988-1570 Ext. _____ Evening: _____ Ext. _____
Signature of Owner, Partner or Officer: Joann Muraglia

IF YOU ARE A SOLE PROPRIETOR OR A PARTNERSHIP WITHOUT EMPLOYEES

STOP HERE

IF YOU HAVE EMPLOYEES PROCEED TO

IF YOU ARE FORMING A CORPORATION, LIMITED LIABILITY COMPANY, LIMITED PARTNERSHIP, OR A LIMITED LIABILITY PARTNERSHIP YOU MUST CONTINUE ANSWERING APPLICABLE QUESTIONS ON PAGES 23 AND 24

(Continue on separate sheet, if necessary)

Department of Labor Certificates

Certificate Number

21593

Expiration Date

2/7/2003

State of New Jersey



Department of Labor

Division of Wage and Hour Compliance

Public Works Contractor Registration Act

Pursuant to Public Law 1999 Chapter 238, the Public Works Contractor Registration Act, this certificate of registration, for purposes of bidding on and engaging in public work is issued to

A T & T Corp.

This certificate may not be transferred or assigned
and may be revoked for cause by the Commissioner of Labor.

Handwritten signature of Albert G. Kroll.

ALBERT G. KROLL, Commissioner
Department of Labor

Handwritten signature of Martin Gartzman.

MARTIN GARTZMAN, Director
Division of Wage and Hour Compliance

NON TRANSFERABLE

MARSH USA INC.

CERTIFICATE OF INSURANCE

CERTIFICATE NUMBER

NYC-001255996-00

PRODUCER

Marsh USA Inc.
1166 Avenue of The Americas
New York, NY 10036-2774

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER OTHER THAN THOSE PROVIDED IN THE POLICY. THIS CERTIFICATE DOES NOT AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICES DESCRIBED HEREIN.

COMPANIES AFFORDING COVERAGE

COMPANY

A N/A

COMPANY

B N/A

COMPANY

C AMERICAN PROTECTION INS CO

COMPANY

D N/A

021000-CORP-99-00

INSURED

AT&T Local Network Services
TWO TELEPORT DRIVE
3RD FLOOR
STATEN ISLAND, NY 10311

COVERAGES

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

CO LTR	TYPE OF INSURANCE	POLICY NUMBER	POLICY EFFECTIVE DATE (MM/DD/YY)	POLICY EXPIRATION DATE (MM/DD/YY)	LIMITS
	GENERAL LIABILITY				GENERAL AGGREGATE \$
	<input type="checkbox"/> COMMERCIAL GENERAL LIABILITY				PRODUCTS - COMPROP AGG \$
	<input type="checkbox"/> CLAIMS MADE <input type="checkbox"/> OCCUR				PERSONAL & ADJ INJURY \$
	<input type="checkbox"/> OWNER'S & CONTRACTOR'S PROT				EACH OCCURRENCE \$
					FIRE DAMAGE (Any one fire) \$
					MED EXP (Any one person) \$
	AUTOMOBILE LIABILITY				COMBINED SINGLE LIMIT \$
	<input type="checkbox"/> ANY AUTO				BODILY INJURY (Per person) \$
	<input type="checkbox"/> ALL OWNED AUTOS				BODILY INJURY (Per accident) \$
	<input type="checkbox"/> SCHEDULED AUTOS				PROPERTY DAMAGE \$
	<input type="checkbox"/> HIRED AUTOS				
	<input type="checkbox"/> NON-OWNED AUTOS				
	GARAGE LIABILITY				AUTO ONLY - EA ACCIDENT \$
	<input type="checkbox"/> ANY AUTO				OTHER THAN AUTO ONLY \$
					EACH ACCIDENT \$
					AGGREGATE \$
	EXCESS LIABILITY				EACH OCCURRENCE \$
	<input type="checkbox"/> UMBRELLA FORM				AGGREGATE \$
	<input type="checkbox"/> OTHER THAN UMBRELLA FORM				\$
C	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY		10/15/01	10/15/02	<input checked="" type="checkbox"/> WC STATUTORY LIMITS <input type="checkbox"/> OTHER
C			10/15/01	10/15/02	EL EACH ACCIDENT \$ 2,500,000
C	<input type="checkbox"/> THE PROPRIETOR/ PARTNER/EXECUTIVE OFFICERS ARE <input type="checkbox"/> INC. <input checked="" type="checkbox"/> EXCL		10/15/01	10/15/02	EL DISEASE-POLICY LIMIT \$ 5,000,000
	<input type="checkbox"/> OTHER				EL DISEASE-EACH EMPLOYEE \$ 2,500,000

DESCRIPTION OF OPERATIONS, LOCATIONS, VEHICLES, SPECIAL ITEMS (LIMITS MAY BE SUBJECT TO DEDUCTIBLES OR RETENTIONS)

CERTIFICATE HOLDER

NEW JERSEY DEPARTMENT OF LABOR
DIVISION OF WAGE & HOUR COMPLIANCE
P.O. BOX 369
TRENTON, NJ 08635-0369

CANCELLATION

SHOULD ANY OF THE POLICES DESCRIBED HEREIN BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, THE INSURER AFFORDING COVERAGE WILL endeavor to MAIL 30 DAYS WRITTEN NOTICE TO THE CERTIFICATE HOLDER NAMED HEREIN, BUT FAILURE TO MAIL SUCH NOTICE SHALL IMPOSE NO OBLIGATION OR LIABILITY OF ANY KIND UPON THE INSURER AFFORDING COVERAGE, ITS AGENTS OR REPRESENTATIVES.

MARSH USA INC.

BY: Lisa Trimble

Lisa Trimble

MM1 (5/99)

VALID AS OF: 12/11/01

ADDITIONAL INFORMATION

DATE (MM/DD/YY)

NYC-001255996-00 12/11/01

PRODUCER

Marsh USA Inc.
1166 Avenue of The Americas
New York, NY 10036-2774

COMPANIES AFFORDING COVERAGE

COMPANY

E

COMPANY

F

021000-CORP-89-00

INSURED

AT&T Local Network Services
TWO TELEPORT DRIVE
3RD FLOOR
STATEN ISLAND, NY 10311

COMPANY

G

COMPANY

H

TEXT

Waiver of Subrogation is included.

CERTIFICATE HOLDER

NEW JERSEY DEPARTMENT OF LABOR
DIVISION OF WAGE & HOUR COMPLIANCE
P.O. BOX 389
TRENTON, NJ 08635-0389

Page

INCLUDES COPYRIGHTED MATERIAL OF ACORD CORPORATION WITH ITS PERMISSION.

Certificate Number

620825

Expiration Date

12/13/2002

State of New Jersey



Department of Labor

Division of Wage and Hour Compliance

Public Works Contractor Registration Act

Pursuant to Public Law 1999 Chapter 238, the Public Works Contractor Registration Act, this certificate of registration, for purposes of bidding on and engaging in public work is issued to

Cooper Communications Group

This certificate may not be transferred or assigned
and may be revoked for cause by the Commissioner of Labor.

A handwritten signature in black ink, appearing to read "Mark B. Boyd", written over a horizontal line.

MARK B. BOYD, Commissioner
Department of Labor

A handwritten signature in black ink, appearing to read "Martin Gartzman", written over a horizontal line.

MARTIN GARTZMAN, Director
Division of Wage and Hour Compliance

NON TRANSFERABLE

**STATE OF NEW JERSEY DEPARTMENT OF LABOR
DIVISION OF WAGE AND HOUR COMPLIANCE
APPLICATION FOR PUBLIC WORKS CONTRACTOR REGISTRATION**

PL. 1999 CHAPTER 238 - THE PUBLIC WORKS CONTRACTOR REGISTRATION ACT SPECIFIES THAT NO CONTRACTOR OR SUBCONTRACTOR SHALL BID ON OR ENGAGE IN ANY CONTRACT (OR PART THEREOF) FOR PUBLIC WORK WHICH IS SUBJECT TO THE PROVISIONS OF THE "NEW JERSEY PREVAILING WAGE ACT", P.L. 1963 C. 150 (C. 34:11-56.23 ET SEQ.) FOR THE CONSTRUCTION, RECONSTRUCTION, DEMOLITION, ALTERATION, REPAIR OR MAINTENANCE OF A PUBLIC BUILDING REGULARLY OPEN TO AND USED BY THE GENERAL PUBLIC OR PUBLIC INSTITUTION, AND INCLUDES ANY SUBCONTRACTOR OR LOWER TIER SUBCONTRACTOR OF A CONTRACTOR UNLESS THEY ARE REGISTERED WITH THE COMMISSIONER OF LABOR. FOR THE PURPOSE OF THE PUBLIC WORKS CONTRACTOR REGISTRATION ACT, NO PUMPING STATION, TREATMENT PLANT OR OTHER FACILITY ASSOCIATED WITH UTILITY AND ENVIRONMENTAL CONSTRUCTION, RECONSTRUCTION, DEMOLITION, ALTERATION, REPAIR OR MAINTENANCE SHALL BE REGARDED AS A PUBLIC BUILDING REGULARLY OPEN TO AND USED BY THE GENERAL PUBLIC OR PUBLIC INSTITUTION.

☒ **NEW** (\$300.00 Annual Registration Fee)

All applications must be accompanied by check or money order made payable to the Division of Wage & Hour Compliance.

☐ **RENEWAL** (\$300.00 Annual Registration Fee)

1. Teloquip Labs, Inc.
1820 N. Greenville Ave.
Richardson TX 75081 Dallas
 City State Zip Code County
972-437-3800
 Telephone No. [Redacted] Mailing Address

Mailing Address (if different from Street Address)

2. _____
 Corporate Name (if different from Item #1)
 3. Type of Business: ☐ Individual/Sole Proprietor ☐ Partnership ☒ Corporation ☐ Other
 4. [Redacted] 5. 0 00
 Federal Employer Identification Number (FEIN) New Jersey Taxpayer Identification Number
 (If no FEIN assigned, enter Social Security Number)

6. Are you an independent contractor? ☐ Yes ☐ No

7. T-Netix, Inc.
23 Frost Ave.
E. Brunswick NJ 08816 Middlesex
 City State Zip Code County

8. ADP
 Telephone No. _____
 Custodian of Records in New Jersey

 Street Address
 City State Zip Code County
 Telephone No. _____

IMPORTANT

All applications must be accompanied by a copy of the applicant's Certificate of Insurance stipulating the name of the company's insurance carrier, the policy number and the policy period under which the entire New Jersey Workers' Compensation obligations are insured, and which specifies the New Jersey Department of Labor, Division of Wage and Hour Compliance as a certified holder. Workers' Compensation Insurance for States other than New Jersey is not acceptable.

(continued on reverse)

FOR OFFICIAL USE ONLY

Application # _____ Registration # _____
 Reviewer _____ Approved _____ Denied _____
 Date Registration Issued _____ Date Registration Denied _____

9. List name and address of each person with a financial interest in the business and the percentage of interest, except that if the contractor is a corporation, only the names and addresses of the corporation's officers are to be provided.

A. Tom Meriam President [Redacted]
Name Title Social Security No. TX % of financial interest
1820 N. Greenville Ave. Richardson
Street Address City
B. Wayne Johnson Secretary [Redacted]
Name Title Social Security No. TX % of financial interest
1820 N. Greenville Ave. Richardson
Street Address City
C. Frank Schopfer Treasurer [Redacted]
Name Title Social Security No. TX % of financial interest
1820 N. Greenville Ave. Richardson
Street Address City State Zip Code

10. Have any of the owners, partners or corporate officers (as listed in #9) ever held a financial interest in another firm?
☐ Yes ☒ No If yes, please state the position held, dates, name and address of the firm.

11. Have you ever been disqualified or debarred from performing public work?
☐ Yes ☒ No If yes, please provide the date and reason for the debarment or denial.

12. Cite all current and previous violations (within past 5 years) of any local, state or federal wage and hour law or regulation. Also include the status and/or disposition of such violations; including any pending violations. If none, so state.

none

APPLICANT STATEMENT

As the responsible applicant-contractor, I understand:

- the Contractor Registration for which I am applying is issued to a contractor or subcontractor as defined in N.J.S.A. 34:11-56.50 of the New Jersey State Labor Law.
- the application is subject to verification and that I agree to provide any additional documentation as required. For the same purpose, outside sources may be contacted and permission is hereby given for disclosure of any information, which may be needed to determine registration validity and/or eligibility.
- failure to provide full and timely disclosure of any of the requested or required information or documentation may result in rejection of the application for registration.
- I am required to supplement this application in the event any new and relevant information arises subsequent to the filing of this application.
- I am required to make records available to a representative of the Commissioner of Labor at my place of business upon request and that I must cooperate with any investigation to determine compliance with various provisions of labor laws including those requiring payment of at least the applicable New Jersey state prevailing wage; timely payment of wages without deductions except those authorized by law, such as social security or income tax; accurate payroll records showing the number of employees, the number of hours worked daily and weekly, rate of pay, job classification, gross wages, net wages and deductions; and statement of deductions with each payment of wages.
- to the best of my knowledge there are no outstanding violations or debts owed to any state or federal agency.
- giving false information on this form may violate labor law and penal law and may result in civil and criminal penalties.

I certify that the information contained in this application for registration is accurate, true, and complete to the best of my knowledge.

Signature

Date

Print Name and Title

Return to: New Jersey Department of Labor
Division of Wage and Hour Compliance
PO Box 389
Trenton, New Jersey 08625-0389

CopyPlus
(No Carbon Paper Required)
Tear Along Perforation

TELEQUIP LABS, INC.
OPERATING ACCOUNT
1820 N. GREENVILLE AVENUE
RICHARDSON, TEXAS 75081
PH. 972-437-3800

DATE 2/12/02

PAY TO THE
ORDER OF

Division of Wage & Hour Compliance New Jersey 300.00/100
Three Hundred and no/100 DOLLARS

COMERICA BANK - TEXAS
DALLAS, TEXAS 75223

Ken Hiland M

TELEQUIP LABS, INC.
OPERATING ACCOUNT

DETACH AND RETAIN THIS STATEMENT
THE ATTACHED CHECK IS IN PAYMENT OF ITEMS DESCRIBED BELOW.
IF NOT CORRECT PLEASE NOTIFY US PROMPTLY. NO RECEIPT DESIRED.

☒ DELUXE BUSINESS FORMS 1-800-328-0304
DELUXE - FORM DVCB-2 V-2

DATE	DESCRIPTION	AMOUNT
2/12/02	Application for Public Works Contractor Registration	\$300.00

V-2

STATE OF NEW JERSEY
DEPARTMENT OF LABOR
DIVISION OF WAGE AND HOUR COMPLIANCE

Application for a permit to maintain payroll records outside of the State of New Jersey in accordance with Chapter 113, Laws of New Jersey, 1966.

1. Name of Requesting Organization Telequip Labs, Inc.									
2. Name and address of employer for which Permit is requested Telequip Labs, Inc. subsidiary T-netix, Inc. 1820 N. Greenville Ave. Richardson TX 75081	Telephone # 972-437-3800 Fax # [REDACTED]								
3. Name and address of out-of-state location in which records will be maintained T-Netix, Inc. 2155 Chenault Dr. Suite 410 Carrollton TX 75006	Telephone # 972-236-6970 Fax # [REDACTED]								
4. Establishments in New Jersey for which request is being made									
<table border="1"><thead><tr><th>NAME AND ADDRESS</th><th>NO. OF EMPLOYEES</th></tr></thead><tbody><tr><td>1) T-Netix, Inc. 23 Frost Ave. E. BRUNSWICK NJ 08816</td><td>Ø</td></tr><tr><td>3)</td><td></td></tr><tr><td>4)</td><td></td></tr></tbody></table>		NAME AND ADDRESS	NO. OF EMPLOYEES	1) T-Netix, Inc. 23 Frost Ave. E. BRUNSWICK NJ 08816	Ø	3)		4)	
NAME AND ADDRESS	NO. OF EMPLOYEES								
1) T-Netix, Inc. 23 Frost Ave. E. BRUNSWICK NJ 08816	Ø								
3)									
4)									
5. Pay period ends (day of week) n/a	6. Scheduled payday (day of week) n/a								
7. Method of payment (circle one) check cash	7. Describe form of record keeping (time cards, ADP payroll register, etc.) ADP								

I certify that, all payroll records will be made available in the State of New Jersey upon request by the Commissioner of Labor or his/her designee within 10 days of request. Furthermore, I certify that, to the best of my knowledge and belief, that all statements in this application are true.

Signature and Title of authorized representative

Tom Mezian

President

Date

2/11/02

IF ADDITIONAL SPACE IS REQUIRED TO COMPLETE SECTION 4, PLEASE USE REVERSE SIDE

ACORD CERTIFICATE OF LIABILITY INSURANCEDATE (MM/DD/YY)
01/11/02

PRODUCER

IMA of Colorado, Inc.
1550 17th Street, Suite 600
Denver, CO 80202
303 534-4567

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

INSURERS AFFORDING COVERAGE

INSURED

T-NETIX, Inc.
SPEAKEZ, Inc.
67 Inverness Drive East
Englewood, CO 80112

INSURER A: St. Paul Mercury Ins. Company

INSURER B: American Mfgs Mutual Ins. Co.

INSURER C:

INSURER D:

INSURER E:

COVERAGES

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

INSR LTR	TYPE OF INSURANCE	POLICY NUMBER	POLICY EFFECTIVE DATE (MM/DD/YY)	POLICY EXPIRATION DATE (MM/DD/YY)	LIMITS
A	GENERAL LIABILITY		01/31/01	01/31/02	EACH OCCURRENCE \$1,000,000
	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY				FIRE DAMAGE (Any one fire) \$1,000,000
	<input type="checkbox"/> CLAIMS MADE <input checked="" type="checkbox"/> OCCUR				MED EXP (Any one person) \$ 10,000
					PERSONAL & ADV INJURY \$1,000,000
					GENERAL AGGREGATE \$2,000,000
					PRODUCTS - COMP/OP AGG \$2,000,000
	GEN'L AGGREGATE LIMIT APPLIES PER:				
	<input type="checkbox"/> POLICY <input type="checkbox"/> PROJECT <input checked="" type="checkbox"/> LOC				
A	AUTOMOBILE LIABILITY		01/31/01	01/31/02	COMBINED SINGLE LIMIT (Per accident) \$1,000,000
	<input checked="" type="checkbox"/> ANY AUTO				BODILY INJURY (Per person) \$
	<input type="checkbox"/> ALLOWED AUTOS				BODILY INJURY (Per accident) \$
	<input type="checkbox"/> SCHEDULED AUTOS				PROPERTY DAMAGE (Per accident) \$
	<input checked="" type="checkbox"/> HIRED AUTOS				
	<input checked="" type="checkbox"/> NON-OWNED AUTOS				
	GARAGE LIABILITY				AUTO ONLY - EA ACCIDENT \$
	<input type="checkbox"/> ANY AUTO				OTHER THAN EA ACC \$
					AUTO ONLY: AGG \$
A	EXCESS LIABILITY		01/31/01	01/31/02	EACH OCCURRENCE \$1,000,000
	<input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS MADE				AGGREGATE \$1,000,000
	<input type="checkbox"/> DEDUCTIBLE				\$
	<input checked="" type="checkbox"/> RETENTION \$10000				\$
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY		01/31/01	01/31/02	<input checked="" type="checkbox"/> WC STATUTORY LIMITS <input type="checkbox"/> OTHER
					E.L. EACH ACCIDENT \$ 500,000
					E.L. DISEASE - EA EMPLOYEE \$ 500,000
					E.L. DISEASE - POLICY LIMIT \$ 500,000
	OTHER				

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

CERTIFICATE HOLDER

ADDITIONAL INSURED/INSURER LETTER

CANCELLATION

State of New Jersey
Attn: Victor Smith
Office of Information Technology
300 River View Office Park
Trenton, NJ 08625

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

AUTHORIZED REPRESENTATIVE

**STATE OF NEW JERSEY DEPARTMENT OF LABOR
DIVISION OF WAGE AND HOUR COMPLIANCE
APPLICATION FOR PUBLIC WORKS CONTRACTOR REGISTRATION**

P.L. 1999 CHAPTER 238 - THE PUBLIC WORKS CONTRACTOR REGISTRATION ACT SPECIFIES THAT NO CONTRACTOR OR SUBCONTRACTOR SHALL BID ON OR ENGAGE IN ANY CONTRACT (OR PART THEREOF) FOR PUBLIC WORK WHICH IS SUBJECT TO THE PROVISIONS OF THE "NEW JERSEY PREVAILING WAGE ACT", P.L. 1963 C. 150 (C. 34:11-56.25 ET SEQ.) FOR THE CONSTRUCTION, RECONSTRUCTION, DEMOLITION, ALTERATION, REPAIR OR MAINTENANCE OF A PUBLIC BUILDING REGULARLY OPEN TO AND USED BY THE GENERAL PUBLIC OR PUBLIC INSTITUTION, AND INCLUDES ANY SUBCONTRACTOR OR LOWER TIER SUBCONTRACTOR OF A CONTRACTOR UNLESS THEY ARE REGISTERED WITH THE COMMISSIONER OF LABOR. FOR THE PURPOSE OF THE PUBLIC WORKS CONTRACTOR REGISTRATION ACT, NO PUMPING STATION, TREATMENT PLANT OR OTHER FACILITY ASSOCIATED WITH UTILITY AND ENVIRONMENTAL CONSTRUCTION, RECONSTRUCTION, DEMOLITION, ALTERATION, REPAIR OR MAINTENANCE SHALL BE REGARDED AS A PUBLIC BUILDING REGULARLY OPEN TO AND USED BY THE GENERAL PUBLIC OR PUBLIC INSTITUTION.

☒ NEW (\$300.00 Annual Registration Fee)

All applications must be accompanied by check or money order made payable to the
Division of Wage & Hour Compliance.

☐ RENEWAL (\$300.00 Annual Registration Fee)

1. VALUE ADDED COMMUNICATIONS, INC.

Contractor/Subcontractor - Trade Name

1601 N. COLLINS BLVD.

Street Address

RICHARDSON

TX

75080

City

State

County

(800) 777-9759

Telephone No.

E-Mail Address

SAME

Mailing Address (if different from Street Address)

2. SAME

Corporate Name (if different from item #1)

3. Type of Business: ☐ Individual/Sole Proprietor ☐ Partnership ☒ Corporation ☐ Other

4. [REDACTED]

Federal Employer Identification Number (FEIN)
(If no FEIN assigned, enter Social Security Number)

5. 0100515499 00

New Jersey Taxpayer Identification Number
(Division of Revenue, Business ID #)

6. Are you an independent contractor? ☐ Yes ☒ No

7. CORPORATION SERVICE COMPANY

Corporate Registered Agent

830 BEAR TAVERN ROAD

Street Address

WEST TRENTON

NJ

08628

MERCER

City

State

Zip Code

County

(800) 631-2155

Telephone No.

8. CORPORATION SERVICE COMPANY

Custodian of Records in New Jersey

830 BEAR TAVERN ROAD

Street Address

WEST TRENTON

NJ

08628

MERCER

City

State

Zip Code

County

(800) 631-2155

Telephone No.

IMPORTANT

All applications must be accompanied by a copy of the applicant's Certificate of Insurance stipulating the name of the company's insurance carrier, the policy number and the policy period under which the entire New Jersey Workers' Compensation obligations are insured, and which specifies the New Jersey Department of Labor, Division of Wage and Hour Compliance as a certified holder. Workers' Compensation insurance for States other than New Jersey is not acceptable.

(continued on reverse)

FOR OFFICIAL USE ONLY

Application # _____

Registration # _____

Reviewer _____

Approved _____ Denied _____

Date Registration Issued _____

Date Registration Denied _____

9. List name and address of each person with a financial interest in the business and the percentage of interest, except that if the contractor is a corporation, only the names and addresses of the corporation's officers are to be provided.

A. JERRY GIBSON CEO/PRESIDENT [Redacted] [Redacted]
 Name Title Social Security No. % of financial interest
3001 Summit Ave. STE. 400 PLANO TX 75074
 Street Address City State Zip Code

B. STEPHEN HODGE EXEC. VP. ENGINEERING [Redacted] [Redacted]
 Name Title Social Security No. % of financial interest
3001 Summit Ave STE 400 PLANO TX 75074
 Street Address City State Zip Code

C. KERMIT HEATON EXEC. VP. FIELD OPERATIONS [Redacted] [Redacted]
 Name Title Social Security No. % of financial interest
3001 Summit Ave STE. 400 PLANO TX 75074
 Street Address City State Zip Code

10. Have any of the owners, partners or corporate officers (as listed in #9) ever held a financial interest in another firm?
☐ Yes ☒ No If yes, please state the position held, dates, name and address of the firm.

11. Have you ever been disqualified or debarred from performing public work?
☐ Yes ☒ No If yes, please provide the date and reason for the debarment or denial.

12. Cite all current and previous violations (within past 5 years) of any local, state or federal wage and hour law or regulation. Also include the status and/or disposition of such violations; including any pending violations. If none, so state.

Not applicable.

APPLICANT STATEMENT

As the responsible applicant-contractor, I understand:

- the Contractor Registration for which I am applying is issued to a contractor or subcontractor as defined in N.J.S.A. 34:11-56.50 of the New Jersey State Labor Law.
- the application is subject to verification and that I agree to provide any additional documentation as required. For the same purpose, outside sources may be contacted and permission is hereby given for disclosure of any information, which may be needed to determine registration validity and/or eligibility.
- failure to provide full and timely disclosure of any of the requested or required information or documentation may result in rejection of this application for registration.
- I am required to supplement this application in the event any new and relevant information arises subsequent to the filing of this application.
- I am required to make records available to a representative of the Commissioner of Labor at my place of business upon request and that I must cooperate with any investigation to determine compliance with various provisions of labor laws including those requiring payment of at least the applicable New Jersey state prevailing wage; timely payment of wages without deductions except those authorized by law, such as social security or income tax; accurate payroll records showing the number of employees, the number of hours worked daily and weekly, rate of pay, job classification, gross wages, net wages and deductions; and statement of deductions with each payment of wages.
- to the best of my knowledge there are no outstanding violations or debts owed to any state or federal agency.
- giving false information on this form may violate labor law and penal law and may result in civil and criminal penalties.

I certify that the information contained in this application for registration is accurate, true, and complete to the best of my knowledge.

W. R. Purifoy
 Signature

WIN PURIFOY, CFO
 Print Name and Title

2/26/02
 Date

Return to: New Jersey Department of Labor
 Division of Wage and Hour Compliance
 PO Box 389
 Trenton, New Jersey 08625-0389

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STATE OF NEW JERSEY
DEPARTMENT OF LABOR
DIVISION OF WAGE AND HOUR COMPLIANCE

Application for a permit to maintain payroll records outside of the State of New Jersey in accordance with Chapter 113, Laws of New Jersey, 1966.

1. Name of Requesting Organization

VALUE-ADDED COMMUNICATIONS, INC.

2. Name and address of employer for which Permit is requested

VALUE-ADDED COMMUNICATIONS, INC.
3001 SUMMIT AVE, SUITE 400
PLANO, TX 75074

Telephone #

800-777-9759

Fax #

3. Name and address of out-of-state location in which records will be maintained

VALUE-ADDED COMMUNICATIONS, INC.
3001 SUMMIT AVE, SUITE 400
PLANO, TX 75074

Telephone #

800-777-9759

4. Establishments in New Jersey for which request is being made

NAME AND ADDRESS

NO. OF EMPLOYEES

- 1) CORPORATION SERVICE COMPANY
830 BEAVER TAVERN LANE
2) WEST TRENTON, NJ 08628
(MERCER COUNTY)

5. Pay period ends (day of week)

N/A

6. Scheduled payday (day of week)

FIRST AND FIFTEENTH OF EACH MONTH.

7. Method of payment (circle one)

check

cash

7. Describe form of record keeping (time cards, ADP payroll register, etc.)

ADP PAYROLL SYSTEM

I certify that, all payroll records will be made available in the State of New Jersey upon request by the Commissioner of Labor or his/her designee within 10 days of request. Furthermore, I certify that, to the best of my knowledge and belief, that all statements in this application are true.

W.R. [Signature] / CFO
Signature and Title of authorized representative

2/26/02
Date

IF ADDITIONAL SPACE IS REQUIRED TO COMPLETE SECTION 4, PLEASE USE REVERSE SIDE

MW-42 (R-1/98)

ACORD CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YY)
12/17/2001

PRODUCER (214) 526-5646 FAX (214) 526-6926
Dexter & Company
3601 Cedar Springs Rd.
Dallas, TX 75219

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

INSURERS AFFORDING COVERAGE

INSURED Value-Added Communications, Inc.
1601 North Collins
Richardson, TX 75080

INSURER A: Federal Insurance Co.
INSURER B:
INSURER C:
INSURER D:
INSURER E:

COVERAGES

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

INSR LTR	TYPE OF INSURANCE	POLICY NUMBER	POLICY EFFECTIVE DATE (MM/DD/YY)	POLICY EXPIRATION DATE (MM/DD/YY)	LIMITS
	GENERAL LIABILITY				EACH OCCURRENCE \$
	COMMERCIAL GENERAL LIABILITY				FIRE DAMAGE (Any one fire) \$
	CLAIMS MADE <input type="checkbox"/> OCCUR <input type="checkbox"/>				MED EXP (Any one person) \$
					PERSONAL & ADV INJURY \$
					GENERAL AGGREGATE \$
	GEN'L AGGREGATE LIMIT APPLIES PER:				PRODUCTS - COMP/OP AGG \$
	<input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC				
	AUTOMOBILE LIABILITY				COMBINED SINGLE LIMIT (Ea accident) \$
	ANY AUTO				BODILY INJURY (Per person) \$
	ALL OWNED AUTOS				BODILY INJURY (Per accident) \$
	SCHEDULED AUTOS				PROPERTY DAMAGE (Per accident) \$
	HIRED AUTOS				
	NON-OWNED AUTOS				
	TRAILER LIABILITY				AUTO ONLY - EA ACCIDENT \$
	ANY AUTO				OTHER THAN EA ACC \$
					AUTO ONLY: AGG \$
	EXCESS LIABILITY				EACH OCCURRENCE \$
	OCCUR <input type="checkbox"/> CLAIMS MADE <input type="checkbox"/>				AGGREGATE \$
	DEDUCTIBLE				\$
	RETENTION \$				\$
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY		07/06/2001	07/06/2002	<input checked="" type="checkbox"/> WC STATUTORY LIMITS E.L. EACH ACCIDENT \$ 500,000 E.L. DISEASE - EA EMPLOYEE \$ 500,000 E.L. DISEASE - POLICY LIMIT \$ 500,000
	OTHER				

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

All States other than North Dakota, Ohio, Washington, West Virginia, Wyoming

CERTIFICATE HOLDER

ADDITIONAL INSURED; INSURER LETTER:

CANCELLATION

New Jersey Dept. of Labor
Division of Wage & Hour Copliance
P. O. Box 389
Trenton, NJ 08625-0389

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, THE ISSUING COMPANY WILL ENDEAVOR TO MAIL 10 DAYS WRITTEN NOTICE TO THE CERTIFICATE HOLDER NAMED TO THE LEFT, BUT FAILURE TO MAIL SUCH NOTICE SHALL IMPOSE NO OBLIGATION OR LIABILITY OF ANY KIND UPON THE COMPANY, ITS AGENTS OR REPRESENTATIVES.

AUTHORIZED REPRESENTATIVE

J. Carter/BETTYT

J. Robert Carter, III

IMPORTANT

If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

DISCLAIMER

The Certificate of Insurance on the reverse side of this form does not constitute a contract between the issuing insurer(s), authorized representative or producer, and the certificate holder, nor does it affirmatively or negatively amend, extend or alter the coverage afforded by the policies listed thereon.

**STATE OF NEW JERSEY DEPARTMENT OF LABOR
DIVISION OF WAGE AND HOUR COMPLIANCE
APPLICATION FOR PUBLIC WORKS CONTRACTOR REGISTRATION**

PL. 1999 CHAPTER 238 - THE PUBLIC WORKS CONTRACTOR REGISTRATION ACT SPECIFIES THAT NO CONTRACTOR OR SUBCONTRACTOR SHALL BID ON OR ENGAGE IN ANY CONTRACT (OR PART THEREOF) FOR PUBLIC WORK WHICH IS SUBJECT TO THE PROVISIONS OF THE "NEW JERSEY PREVAILING WAGE ACT", PL. 1963 C. 150 (C. 34:11-56.25 ET SEQ.) FOR THE CONSTRUCTION, RECONSTRUCTION, DEMOLITION, ALTERATION, REPAIR OR MAINTENANCE OF A PUBLIC BUILDING REGULARLY OPEN TO AND USED BY THE GENERAL PUBLIC OR PUBLIC INSTITUTION, AND INCLUDES ANY SUBCONTRACTOR OR LOWER TIER SUBCONTRACTOR OF A CONTRACTOR UNLESS THEY ARE REGISTERED WITH THE COMMISSIONER OF LABOR. FOR THE PURPOSE OF THE PUBLIC WORKS CONTRACTOR REGISTRATION ACT, NO PUMPING STATION, TREATMENT PLANT OR OTHER FACILITY ASSOCIATED WITH UTILITY AND ENVIRONMENTAL CONSTRUCTION, RECONSTRUCTION, DEMOLITION, ALTERATION, REPAIR OR MAINTENANCE SHALL BE REGARDED AS A PUBLIC BUILDING REGULARLY OPEN TO AND USED BY THE GENERAL PUBLIC OR PUBLIC INSTITUTION.

☒ NEW (\$300.00) All applications must be accompanied by check or money order made payable to the Division of Wage & Hour Compliance.

☐ RENEWAL (\$300.00)

1. PUBLICALL Telecommunications Inc.

Contractor/Subcontractor Name

225 Demott Lane, Suite 4

Street Address

Somerset New Jersey 08873 Somerset

City

State

Zip Code

County

732-296-7400

Telephone No.

ricardo@publicall.com

E-Mail Address

2. Same as above

Corporate Name (if different from Item #1)

3. Type of Business: ☐ Individual/Sole Proprietor ☐ Partnership ☒ Corporation ☐ Other

4. [REDACTED]

Federal Employer Identification Number (FEIN)

5. [REDACTED]

New Jersey Taxpayer Identification Number

6. Are you an independent contractor? ☒ Yes ☐ No

7. Ricardo Cumberbatch

Corporate Registered Agent

24 Dorset Court

Street Address

Somerset New Jersey 08873 Somerset

City

State

Zip Code

County

908-313-7189

Telephone No.

8. Paychex

Custodian of Records in New Jersey

1551 South Washington Avenue

Street Address

Piscataway New Jersey 08854 Middlesex

City

State

Zip Code

County

732-424-9394

Telephone No.

All applications must be accompanied by a copy of the applicant's Certificate of Insurance stipulating the name of the company's insurance carrier, the policy number and the policy period under which the entire New Jersey Workers' Compensation obligations are insured, and which specifies the New Jersey Department of Labor, Division of Wage and Hour Compliance as a certified holder. Workers' Compensation insurance for States other than New Jersey is not acceptable.

(continued on reverse)

FOR OFFICIAL USE ONLY

Application # _____

Registration # _____

Reviewer _____

Approved _____ Denied _____

Date Registration Issued _____

Date Registration Denied _____

9. List name and address of each person with a financial interest in the business and the percentage of interest, except that if the contractor is a publicly traded corporation, only the names and addresses of the corporation's officers are to be provided.

A. Ricardo Cumberbatch [redacted] [redacted]
Name Title % of financial interest
24 Dorset Court Somerset New Jersey 08873
Street Address City State Zip Code

B. Jacqueline Cumberbatch [redacted] [redacted]
Name Title % of financial interest
24 Dorset Court Somerset New Jersey 08873
Street Address City State Zip Code

C. _____
Name Title % of financial interest
Street Address City State Zip Code

10. Have any of the owners, partners or corporate officers (as listed in #9) ever held a financial interest in another firm?

☒ Yes ☐ No If yes, please state the position held, dates, name and address of the firm.

Coastal Communications of America Inc., President & CEO, 777 East
91st Street Brooklyn, NY, 11236, Ricardo Cumberbatch

11. Have you ever been disqualified or debarred from performing public work?

☐ Yes ☒ No If yes, please provide the date and reason for the debarment or denial.

12. Cite all current and previous violations (within past 5 years) of any local, state or federal wage and hour law or regulation. Also include the status and/or disposition of such violations; including any pending violations.

NOT APPLICABLE

APPLICANT STATEMENT

As the responsible applicant-contractor, I understand:

- the Contractor Registration for which I am applying is issued to a contractor or subcontractor as defined in N.J.S.A. 34:11-56.50 of the New Jersey State Labor Law.
- the application is subject to verification and that I agree to provide any additional documentation as required. For the same purpose, outside sources may be contacted and permission is hereby given for disclosure of any information, which may be needed to determine registration validity and/or eligibility.
- failure to provide full and timely disclosure of any of the requested or required information or documentation may result in rejection of this application for registration.
- I am required to supplement this application in the event any new and relevant information arises subsequent to the filing of this application.
- I am required to make records available to a representative of the Commissioner of Labor at my place of business upon request and that I must cooperate with any investigation to determine compliance with various provisions of labor laws including those requiring payment of at least the applicable New Jersey state prevailing wage; timely payment of wages without deductions except those authorized by law, such as social security or income tax; accurate payroll records showing the number of employees, the number of hours worked daily and weekly, rate of pay, job classification, gross wages, net wages and deductions; and statement of deductions with each payment of wages.
- to the best of my knowledge there are no outstanding violations or debts owed to any state or federal agency.
- giving false information on this form may violate labor law and penal law and may result in civil and criminal penalties.

I certify that the information contained in this application for registration is accurate, true, and complete to the best of my knowledge.

Ricardo Cumberbatch
Signature

08-03-02
Date

Ricardo Cumberbatch, President & CEO
Print Name and Title

Return to: New Jersey Department of Labor
Division of Wage and Hour Compliance
PO Box 389
Trenton, New Jersey 08625-0389

ACORD CERTIFICATE OF LIABILITY INSURANCEDATE (MM/DD/YY)
03/04/02

PRODUCER

ALLEN & STULTS CO., INC.
106 NORTH MAIN STREET
P.O. BOX 110
HIGHTSTOWN

NJ 08520-0110

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

COMPANIES AFFORDING COVERAGE

COMPANY

A

THE TRAVELERS INS CO

COMPANY

B

COMPANY

C

COMPANY

D

INSURED

PUBLICCALL
TELECOMMUNICATIONS INC
225 DEMOTT LANE SUITE 6
SOMERSET NJ 08873

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

CO LTY	TYPE OF INSURANCE	POLICY NUMBER	POLICY EFFECTIVE DATE (MM/DD/YY)	POLICY EXPIRATION DATE (MM/DD/YY)	LIMITS
	GENERAL LIABILITY				GENERAL AGGREGATE \$
	COMMERCIAL GENERAL LIABILITY				PRODUCTS - COMPROP AGG \$
	CLAIMS MADE OCCUR				PERSONAL & ADY INJURY \$
	OWNER'S & CONTRACTOR'S PROT				EACH OCCURRENCE \$
					TOTL DAMAGE (Any one fire) \$
					USD BOP (Any one person) \$
	AUTOMOBILE LIABILITY				COMBINED SINGLE LIMIT \$
	ANY AUTO				BODILY INJURY (Per person) \$
	ALL OWNED AUTOS				BODILY INJURY (Per accident) \$
	SCHEDULED AUTOS				PROPERTY DAMAGE \$
	HIRED AUTOS				
	NON-OWNED AUTOS				
	GARAGE LIABILITY				AUTO ONLY - EA ACCIDENT \$
	ANY AUTO				OTHER THAN AUTO ONLY \$
					EACH ACCIDENT \$
					AGGREGATE \$
	EXCESS LIABILITY				EACH OCCURRENCE \$
	UMBRELLA FORM				AGGREGATE \$
	OTHER THAN UMBRELLA FORM				
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY		2/10/02	2/10/03	X NO FURTHER LIMITS OUT-OF-STATE \$
	THE PROPRIETOR PARTNER/EXECUTIVE OFFICERS ARE				EL EACH ACCIDENT \$ 500,000
					EL DISEASE-POLICY LIMIT \$ 500,000
					EL DISEASE-EA EMPLOYEE \$ 500,000
	OTHER				

DESCRIPTION OF OPERATIONS/LOCATIONS/VEHICLES/SPECIAL ITEMS

NEW JERSEY DEPARTMENT OF LABOR
DIVISION OF WAGE AND HOUR
PO BOX 389
TRENTON NJ 08625

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, THE ISSUING COMPANY WILL ENDEAVOR TO MAIL 10 DAYS WRITTEN NOTICE TO THE CERTIFICATE HOLDER NAMED TO THE LEFT, BUT FAILURE TO MAIL SUCH NOTICE SHALL IMPOSE NO OBLIGATION OR LIABILITY OF ANY KIND UPON THE COMPANY, ITS AGENTS OR REPRESENTATIVES.

AUTHORIZED REPRESENTATIVE

Penny Harrison

PUBLICALL TELECOMMUNICATIONS, INC.

225 DEMOTT LANE, SUITE #4
SOMERSET, NJ 08873

SUMMIT
LINE

1848 EASTON AVE.
SOMERSET, NJ 08873

CHECK
NUMBER

PAY

Three Hundred and 00/100 Dollars

DATE 3/09/02

AMOUNT 300.00

TO THE
ORDER
OF

DIV. OF WAGE & HOUR COMPL

P.O. BOX 389

TRENTON, NJ 08625-0389

Dean E. Kelly

SECURITY FEATURES: MICRO PRINT TOP & BOTTOM BORDERS - COLORED PATTERN - ARTIFICIAL WATERMARK ON REVERSE SIDE - MISSING FEATURE INDICATES A COPY

CHECK
NUMBER

Publicall Telecommunications
Telephone #

Check Number:

**STATE OF NEW JERSEY DEPARTMENT OF LABOR
DIVISION OF WAGE AND HOUR COMPLIANCE
APPLICATION FOR PUBLIC WORKS CONTRACTOR REGISTRATION**

COPY

P.L. 1999 CHAPTER 238 - THE PUBLIC WORKS CONTRACTOR REGISTRATION ACT SPECIFIES THAT NO CONTRACTOR OR SUBCONTRACTOR SHALL BID ON OR ENGAGE IN ANY CONTRACT (OR PART THEREOF) FOR PUBLIC WORK WHICH IS SUBJECT TO THE PROVISIONS OF THE "NEW JERSEY PREVAILING WAGE ACT", P.L. 1963 C. 150 (C. 34:11-56.25 ET SEQ.) FOR THE CONSTRUCTION, RECONSTRUCTION, DEMOLITION, ALTERATION, REPAIR OR MAINTENANCE OF A PUBLIC BUILDING REGULARLY OPEN TO AND USED BY THE GENERAL PUBLIC OR PUBLIC INSTITUTION, AND INCLUDES ANY SUBCONTRACTOR OR LOWER TIER SUBCONTRACTOR OF A CONTRACTOR UNLESS THEY ARE REGISTERED WITH THE COMMISSIONER OF LABOR. FOR THE PURPOSE OF THE PUBLIC WORKS CONTRACTOR REGISTRATION ACT, NO PUMPING STATION, TREATMENT PLANT OR OTHER FACILITY ASSOCIATED WITH UTILITY AND ENVIRONMENTAL CONSTRUCTION, RECONSTRUCTION, DEMOLITION, ALTERATION, REPAIR OR MAINTENANCE SHALL BE REGARDED AS A PUBLIC BUILDING REGULARLY OPEN TO AND USED BY THE GENERAL PUBLIC OR PUBLIC INSTITUTION.

☒ NEW (\$300.00) All applications must be accompanied by check or money order made payable to the Division of Wage & Hour Compliance.
☐ RENEWAL (\$300.00)

1. Symbiont, Inc.

Contractor/Subcontractor Name

1325 Massachusetts Avenue, NW 2nd Floor

Street Address

Washington, DC 20005

City

State

Zip Code

County

202-887-6800

Fax No.

info@symbiont.com

Telephone No.

E-Mail Address

2. _____

Corporate Name (if different from Item #1)

3. Type of Business: ☐ Individual/Sole Proprietor ☐ Partnership ☒ Corporation ☐ Other

4. [REDACTED]
Federal Employer Identification Number (FEIN)

5. [REDACTED]
New Jersey Taxpayer Identification Number

6. Are you an independent contractor? ☒ Yes ☐ No

7. Corporation Service Company

Corporate Registered Agent

830 Bear Tavern Road, Suite 305

Street Address

West Trenton, NJ 08628-1020

City

State

Zip Code

County

800-927-9800

Telephone No.

8. Corporation Service Company

Custodian of Records in New Jersey

830 Bear Tavern Road, Suite 305

Street Address

West Trenton, NJ 08628-1020

City

State

Zip Code

County

800-927-9800

Telephone No.

All applications must be accompanied by a copy of the applicant's Certificate of Insurance stipulating the name of the company's insurance carrier, the policy number and the policy period under which the entire New Jersey Workers' Compensation obligations are insured, and which specifies the New Jersey Department of Labor, Division of Wage and Hour Compliance as a certified holder. Workers' Compensation insurance for States other than New Jersey is not acceptable.

(continued on reverse)

FOR OFFICIAL USE ONLY

Application # _____

Registration # _____

Reviewer _____

Approved _____ Denied _____

Date Registration Issued _____

Date Registration Denied _____

9. List name and address of each person with a financial interest in the business and the percentage of interest, except that if the contractor is a publicly traded corporation, only the names and addresses of the corporation's officers are to be provided.

A.	James Bud Ward	CEO		
	Name	Title	% of financial interest	
	1325 Massachusetts Avenue, NW	2nd Floor	Washington, DC	20005
	Street Address	City	State	Zip Code
B.				
	Name	Title	% of financial interest	
	Street Address	City	State	Zip Code
C.				
	Name	Title	% of financial interest	
	Street Address	City	State	Zip Code

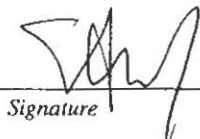
10. Have any of the owners, partners or corporate officers (as listed in #9) ever held a financial interest in another firm?
☐ Yes ☒ No If yes, please state the position held, dates, name and address of the firm.
11. Have you ever been disqualified or debarred from performing public work?
☐ Yes ☒ No If yes, please provide the date and reason for the debarment or denial.
12. Cite all current and previous violations (within past 5 years) of any local, state or federal wage and hour law or regulation. Also include the status and/or disposition of such violations; including any pending violations.
N/A

APPLICANT STATEMENT

As the responsible applicant-contractor, I understand:

- the Contractor Registration for which I am applying is issued to a contractor or subcontractor as defined in N.J.S.A. 34:11-56.50 of the New Jersey State Labor Law.
- the application is subject to verification and that I agree to provide any additional documentation as required. For the same purpose, outside sources may be contacted and permission is hereby given for disclosure of any information, which may be needed to determine registration validity and/or eligibility.
- failure to provide full and timely disclosure of any of the requested or required information or documentation may result in rejection of this application for registration.
- I am required to supplement this application in the event any new and relevant information arises subsequent to the filing of this application.
- I am required to make records available to a representative of the Commissioner of Labor at my place of business upon request and that I must cooperate with any investigation to determine compliance with various provisions of labor laws including those requiring payment of at least the applicable New Jersey state prevailing wage; timely payment of wages without deductions except those authorized by law, such as social security or income tax; accurate payroll records showing the number of employees, the number of hours worked daily and weekly, rate of pay, job classification, gross wages, net wages and deductions; and statement of deductions with each payment of wages.
- to the best of my knowledge there are no outstanding violations or debts owed to any state or federal agency.
- giving false information on this form may violate labor law and penal law and may result in civil and criminal penalties.

I certify that the information contained in this application for registration is accurate, true, and complete to the best of my knowledge.


Signature

3.5.02

Date

Sterling A. Ward, President
Print Name and Title

Return to: New Jersey Department of Labor
Division of Wage and Hour Compliance
PO Box 389
Trenton, New Jersey 08625-0389

STATE OF NEW JERSEY
DEPARTMENT OF LABOR
DIVISION OF WAGE AND HOUR COMPLIANCE

Application for a permit to maintain payroll records outside of the State of New Jersey in accordance with Chapter 113, Laws of New Jersey, 1966.

1. Name of Requesting Organization

Symbiont, Inc.

2. Name and address of employer for which Permit is requested

Symbiont, Inc.
1325 Massachusetts Avenue, NW 2nd Floor
Washington, DC 20005

Telephone #

202-887-6800

3. Name and address of out-of-state location in which records will be maintained

Symbiont, Inc.
1325 Massachusetts Avenue, NW 2nd Floor
Washington, DC 20005

Telephone #

202-887-6800

Fax #

4. Establishments in New Jersey for which request is being made

NAME AND ADDRESS

NO. OF EMPLOYEES

1) There are no locations or employees within the State of New Jersey as of date hereof.

2)

3)

4)

5. Pay period ends (day of week)

15th and 30th

6. Scheduled payday (day of week)

15th and 30th

7. Method of payment (circle one)

check

cash

7. Describe form of record keeping (time cards, ADP payroll register, etc.)

ADP Payroll Register

I certify that, all payroll records will be made available in the State of New Jersey upon request by the Commissioner of Labor or his/her designee within 10 days of request. Furthermore, I certify that, to the best of my knowledge and belief, that all statements in this application are true.

Signature and Title of authorized representative

Date

IF ADDITIONAL SPACE IS REQUIRED TO COMPLETE SECTION 4, PLEASE USE REVERSE SIDE

ACORD™ CERTIFICATE OF LIABILITY INSURANCEDATE (MM/DD/YY)
03/04/02**PRODUCER**

The CIMA Companies, Inc. (CIM)
216 South Peyton Street
Alexandria, VA 22314
703 739-9300

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

INSURERS AFFORDING COVERAGE**INSURED**

Symbiont, Inc.
1325 Massachusetts Avenue, NW
2nd Floor
Washington, DC 20005

INSURER A: CNA Insurance Companies

INSURER B: Federal Insurance Company

INSURER C:

INSURER D:

INSURER E:

COVERAGES

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

INSR LTR	TYPE OF INSURANCE	POLICY NUMBER	POLICY EFFECTIVE DATE (MM/DD/YY)	POLICY EXPIRATION DATE (MM/DD/YY)	LIMITS
A	GENERAL LIABILITY		12/29/01	12/29/02	EACH OCCURRENCE \$1,000,000 FIRE DAMAGE (Any one fire) \$300,000 MED EXP (Any one person) \$10,000 PERSONAL & ADV INJURY \$1,000,000 GENERAL AGGREGATE \$2,000,000 PRODUCTS - COMP/OP AGG \$1,000,000
	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC				
A	AUTOMOBILE LIABILITY		12/29/01	12/29/02	COMBINED SINGLE LIMIT (Ea accident) \$1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
	<input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS <input type="checkbox"/> NON-OWNED AUTOS				
	GARAGE LIABILITY				AUTO ONLY - EA ACCIDENT \$ OTHER THAN AUTO ONLY: EA ACC \$ AGG \$
	<input type="checkbox"/> ANY AUTO				
B	EXCESS LIABILITY	Binder	12/29/01	12/29/02	EACH OCCURRENCE \$5,000,000 AGGREGATE \$5,000,000 \$ \$ \$
	<input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS MADE DEDUCTIBLE <input checked="" type="checkbox"/> RETENTION \$10,000				
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY		12/29/01	12/29/02	<input checked="" type="checkbox"/> WC STATUTORY LIMITS <input type="checkbox"/> OTHER E.L. EACH ACCIDENT \$100,000 E.L. DISEASE - EA EMPLOYEE \$100,000 E.L. DISEASE - POLICY LIMIT \$500,000
	OTHER				

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

CERTIFICATE HOLDER**ADDITIONAL INSURED; INSURER LETTER:****CANCELLATION**

State of New Jersey
Department of Labor
Trenton, NJ 08625

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

AUTHORIZED REPRESENTATIVE

Mid-Atlantic Consultants

47 Alexandra Court, Marlton NJ 08053
Phone / Fax (856) 988-1570
E-mail JMuraglia@consultant.com

March 4, 2002

New Jersey Department of Labor
Division of Wage and Hour Compliance
225 East State Street
Trenton, NJ 08625

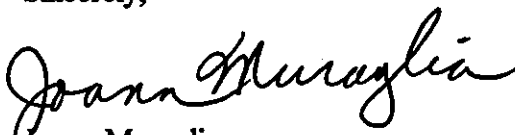
To Whom It May Concern:

Enclosed is the application for Public Works Contractor Registration and annual registration fee of \$300.00.

Please be advised that I am the sole proprietor of Mid-Atlantic Consultants and do not have any employees working for me. Per your request, this document has been notarized in lieu of submitting proof of workers compensation insurance.

If you have any questions or require additional information, please call me on 856-988-1570.

Sincerely,



Joann Muraglia
Owner

Enclosure

March 5, 2002



DIANE G. CRANE
NOTARY PUBLIC OF NEW JERSEY
MY COMMISSION EXPIRES MAR. 08, 2005

© 2006 The Authors
Journal compilation © 2006 Blackwell Publishing Ltd

March 5, 2002

New Jersey Department of Labor

\$ 300.00

NOT VALID FOR MORE THAN \$1,000 DOLLARS

NOT NEGOTIABLE

195 TUCKERTON ROAD
MEDFORD, NJ 08055

NOT NEGOTIABLE

This customer procuring the Personal Money Order form, corresponding in number and amount to that shown hereon, agrees to use a pen or ink, the date, payee, his signature and address and assumes the responsibility for all events made possible by his failure to do so.

47 possible by his failure to do so. Alexander

SAVE THIS COPY FOR YOUR RECORDS

SAVE THIS COPY FOR YOUR RECORDS: *10/2/80 53*

**STATE OF NEW JERSEY DEPARTMENT OF LABOR
DIVISION OF WAGE AND HOUR COMPLIANCE
APPLICATION FOR PUBLIC WORKS CONTRACTOR REGISTRATION**

P.L. 1999 CHAPTER 238 - THE PUBLIC WORKS CONTRACTOR REGISTRATION ACT SPECIFIES THAT NO CONTRACTOR OR SUBCONTRACTOR SHALL BID ON OR ENGAGE IN ANY CONTRACT (OR PART THEREOF) FOR PUBLIC WORK WHICH IS SUBJECT TO THE PROVISIONS OF THE "NEW JERSEY PREVAILING WAGEACT", P.L. 1963 C. 150 (C. 34:11-36.25 ET SEQ.) FOR THE CONSTRUCTION, RECONSTRUCTION, DEMOLITION, ALTERATION, REPAIR OR MAINTENANCE OF A PUBLIC BUILDING REGULARLY OPEN TO AND USED BY THE GENERAL PUBLIC OR PUBLIC INSTITUTION, AND INCLUDES ANY SUBCONTRACTOR OR LOWER TIER SUBCONTRACTOR OF A CONTRACTOR UNLESS THEY ARE REGISTERED WITH THE COMMISSIONER OF LABOR. FOR THE PURPOSE OF THE PUBLIC WORKS CONTRACTOR REGISTRATION ACT, NO PUMPING STATION, TREATMENT PLANT OR OTHER FACILITY ASSOCIATED WITH UTILITY AND ENVIRONMENTAL CONSTRUCTION, RECONSTRUCTION, DEMOLITION, ALTERATION, REPAIR OR MAINTENANCE SHALL BE REGARDED AS A PUBLIC BUILDING REGULARLY OPEN TO AND USED BY THE GENERAL PUBLIC OR PUBLIC INSTITUTION.

☒ **NEW** (\$300.00 Annual Registration Fee) All applications must be accompanied by check or money order made payable to the Division of Wage & Hour Compliance.
☐ **RENEWAL** (\$300.00 Annual Registration Fee)

1. MID-ATLANTIC CONSULTANTS
Contractor/Subcontractor - Trade Name
47 ALEXANDRA COURT
Street Address
MARLTON NJ 08053 BURLINGTON
City State Zip Code County

Telephone No. 856-988-1570 Fax No. 856-988-1570 E-Mail Address IMURAGLIA@CONSULTANT.COM
Mailing Address (if different from Street Address)

2. Corporate Name (if different from Item #1)
 3. Type of Business: ☒ Individual/Sole Proprietor ☐ Partnership ☐ Corporation ☐ Other
 4. Federal Employer Identification Number (FEIN) 5. 00
(If no FEIN assigned, enter Social Security Number) New Jersey Taxpayer Identification Number

6. Are you an independent contractor? ☒ Yes ☐ No

7. MID-ATLANTIC CONSULTANTS
Corporate Registered Agent
47 ALEXANDRA COURT
Street Address
MARLTON, NJ 08053 BURLINGTON
City State Zip Code County

8. MID-ATLANTIC CONSULTANTS
Custodian of Records in New Jersey
47 ALEXANDRA COURT
Street Address
MARLTON NJ 08053 BURLINGTON
City State Zip Code County
 Telephone No. 856-988-1570

IMPORTANT

All applications must be accompanied by a copy of the applicant's Certificate of Insurance stipulating the name of the company's insurance carrier, the policy number and the policy period under which the entire New Jersey Workers' Compensation obligations are insured, and which specifies the New Jersey Department of Labor, Division of Wage and Hour Compliance as a certified holder. Workers' Compensation insurance for States other than New Jersey is not acceptable.

(continued on reverse)

FOR OFFICIAL USE ONLY

Application # _____ Registration # _____
 Reviewer _____ Approved _____ Denied _____
 Date Registration Issued _____ Date Registration Denied _____

9. List name and address of each person with a financial interest in the business and the percentage of interest, except that if the contractor is a corporation, only the names and addresses of the corporation's officers, directors, and persons owning or holding 1 percent or more of the total amount of stock of the corporation.

A. JOANN MYRAGLIA OWNER [REDACTED]
Name Title Social Security No. % of financial interest
47 ALEXANDRA COURT MARLTON, NJ 08053
Street Address City State Zip Code

B.
Name Title Social Security No. % of financial interest
Street Address City State Zip Code

C.
Name Title Social Security No. % of financial interest
Street Address City State Zip Code

10. Have any of the owners, partners or corporate officers (as listed in #9) ever held a financial interest in another firm?
☐ Yes ☒ No If yes, please state the position held, dates, name and address of the firm.

11. Have you ever been disqualified or debarred from performing public work?
☐ Yes ☒ No If yes, please provide the date and reason for the debarment or denial.

12. Cite all current and previous violations (within past 5 years) of any local, state or federal wage and hour law or regulation. Also include the status and/or disposition of such violations; including any pending violations. If none, so state.

NONE

APPLICANT STATEMENT

As the responsible applicant-contractor, I understand:

- the Contractor Registration for which I am applying is issued to a contractor or subcontractor as defined in N.J.S.A. 34:11-56.50 of the New Jersey State Labor Law.
- the application is subject to verification and that I agree to provide any additional documentation as required. For the same purpose, outside sources may be contacted and permission is hereby given for disclosure of any information, which may be needed to determine registration validity and/or eligibility.
- failure to provide full and timely disclosure of any of the requested or required information or documentation may result in rejection of this application for registration.
- I am required to supplement this application in the event any new and relevant information arises subsequent to the filing of this application.
- I am required to make records available to a representative of the Commissioner of Labor at my place of business upon request and that I must cooperate with any investigation to determine compliance with various provisions of labor laws including those requiring payment of at least the applicable New Jersey state prevailing wage; timely payment of wages without deductions except those authorized by law, such as social security or income tax; accurate payroll records showing the number of employees, the number of hours worked daily and weekly, rate of pay, job classification, gross wages, net wages and deductions; and statement of deductions with each payment of wages.
- to the best of my knowledge there are no outstanding violations or debts owed to any state or federal agency.
- giving false information on this form may violate labor law and penal law and may result in civil and criminal penalties.

I certify that the information contained in this application for registration is accurate, true, and complete to the best of my knowledge.

Joann Myraglia
Signature

March 4, 2002
Date

JOANN MYRAGLIA OWNER
Print Name and Title

Return to: New Jersey Department of Labor
Division of Wage and Hour Compliance
PO Box 389
Trenton, New Jersey 08625-0389

Notice of Intent to Subcontract Form

REQUIRED SUBMISSION

STATE OF NEW JERSEY
DIVISION OF PURCHASE AND PROPERTY (DPP)
NOTICE OF INTENT TO SUBCONTRACT FORM

THIS **NOTICE OF INTENT TO SUBCONTRACT** FORM MUST BE COMPLETED AND INCLUDED AS PART OF EACH BIDDER'S PROPOSAL. FAILURE TO SUBMIT THIS FORM WILL BE CAUSE FOR REJECTION OF THE BID AS NON-RESPONSIVE.

DPP Solicitation Number 02-X-32533	DPP Solicitation Title: Inmate / Resident Telephone Control Services
Bidder's Name and Address: ATT CORP. ATTN: Timothy Miller 340 DANIELS DRIVE OCEAN, NJ 07712	

INSTRUCTIONS: PLEASE CHECK ONE OF THE BELOW LISTED BOXES:

☒ If awarded this contract, I will engage subcontractors to provide certain goods and/or services.

ALL BIDDERS THAT INTEND TO ENGAGE SUBCONTRACTORS MUST ALSO SUBMIT A COMPLETED AND CERTIFIED **SUBCONTRACTOR UTILIZATION PLAN** WITH THEIR BID PROPOSALS.

☐ If awarded this contract, I do not intend to engage subcontractors to provide any goods and/or services.

ALL BIDDERS THAT DO NOT INTEND TO ENGAGE SUBCONTRACTORS MUST ATTEST TO THE FOLLOWING CERTIFICATION:

I hereby certify that if the award is granted to my firm and if I determine at any time during the course of the contract to engage subcontractors to provide certain goods and/or services, pursuant to Section 3.11 of the Standard Terms and Conditions, I will submit the **Subcontractor Utilization Plan (Plan)** for approval to the Division of Purchase and Property in advance of any such engagement of subcontractors. Additionally, I certify that in engaging subcontractors, I will make a good faith effort to achieve the subcontracting set-aside goals established for this contract, and I will attach to the **Plan** documentation of such efforts in accordance with NJAC 17:13-4 and the **Notice to All Bidders**.

PRINCIPAL OF FIRM:


(Signature)


(Title)

3/09/02
(Date)

Subcontractor Utilization Plan Form

REQUIRED SUBMISSION

STATE OF NEW JERSEY • DIVISION OF PURCHASE AND PROPERTY (DPP) SUBCONTRACTOR UTILIZATION PLAN <small>(REFERENCED IN RFP STANDARD TERMS AND CONDITIONS)</small>		DPP Solicitation No.: 02-X-32533
NOTE: If utilizing subcontractors, failure to submit this properly completed form will be sufficient cause for rejection of the bid as non-responsive.		DPP Solicitation Title: Inmate/Resident Telephone Control Services
Bidder's Name and Address: ATT CORP. ATTN: T. MILLER 340 DANIELE DRIVE OCEAN, NJ 07712		Bidder's Telephone No.: 732-695-9614 Bidder's Contact Person: Timothy Miller

INSTRUCTIONS: List all businesses you intend to use as subcontractors. This form may be duplicated for extended lists.

SUBCONTRACTOR'S NAME ADDRESS, ZIP CODE TELEPHONE NUMBER AND VENDOR ID NUMBER	CERTIFIED WITH NJ COMMERCE AND ECONOMIC GROWTH COMMISSION *				TYPE(S) OF GOODS OR SERVICES TO BE PROVIDED	ESTIMATED VALUE OF SUBCONTRACTS
	MINORITY-OWNED		WOMAN-OWNED			
	YES	NO	YES	NO		
Cooper Communications Group 1101 STEWART AVENUE, GARDEN CITY, NY 11530 Telephone: 800-638-2775					EQUIPMENT INSTALLATION MAINTENANCE, REPAIR AND SITE ADMINISTRATORS	TBD
Publicall Telecommunications Inc 5 Demott Lane, Somerset, NJ Tele# 732-296-7400 08873 VENDOR ID: [REDACTED]	✓				STATION Ownership All Services provided same as ATT - SEE RFP Response	7% of GROSS Revenue MINUS COMMISSIONS
MID ATLANTIC CONSULTANTS 47 ALEXANDRA COURT, MARLTON, NJ 08053 Tele# 856-988-6723 VENDOR ID: [REDACTED]			✓		STATION Ownership All Services provided same as ATT - SEE RFP Response	3% of GROSS Revenue MINUS COMMISSIONS
SYMBIONT, INC 1325 MASS AVE WASHINGTON, D.C Tele# 202-887 6800 X116	✓				STATION Ownership All Services provided same as ATT - SEE RFP Response	Once NJ CERTIFIED, they will receive 71.4% of Publicall Share - Above

* For those Bidders listing Minority-Owned and Woman-Owned Subcontractors: Attach copies of NJ Commerce & Economic Growth Commission Certification or application for Certification for each subcontractor listed. If bidder has not achieved established subcontracting set-aside goals, also attach documentation of good faith effort to do so in accordance with NJAC 17:13-4 and the Notice to All Bidders.

I hereby certify that this Subcontractor Utilization Plan (Plan) is being submitted in good faith. I certify that each subcontractor has been notified that it has been listed on this Plan and that each subcontractor has consented, in writing, to its name being submitted for this contract. Additionally, I certify that I shall notify each subcontractor listed on the Plan, in writing, if the award is granted to my firm, and I shall make all documentation available to the Division of Purchase and Property upon request.

I further certify that all information contained in this Plan is true and correct and I acknowledge that the State will rely on the truth of the information in awarding the contract.

PRINCIPAL OF FIRM:

Timothy Miller
(Signature)

Account Manager
(Title)

3/9/02
(Date)

James E. McGreevey
Governor

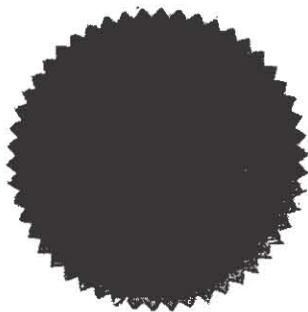


CERTIFIED

by the
NEW JERSEY COMMERCE & ECONOMIC GROWTH COMMISSION
OFFICE OF DEVELOPMENT FOR SMALL BUSINESS
AND WOMEN AND MINORITY BUSINESSES
under the
UNIFIED CERTIFICATION ACT

This certificate acknowledges PUBLICALL TELECOMMUNICATIONS number [REDACTED] is a MINORITY BUSINESS ENTERPRISE (MBE) owned and controlled company which has met the criteria established by New Jersey Public Law 1986, Chapter 195 (The Unified Certification Act).

This certification will remain in effect for one year from the date of this notice. Not more than 20 days before or 10 days after the expiration of this initial certification notice you must submit an **Annual Verification Statement** attesting that the ownership and control of the business, on which this certification is granted, has not changed. This office must be notified within 20 days of any material changes in the business which affect ownership and control. **Failure to do so will result in an immediate revocation of this certification and/or imposition of other sanctions.** You will not be required to submit another Unified Certification Application for a period of 5 years. Please reference the above certification number on all correspondence directed to this office.



A handwritten signature in cursive script that reads "Charles A. Jones, III".

Charles A. Jones, III
Vice President

Issued: 3/1/02

Expiration: 3/1/07

COPY



MBE/WBE CERTIFICATION APPLICATION

www.state.nj.us/commerce/swmb/swmb2

General Instructions

1. Please print or type clearly. Do not leave any spaces blank on the application.
2. If a question is not applicable to your business insert "N/A" in the space provided for your answer.
3. Please make a photocopy of your completed application for your personal files.
4. Whenever the space is insufficient to answer the questions completely, attach additional sheets.
5. Use the question number to identify any answer continued on an additional sheet.

1. Name and Street Address of Applicant Firm (Enter the full legal name of the enterprise. For example, a corporation named ABC Construction, Inc. should be identified as "ABC Construction, Inc. ", not as 'ABC Construction').

Symbiont, Inc.

1325 Massachusetts Avenue, NW 2nd Floor

Washington, DC 20005

- 1a. "Doing Business As" (D/B/A) Name (Complete if firm does business under an assumed or trade name that is different from it's legal name.)

- 1b. Mailing Address (Complete if different from street address.)

2. Business Phone Number: (202) 887-6800 FAX: [REDACTED]
E-MAIL Address: info@symbiont.com

3. Federal Employer Identification Number or Social Security Number (A Federal Employer Identification Number is required for most business activities. For an application and/or additional information, contact the US Internal Revenue Service at (516) 447-1955. Sole proprietorships may submit Social Security number of the owner in lieu of the Federal Identification Number.) [REDACTED]

4. Name of Company President/Chief Executive Officer/Managing Member/Owner

James Bud Ward, CEO

President and/or CEO

Managing Member

James Bud Ward

Owner

- 4a. Name & title of officer of the firm who can be contacted during the application review process.

Name: Sterling A. Ward

Title: President

5. This firm is applying for certification as: (One or more categories may be designated.)

☒ Minority Business Enterprise (MBE) ☐ Women Business Enterprise (WBE)

6. Does this firm have current U.S. Small Business Administration (SBA) 8(a) status?

☐ Yes ☒ No (If Yes, please attach a copy of the SBA letter of approval)

7. Are you currently involved in the bidding process or other contract/purchase order negotiations with any governmental agency, department or authority?

☒ Yes ☐ No (If Yes, please identify agency, department or authority.)

Federal Government & District of Columbia Government

8. Type of ownership (Please specify current ownership)

☐ Sole Proprietorship _____ Certificate of Trade Name on file in _____
Date Established County

☐ Partnership _____ Business Certificate for Partners on file in _____
Date Established County

☐ Limited Liability Company _____ Certificate of Formation on file in _____
Date Established State

☒ Corporation 3/8/85 Articles of Incorporation on file in District of Columbia
Date Established State

8a. Did the business exist under a different type of ownership prior to the date entered in question 8?

☐ Yes ☒ No (If Yes, please explain.)

8b. Has your Articles of Incorporation or business name certificate been amended?

☐ Yes ☒ No (If Yes, please explain.)

8c. Method of Acquisition (check all that apply): Date of acquisition: _____

☒ Start New Business

☐ Secured Franchise

☐ Secured Concession

☐ Bought Existing Business

☐ Merger or Consolidation

☐ Inherited Business

☐ Other

8d. Name, position & ethnicity of all principals with ownership interest. (Check all that are applicable. If no positions are held, write "None".)

10. If the firm is a partnership or limited liability company, please complete for all partners/members.

<u>Name</u>	<u>Total Amount/Value of Contributions</u>	<u>Date of Ownership</u>
N/A		

10a. If the firm is a corporation, please complete for all shareholders.

[Redacted area for shareholder information]

10b. If the firm is a corporation, how is the number of shares distributed?

Common Shares Authorized 1000 Common Shares Issued 625
 Preferred Shares Authorized 0 Preferred Shares Issued 0

11. Gross Receipts (Sales). Please provide total gross sales for the last 3 years. (If business is under 3 years old, provide as many years returns as you have and complete with personal tax returns.)

Current year 10.1m Last year 7.8m Previous year 9.5m
year year year

12. Number of employees (Please average over the last year if necessary.)

<u>Permanent</u>		<u>Temporary</u>	
Full-Time <u>61</u>		Full-Time <u>21</u>	
Part-Time <u>2</u>		Part-Time <u>6</u>	

13. If licensing, permits or accreditation is required to conduct the business, please identify:

<u>Type of License/Permit</u>	<u>Issued by</u>	<u>Issue Date</u>	<u>Exp. Date</u>	<u>Holder/Registrant</u>

14. Check all that best describe the business operation:

- | | |
|--|--|
| <input type="checkbox"/> Construction Contractor | <input type="checkbox"/> Regular Dealer of Goods/Services |
| <input checked="" type="checkbox"/> Professional Service | <input checked="" type="checkbox"/> Technical Service |
| <input type="checkbox"/> Retail | <input type="checkbox"/> Manufacturer of Materials /Products |
| <input type="checkbox"/> Other | |

14a. Describe principal products/commodities sold, specialties or services offered (Please explain in detail.)

Telecommunications, Network Architecture, Cabling, Software Development,
Imaging & IT Solutions, Independent Payphone Provider

15. Identify those individuals responsible for managerial and operational control. (Please refer to enclosed regulations for definitions) * For Group Codes, see page 2.

Name & Title	Sex	*Group Code	Owner or Non-Owner
1. Financial Decisions			
James Bud Ward	<input checked="" type="checkbox"/> Male <input type="checkbox"/> Female	01	<input checked="" type="checkbox"/> Owner <input type="checkbox"/> Non-Owner
Sterling A. Ward	<input checked="" type="checkbox"/> Male <input type="checkbox"/> Female	01	<input type="checkbox"/> Owner <input checked="" type="checkbox"/> Non-Owner
2. Estimating			
Sterling A. Ward	<input checked="" type="checkbox"/> Male <input type="checkbox"/> Female	01	<input type="checkbox"/> Owner <input checked="" type="checkbox"/> Non-Owner
	<input type="checkbox"/> Male <input type="checkbox"/> Female		<input type="checkbox"/> Owner <input type="checkbox"/> Non-Owner
3. Preparing Bids			
Sterling A. Ward	<input checked="" type="checkbox"/> Male <input type="checkbox"/> Female	01	<input type="checkbox"/> Owner <input checked="" type="checkbox"/> Non-Owner
	<input type="checkbox"/> Male <input type="checkbox"/> Female		<input type="checkbox"/> Owner <input type="checkbox"/> Non-Owner
4. Negotiating Bonding			
James Bud Ward	<input checked="" type="checkbox"/> Male <input type="checkbox"/> Female	01	<input checked="" type="checkbox"/> Owner <input type="checkbox"/> Non-Owner
Sterling A. Ward	<input checked="" type="checkbox"/> Male <input type="checkbox"/> Female	01	<input type="checkbox"/> Owner <input checked="" type="checkbox"/> Non-Owner
5. Negotiating Insurance			
James Bud Ward	<input checked="" type="checkbox"/> Male <input type="checkbox"/> Female	01	<input checked="" type="checkbox"/> Owner <input type="checkbox"/> Non-Owner
Sterling A. Ward	<input checked="" type="checkbox"/> Male <input type="checkbox"/> Female	01	<input type="checkbox"/> Owner <input checked="" type="checkbox"/> Non-Owner
6. Marketing & Sales			
Charles E. Casteel	<input checked="" type="checkbox"/> Male <input type="checkbox"/> Female	01	<input type="checkbox"/> Owner <input checked="" type="checkbox"/> Non-Owner
	<input type="checkbox"/> Male <input type="checkbox"/> Female		<input type="checkbox"/> Owner <input type="checkbox"/> Non-Owner
7. Hiring & Firing			
James Bud Ward	<input checked="" type="checkbox"/> Male <input type="checkbox"/> Female	01	<input checked="" type="checkbox"/> Owner <input type="checkbox"/> Non-Owner
	<input type="checkbox"/> Male <input type="checkbox"/> Female		<input type="checkbox"/> Owner <input type="checkbox"/> Non-Owner
8. Supervising Field Operations			
Eileen Ioffredo	<input type="checkbox"/> Male <input checked="" type="checkbox"/> Female	05	<input type="checkbox"/> Owner <input checked="" type="checkbox"/> Non-Owner
	<input type="checkbox"/> Male <input type="checkbox"/> Female		<input type="checkbox"/> Owner <input type="checkbox"/> Non-Owner
9. Purchasing Equipment/Supplies			
Sterling A. Ward	<input checked="" type="checkbox"/> Male <input type="checkbox"/> Female	01	<input type="checkbox"/> Owner <input checked="" type="checkbox"/> Non-Owner
	<input type="checkbox"/> Male <input type="checkbox"/> Female		<input type="checkbox"/> Owner <input type="checkbox"/> Non-Owner
10. Managing & Signing Payroll			
Sterling A. Ward	<input checked="" type="checkbox"/> Male <input type="checkbox"/> Female	01	<input type="checkbox"/> Owner <input checked="" type="checkbox"/> Non-Owner
	<input type="checkbox"/> Male <input type="checkbox"/> Female		<input type="checkbox"/> Owner <input type="checkbox"/> Non-Owner
11. Negotiating Contracts			
James Bud Ward	<input checked="" type="checkbox"/> Male <input type="checkbox"/> Female	01	<input checked="" type="checkbox"/> Owner <input type="checkbox"/> Non-Owner
Sterling A. Ward	<input checked="" type="checkbox"/> Male <input type="checkbox"/> Female	01	<input type="checkbox"/> Owner <input checked="" type="checkbox"/> Non-Owner
12. Signators for Business Accounts			
James Bud Ward	<input checked="" type="checkbox"/> Male <input type="checkbox"/> Female		<input checked="" type="checkbox"/> Owner <input type="checkbox"/> Non-Owner
Sterling A. Ward	<input checked="" type="checkbox"/> Male <input type="checkbox"/> Female		<input type="checkbox"/> Owner <input checked="" type="checkbox"/> Non-Owner

15a. Please identify additional staff persons. (If any individual also works for another firm, please check yes and provide the person's name, his/her position, other firm's name, address and telephone number.)

	Name & Position	Other Firm Name & Address	Phone
1. Office Staff			
<input type="checkbox"/> Yes <input type="checkbox"/> No			()
<input type="checkbox"/> Yes <input type="checkbox"/> No			()
2. Field/Supervisory staff			
<input type="checkbox"/> Yes <input type="checkbox"/> No			()
<input type="checkbox"/> Yes <input type="checkbox"/> No			()
3. Estimator			
<input type="checkbox"/> Yes <input type="checkbox"/> No			()
<input type="checkbox"/> Yes <input type="checkbox"/> No			()
4. Controller			
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Kenny Pedro		()
<input type="checkbox"/> Yes <input type="checkbox"/> No			()
5. Consultant (For firms providing consultant/technical or advisory services)			
<input type="checkbox"/> Yes <input type="checkbox"/> No			()
<input type="checkbox"/> Yes <input type="checkbox"/> No			()

15b. If this firm shares any of the following with any other firm, please provide the other company's address and phone number.

	Other Firm Name	Address	Phone
1. Office Space			()
2. Yard Space			()
3. Equipment (include rentals)			()

16. List rented, leased, or owned warehouse, plant, yard, and office facilities. (If homebased or inherited, refer to page 10, number 9 of supporting documents.)

Facility Type	Name of owner of lessor and/or rental agent	If rented or leased, amount of yearly rent payments
Office Space	NATCA Membership	
Office Space	Texas Executive Suites	
Office Space	HQ Global Workplace	
Storage Facility	H Street Storage	

16a. List major equipment (including office) or machinery that is owned or leased by your company.

Type	Depreciated Dollar Value	Acquisition Date	Payment Terms
See Attached			

17. Do any principals, officers and/or owners of the firm have an affiliation (i.e. business interest or employment) with any other company? ☐ Yes ☒ No (If Yes, please complete the following.)

<u>Name of Person</u>	<u>Firm Name & Address</u>	<u>Phone Number</u>	<u>Nature of Business</u>	<u>Full or Part Time</u>

18. Attorney for firm

Name: Warner Session
 Address: 1150 Connecticut Avenue, NW Suite 900 Wash., DC 20036
 Phone: (202) 862-4313 Fax: [REDACTED]

19. Accountant for firm

Name: Argy, Wiltse & Robinson
 Address: 8300 Greensboro Drive, Suite 1060 Tysons Corner, McLean, VA 22102
 Phone: (703) 893-0600 Fax: [REDACTED]

20. Has the firm applied for certification as an M/WBE, or DBE with another governmental agency, department or authority? ☒ Yes ☐ No (If Yes, complete the following:)

	<u>Agency</u>	<u>Date</u>	<u>Contact person</u>	<u>Phone</u>	<u>M/W/DBE</u>
1. Pending with:					
2. Certified by:	<u>See Attached</u>				
3. Decertified by:					
4. Withdrawn/ Closed Out:					
5. Rejected by:					
6. Denied by:					

- 20a. Are there appeals pending on any of the above applications or certifications? ☐ Yes ☒ No (If Yes, complete the following:)

<u>Agency</u>	<u>Appeal Date</u>	<u>Contact Person</u>	<u>Phone</u>

21. List the three (3) largest accounts for which the applicant has provided goods or services within the last two years:

<u>Firm Name & Phone</u>	<u>Account Dollar Amount</u>	<u>Location of Performance</u>	<u>Duration</u>
Dept. of Interior			
1. 703-787-1354		<u>CT, TN, CA, MD</u>	<u>11/97 to 5/01</u>
2. SAIC 202-261-9539		<u>Wash, DC</u>	<u>6/00 to 8/01</u>
3. Warner 301-670-9020		<u>Wash., DC</u>	<u>1/01 to Ongoing</u>

22. Identify bank(s) where your company accounts are maintained:

Bank Name	Address	Contact	Account Type	Account #
Bank of America	Wash. DC	800-508-8222	Checking	
Industrial	Wash. DC	202-722-7201	Payroll	

23. Does your company have a line of credit? ☐ Yes ☒ No (If Yes, identify)

Source	Limit	Name of Guarantors

24. List major current creditors and/or lenders and types of investments and/or loans for your firm.

Name of creditor/lender	Type of investment/credit/loan	Dollar value of investment/ terms/ credit/loan
Commerce Funding	Loan	
AT&T	Capital Lease	

25. If your company is owned in full or in part by another firm, please identify the firm and the percentage of ownership interest they have. Include venture capitalists and other similar investors.

Firm Name	Address	Percentage of Ownership
N/A		

26. Is your firm bonded? ☐ Yes ☐ No (If Yes, please specify the type and limit)

Bonding Company: U.S. Surety Company
 Address: 20 West Aylesbury Road, P.O. Box 5605 Timonium, MD 21094-5605
 Phone: _____
 Contact Person: Mike Johnson
 Type: Performance Limit: 500,000

FRAUD

The undersigned does hereby swear that the statements contained in this application and all attachments which have been provided in support of this application (hereafter referred to as "this application") are true, accurate, and complete and include all material information necessary to identify and explain the ownership and operation of:

Symbiont, Inc.

Insert Full Name of Applicant Company Here

Further, the undersigned does covenant and agree to provide New Jersey Commerce and Economic Growth Commission (hereafter collectively referred to as NJ Commerce) with current, complete, and accurate information regarding this application, its attachments, or any project or contract issued by the State of New Jersey. The undersigned further agrees that, as part of this certification procedure, NJ Commerce may freely contact any person or organization named in this application to verify statements made in this application and/or to secure additional information or data required to grant to, or withhold from, the applicant company certification as a Minority Business Enterprise and/or a Women Business Enterprise. The Undersigned understands and agrees that failure to submit required materials and/or to consent to interview(s), audit(s), and/or examination(s) *will* be grounds for immediate rejection of this application for certification or re-certification.

It is recognized and acknowledged that the statements contained in this application have been given under oath and that any material misrepresentation will be grounds for denial of certification or for de-certification and may result in not awarding or terminating contracts which may be awarded as the result of information contained in this application.

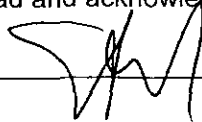
The undersigned further acknowledges that information contained in this application may be shared with any public department, agency, etc., which is responsible for providing funds of the State of New Jersey or the United States Government which are used to fulfill contracts arising from the representations made in this application. The release of such information will be subject to all laws of the State and Federal Government applicable to the treatment of confidential information and/or material.

It is further understood that certification as an MBE, WBE, or M/WBE will be suspended for a period of up to, but not exceeding, two years if, after proper investigation by NJ Commerce, the applicant is determined to be engaging in activities which circumvent the intent of the New Jersey Commerce & Economic Growth Commission's Certification Program.

The applicant further understands that misrepresentations made in this application are subject to all laws of the State of New Jersey, which deal with civil and criminal fraud. Under these laws convictions may result in fines up to \$100,000 (or any higher amount equal to double the pecuniary gain to the offender or loss to the victim) or a jail term of between five and ten years.

The undersigned further acknowledges that certification is normally reviewed annually but that NJ Commerce retains the right to reevaluate the contents of this application at any time.

I have read and acknowledge the foregoing.

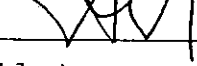


VERIFICATION

STATE OF _____)
COUNTY OF _____)

SS

- (A) Sterling A. Ward, being duly sworn, states he or she is the owner
Name of Corporate Officer
(Or a partner/member in) of the enterprise making the foregoing Application and that the
statements and representations made in the Application are true to his or her own
knowledge.

- (B)  being duly sworn, states that he or she is the
President Symbiont, Inc.
Title of Corporate Officer Name of Corporation

of the enterprise making the foregoing Application, that he or she has read the Application
and knows its contents, that the statements and representations made in the Application are
true to his or her own knowledge, and that the Application is made at the direction of the
Board of Directors of the Corporation.

Corporate Seal (if applicable)

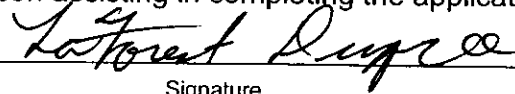
Sworn to before me this 5 th day of March 2002

Francis H. Burman

Notary Public

Commission Expires September

Person assisting in completing the application: Name LaForest Dupree


Signature

202-887-6800

Telephone Number

NOTE Applicant must also sign Fraud page.

Mail completed form to: New Jersey Commerce & Economic Growth Commission
Office of Small Business
20 West State Street, 4th Floor
PO Box 820
Trenton, New Jersey 08625-0820

PLEASE READ THIS ENTIRE PAGE CAREFULLY!!

Only the signature of the owner or president of a corporation is acceptable. (For a partnership, only a general Partner
may sign, the signature of a Limited Partner is not acceptable. For an LLC, the managing member must sign.)



MBE/WBE CERTIFICATION APPLICATION

www.state.nj.us/commerce/swmb/swmb2

General Instructions

1. Please print or type clearly. Do not leave any spaces blank on the application.
2. If a question is not applicable to your business insert "N/A" in the space provided for your answer.
3. Please make a photocopy of your completed application for your personal files.
4. Whenever the space is insufficient to answer the questions completely, attach additional sheets.
5. Use the question number to identify any answer continued on an additional sheet.

1. Name and Street Address of Applicant Firm (Enter the full legal name of the enterprise. For example, a corporation named ABC Construction, Inc. should be identified as "ABC Construction, Inc. ", not as 'ABC Construction').

MID-ATLANTIC CONSULTANTS

(NOTE: CURRENTLY IN PROCESS OF FORMING LLC)

47 ALEXANDRA COURT MARLTON, NJ 08053

- 1a. "Doing Business As" (D/B/A) Name (Complete if firm does business under an assumed or trade name that is different from it's legal name.)

N/A

- 1b. Mailing Address (Complete if different from street address.)

SAME

2. Business Phone Number: (850) 988-1570 FAX [REDACTED]

E-MAIL Address: JMURAGLIA@CONSULTANT.COM

3. Federal Employer Identification Number or Social Security Number (A Federal Employer Identification Number is required for most business activities. For an application and/or additional information, contact the US Internal Revenue Service at (516) 447-1955. Sole proprietors may submit Social Security number of the owner in lieu of the Federal Identification Number.) [REDACTED]

4. Name of Company President/Chief Executive Officer/Managing Member/Owner

JOANN MURAGLIA ← SAME → | JOANN MURAGLIA

President and/or CEO

Managing Member

Owner

- 4a. Name & title of officer of the firm who can be contacted during the application review process.

Name: JOANN MURAGLIA Title: OWNER / PRESIDENT

5. This firm is applying for certification as: (One or more categories may be designated.)

☐ Minority Business Enterprise (MBE) ☒ Women Business Enterprise (WBE)

6. Does this firm have current U.S. Small Business Administration (SBA) 8(a) status?

☐ Yes ☒ No (If Yes, please attach a copy of the SBA letter of approval)

7. Are you currently involved in the bidding process or other contract/purchase order negotiations with any governmental agency, department or authority?

☐ Yes ☒ No (If Yes, please identify agency, department or authority.)

8. Type of ownership (Please specify current ownership)

☒ Sole Proprietorship 7-12-01 Date Established Certificate of Trade Name on file in BURLINGTON County

☐ Partnership _____ Date Established Business Certificate for Partners on file in _____ County

☒ Limited Liability Company _____ Date Established Certificate of Formation on file in _____ State

☐ Corporation _____ Date Established Articles of Incorporation on file in _____ State

☒ IN PROCESS OF FORMING LLC

8a. Did the business exist under a different type of ownership prior to the date entered in question 8?

☐ Yes ☒ No (If Yes, please explain.)

8b. Has your Articles of Incorporation or business name certificate been amended?

☐ Yes ☒ No (If Yes, please explain.)

8c. Method of Acquisition (check all that apply): Date of acquisition: N/A

☒ Start New Business

☐ Bought Existing Business

☐ Secured Franchise

☐ Merger or Consolidation

☐ Other

☐ Secured Concession

☐ Inherited Business

8d. Name, position & ethnicity of all principals with ownership interest. (Check all that are applicable. If no positions are held, write "None".)

9. Please identify the cash and capital contributions to the firm by those identified in 8d, including gifts, equipment, loans, and expertise. If inherited, please submit copy of probated Last Will & Testament.

Contributor/Source

Amount/Value

Type/Date of Contribution

10. If the firm is a partnership or limited liability company, please complete for all partners/members.

Name	Total Amount/Value of Contributions	Date of Ownership
N/A		

10a. If the firm is a corporation, please complete for all shareholders.

Name	# of Shares	Common or Preferred	Amount paid when purchased	Date of Ownership
N/A				

10b. If the firm is a corporation, how is the number of shares distributed? N/A

Common Shares Authorized _____
Preferred Shares Authorized _____

Common Shares Issued _____
Preferred Shares Issued _____

11. Gross Receipts (Sales). Please provide total gross sales for the last 3 years. (If business is under 3 years old, provide as many years returns as you have and complete with personal tax returns.)

Current year 2002* Last year \$9,300.00 - Start up business 7/01 Previous year N/A

* Received \$500,000 [redacted] Also, recently invoiced \$56,000, [redacted]

12. Number of employees (Please average over the last year if necessary.)

Permanent
Full-Time 1
Part-Time 0

Temporary
Full-Time 0
Part-Time 0

13. If licensing, permits or accreditation is required to conduct the business, please identify:

Type of License/Permit	Issued by	Issue Date	Exp. Date	Holder/Registrant
N/A				

14. Check all that best describe the business operation:

- | | |
|--|--|
| <input type="checkbox"/> Construction Contractor | <input type="checkbox"/> Regular Dealer of Goods/Services |
| <input checked="" type="checkbox"/> Professional Service | <input checked="" type="checkbox"/> Technical Service |
| <input type="checkbox"/> Retail | <input type="checkbox"/> Manufacturer of Materials /Products |
| <input type="checkbox"/> Other | |

14a. Describe principal products/commodities sold, specialties or services offered (Please explain in detail.)

MED-ATLANTIC CONSULTANTS IS A SINGLE MEMBER START-UP BUSINESS OFFERING FULL CYCLE BUSINESS-TO-BUSINESS CONSULTING, SALES BROKER, ACCOUNT MANAGEMENT, AND PROJECT MANAGEMENT.

15. Identify those individuals responsible for managerial and operational control. (Please refer to enclosed regulations for definitions) * For Group Codes, see page 2.

Name & Title	Sex	*Group Code	Owner or Non-Owner
1. Financial Decisions JOANN MURAGLIA OWNER	<input type="checkbox"/> Male <input checked="" type="checkbox"/> Female		<input checked="" type="checkbox"/> Owner <input type="checkbox"/> Non-Owner
SINGLE MEMBER - NO EMPLOYEES	<input type="checkbox"/> Male <input type="checkbox"/> Female		<input type="checkbox"/> Owner <input type="checkbox"/> Non-Owner
2. Estimating SAME AS ABOVE	<input type="checkbox"/> Male <input type="checkbox"/> Female		<input type="checkbox"/> Owner <input type="checkbox"/> Non-Owner
3. Preparing Bids SAME AS ABOVE	<input type="checkbox"/> Male <input type="checkbox"/> Female		<input type="checkbox"/> Owner <input type="checkbox"/> Non-Owner
4. Negotiating Bonding SAME AS ABOVE	<input type="checkbox"/> Male <input type="checkbox"/> Female		<input type="checkbox"/> Owner <input type="checkbox"/> Non-Owner
5. Negotiating Insurance SAME AS ABOVE	<input type="checkbox"/> Male <input type="checkbox"/> Female		<input type="checkbox"/> Owner <input type="checkbox"/> Non-Owner
6. Marketing & Sales SAME AS ABOVE	<input type="checkbox"/> Male <input type="checkbox"/> Female		<input type="checkbox"/> Owner <input type="checkbox"/> Non-Owner
7. Hiring & Firing SAME AS ABOVE	<input type="checkbox"/> Male <input type="checkbox"/> Female		<input type="checkbox"/> Owner <input type="checkbox"/> Non-Owner
8. Supervising Field Operations SAME AS ABOVE	<input type="checkbox"/> Male <input type="checkbox"/> Female		<input type="checkbox"/> Owner <input type="checkbox"/> Non-Owner
9. Purchasing Equipment/Supplies SAME AS ABOVE	<input type="checkbox"/> Male <input type="checkbox"/> Female		<input type="checkbox"/> Owner <input type="checkbox"/> Non-Owner
10. Managing & Signing Payroll SAME AS ABOVE	<input type="checkbox"/> Male <input type="checkbox"/> Female		<input type="checkbox"/> Owner <input type="checkbox"/> Non-Owner
11. Negotiating Contracts SAME AS ABOVE	<input type="checkbox"/> Male <input type="checkbox"/> Female		<input type="checkbox"/> Owner <input type="checkbox"/> Non-Owner
12. Signators for Business Accounts SAME AS ABOVE	<input type="checkbox"/> Male <input type="checkbox"/> Female		<input type="checkbox"/> Owner <input type="checkbox"/> Non-Owner

15a. Please identify additional staff persons. (If any individual also works for another firm, please check yes and provide the person's name, his/her position, other firm's name, address and telephone number.)

	Name & Position	Other Firm Name & Address	Phone
1. Office Staff			
<input type="checkbox"/> Yes <input type="checkbox"/> No	N/A		()
<input type="checkbox"/> Yes <input type="checkbox"/> No			()
2. Field/Supervisory staff			
<input type="checkbox"/> Yes <input type="checkbox"/> No	N/A		()
<input type="checkbox"/> Yes <input type="checkbox"/> No			()
3. Estimator			
<input type="checkbox"/> Yes <input type="checkbox"/> No	N/A		()
<input type="checkbox"/> Yes <input type="checkbox"/> No			()
4. Controller			
<input type="checkbox"/> Yes <input type="checkbox"/> No	N/A		()
<input type="checkbox"/> Yes <input type="checkbox"/> No			()
5. Consultant (For firms providing consultant/technical or advisory services)			
<input type="checkbox"/> Yes <input type="checkbox"/> No	N/A		()
<input type="checkbox"/> Yes <input type="checkbox"/> No			()

15b. If this firm shares any of the following with any other firm, please provide the other company's address and phone number.

	Other Firm Name	Address	Phone
1. Office Space			()
2. Yard Space	N/A		()
3. Equipment (include rentals)			()

16. List rented, leased, or owned warehouse, plant, yard, and office facilities. (If homebased or inherited, refer to page 10, number 9 of supporting documents.)

Facility Type	Name of owner of lessor and/or rental agent	If rented or leased, amount of yearly rent payments
N/A		

16a. List major equipment (including office) or machinery that is owned or leased by your company.

Type	Depreciated Dollar Value	Acquisition Date	Payment Terms
COMPUTER		PURCHASED 3/02	N/A
FAX MACHINE		PURCHASED 7/01	N/A

17. Do any principals, officers and/or owners of the firm have an affiliation (i.e. business interest or employment) with any other company? ☐ Yes ☒ No (If Yes, please complete the following.) N/A

Name of Person	Firm Name & Address	Phone Number	Nature of Business	Full or Part Time

18. Attorney for firm

Name: JOSEPH J. Bennie
 Address: 329 ROUTE 70 W CHERRY HILL, NJ 08002
 Phone: (856) 428-0200 Fax: [REDACTED]

19. Accountant for firm

Name: STEPHEN C. DEANGELO
 Address: 550 PINETOWN RD, SUITE 303 FT WASH., PA 19034
 Phone: (215) 646-0288 Fax: (215) [REDACTED]

20. Has the firm applied for certification as an MWBE, or DBE with another governmental agency, department or authority? ☐ Yes ☒ No (If Yes, complete the following:)

	Agency	Date	Contact person	Phone	M/W/DBE
1. Pending with:					
2. Certified by:					
3. Decertified by:					
4. Withdrawn/ Closed Out:					
5. Rejected by:					
6. Denied by:					

- 20a. Are there appeals pending on any of the above applications or certifications? ☐ Yes ☒ No (If Yes, complete the following:)

Agency	Appeal Date	Contact Person	Phone

21. List the three (3) largest accounts for which the applicant has provided goods or services within the last two years:

Firm Name & Phone	Account Dollar Amount	Location of Performance	Duration
1. AT&T 813-641-0537	[REDACTED]	HOME BASED	CURRENTLY YR TO YR
2. SCIENCE DYNAMICS	[REDACTED]	CHERRY HILL, NJ	33 WKS
3. [REDACTED] 856-424-0068	[REDACTED]	OFFICE	

22. Identify bank(s) where your company accounts are maintained:

Bank Name	Address	Contact	Account Type	Account #
Commerce	195 TUCKERTON	LISA BOSLEY	BUS. CHECKING	

23. Does your company have a line of credit? ☐ Yes ☒ No (If Yes, identify) *IN PROCESS OF APPLYING*

Source	Limit	Name of Guarantors

24. List major current creditors and/or lenders and types of investments and/or loans for your firm.

Name of creditor/lender	Type of investment/credit/loan	Dollar value of investment/ terms/ credit/loan
N/A		

25. If your company is owned in full or in part by another firm, please identify the firm and the percentage of ownership interest they have. Include venture capitalists and other similar investors.

Firm Name	Address	Percentage of Ownership
N/A		

26. Is your firm bonded? ☐ Yes ☒ No (If Yes, please specify the type and limit)

Bonding Company:

Address:

Phone:

Contact Person:

Type:

Limit:

SUPPORTING BUSINESS FORMATION DOCUMENTS

B. REQUIRED FOR A SOLE PROPRIETORSHIP: *(Attach copies of the following: Please indicate which documents you are submitting by checking appropriate boxes.)*

- ☒ 1. **Copy of Certificate of Trade Name or Business Trade Name** filed with County Clerk
(if doing business under an assumed name).

C. REQUIRED FOR A PARTNERSHIP OR LIMITED LIABILITY COMPANY *(Attach copies of the following: Please indicate documents submitted by checking appropriate boxes.)*

- ☐ 1. Business Certificate or Certificate of Formation.
- ☐ 2. Partnership agreement or Operating Agreement.
- ☐ 3. Buy-out Rights or Buy-out Agreement.

D. REQUIRED FOR A CORPORATION *(Attach copies of the following: Please indicate documents submitted by checking appropriate boxes.)*

- ☐ 1. Articles of incorporation, including date approved by State.
- ☐ 2. Corporation By-Laws.
- ☐ 3. Minutes of first corporate organizational meeting and amendments.
- ☐ 4. Minutes of most recent corporate meeting.
- ☐ 5. Copies of all issued stock certificates, front and back, as well as next, blank unissued certificate.
- ☐ 6. Copy of Stock Ledger.

IMPORTANT NOTE: If appropriate documents are not submitted AND no written explanation is given, application will not be processed.

FRAUD

The undersigned does hereby swear that the statements contained in this application and all attachments which have been provided in support of this application (hereafter referred to as "this application") are true, accurate, and complete and include all material information necessary to identify and explain the ownership and operation of:

MID-ATLANTIC CONSULTANTS

Insert Full Name of Applicant Company Here

Further, the undersigned does covenant and agree to provide New Jersey Commerce and Economic Growth Commission (hereafter collectively referred to as NJ Commerce) with current, complete, and accurate information regarding this application, its attachments, or any project or contract issued by the State of New Jersey. The undersigned further agrees that, as part of this certification procedure, NJ Commerce may freely contact any person or organization named in this application to verify statements made in this application and/or to secure additional information or data required to grant to, or withhold from, the applicant company certification as a Minority Business Enterprise and/or a Women Business Enterprise. The Undersigned understands and agrees that failure to submit required materials and/or to consent to interview(s), audit(s), and/or examination(s) will be grounds for immediate rejection of this application for certification or re-certification.

It is recognized and acknowledged that the statements contained in this application have been given under oath and that any material misrepresentation will be grounds for denial of certification or for de-certification and may result in not awarding or terminating contracts which may be awarded as the result of information contained in this application.

The undersigned further acknowledges that information contained in this application may be shared with any public department, agency, etc., which is responsible for providing funds of the State of New Jersey or the United States Government which are used to fulfill contracts arising from the representations made in this application. The release of such information will be subject to all laws of the State and Federal Government applicable to the treatment of confidential information and/or material.

It is further understood that certification as an MBE, WBE, or M/WBE will be suspended for a period of up to, but not exceeding, two years if, after proper investigation by NJ Commerce, the applicant is determined to be engaging in activities which circumvent the intent of the New Jersey Commerce & Economic Growth Commission's Certification Program.

The applicant further understands that misrepresentations made in this application are subject to all laws of the State of New Jersey, which deal with civil and criminal fraud. Under these laws convictions may result in fines up to \$100,000 (or any higher amount equal to double the pecuniary gain to the offender or loss to the victim) or a jail term of between five and ten years.

The undersigned further acknowledges that certification is normally reviewed annually but that NJ Commerce retains the right to reevaluate the contents of this application at any time.

I have read and acknowledge the foregoing.

Joann Muraglia

VERIFICATION

STATE OF NEW JERSEY
COUNTY OF BURLINGTON

SS

(A) JOANN MURAGLIA, being duly sworn, states he or she is the owner
Name of Corporate Officer

(Or a partner/member in) of the enterprise making the foregoing Application and that the statements and representations made in the Application are true to his or her own knowledge.

(B) JOANN MURAGLIA being duly sworn, states that he or she is the
OWNER / PRESIDENT MED-ATLANTIC CONSULTANTS
Title of Corporate Officer Name of Corporation

of the enterprise making the foregoing Application, that he or she has read the Application and knows its contents, that the statements and representations made in the Application are true to his or her own knowledge, and that the Application is made at the direction of the Board of Directors of the Corporation.

Corporate Seal (if applicable)

Sworn to before me this 11 th day of March 2002

PHILIP JOHN CORRADINO
NOTARY PUBLIC

Notary Public

STATE OF NEW JERSEY
MY COMM. EXPIRES 7/27/2005

Person assisting in completing the application: Name

JOANN MURAGLIA

Joann Muraglia
Signature

856-988-1570

Telephone Number

NOTE Applicant must also sign Fraud page.

Mail completed form to: New Jersey Commerce & Economic Growth Commission
Office of Small Business
20 West State Street, 4th Floor
PO Box 820
Trenton, New Jersey 08625-0820

PLEASE READ THIS ENTIRE PAGE CAREFULLY!!

Only the signature of the owner or president of a corporation is acceptable. (For a partnership, only a general Partner may sign, the signature of a Limited Partner is not acceptable. For an LLC, the managing member must sign.)



Executive Summary

AT&T is pleased to respond to the State of New Jersey's Request for Proposal (RFP) for Inmate/Resident Telephone Control Service. We have fully complied with the specifications of the RFP and created a response that provides the economical, technical, and operational benefits the State needs to meet its requirements—today and in the future. This Executive Summary provides an overview of our proposal and approach, highlighting the added value we offer the State of New Jersey.

AT&T's offer to the State of New Jersey is a unique "One Solution."

One Contact – AT&T owns and operates the inmate system

AT&T will provide the State "One company" that is responsible for the entire system. AT&T "owns" the inmate equipment this allows for faster upgrades of software, and NO interference from the "inmate system" subcontractor.

1 Solution

One Contact

One Network

One Maintenance Force

One Experienced Team

One Comprehensive Solution



One Network – AT&T owns and controls both the local and long distance network

AT&T will provide the State with "dial tone" for both local and long distance service from the world class AT&T network. No longer will the State have to worry about where a problem resides in the network; "is it the local carrier or the long distance carrier" AT&T will provide network facilities from its OWN central offices. *This eliminates a major subcontractor thus improving communication and reducing failure points!*

No company can match AT&T's network capabilities or disaster recovery capabilities. In a unique offer to the State at no cost, AT&T's proposed diverse network and disaster recovery capabilities offer the protection and reliability the State is looking for on this project. AT&T will "over engineer" our outbound voice T1.5s at each facility to ensure that bandwidth is available to provide continuous dial tone to the inmates. Additionally, AT&T will provide analog line over-flow/back up at each facility further ensuring continuous service while minimizing the severity level of any potential outage.

One Maintenance Force - Trained and certified technicians to maintain both the inmate phones and call control systems

AT&T's Site Administrators will be trained and certified technicians, capable of maintaining and repairing both the telephones and the inmate computer system. This method affords the State the fastest response and repair process in the industry.

AT&T has learned from its previous experiences in New Jersey and other locations nationwide that the best way to deliver reliable ongoing maintenance, repair services and Site Administrators to its customers is to bring in a maintenance specialist. AT&T has stopped using inmate platform company





AT&T Inmate/Resident Telephone Control Service



personnel for onsite maintenance, repair and PIN administration. *This eliminates the number one complaint in the inmate telecommunications industry today!*

1

Solution

One Contact

One Network

One Maintenance Force

One Experienced Team

One Comprehensive Solution



One Experienced Team – An experienced team with unparalleled resources and skills

Few companies can match the experience of AT&T's "Inmate Communications Team." Our experienced team will work closely with the New Jersey DOC and JJC to design, order, implement, and manage the ongoing performance of all equipment and services. We have designed extensive checkpoints in the implementation process to ensure that individual installations are performed correctly and on time.

One Comprehensive Solution – A comprehensive solution from a single provider for one single point of responsibility and accountability

AT&T's comprehensive "One Solution" provides the State of New Jersey a true single vendor solution with one single point of responsibility and accountability – no excuses, no finger pointing. Additionally, the AT&T "One Solution" will simplify management and administration for the State. One commission check, one administrative/commission report provides for better communications and centralization of all call detail records and commission data.

AT&T offers the State of New Jersey unique advantages and benefits in the following key areas:

- **Project Understanding and Approach**
- **State-of-the-Art Inmate/Resident Calling Solution**
- **Unsurpassed Network Quality, Performance, and Reliability**
- **Implementation and Operational Excellence**
- **Experience and Demonstrated Ability**
- **Experienced Project Management and Support Services**
- **Corporate Stability and Commitment**
- **Economic Benefits for the State and Consumers**





Project Understanding and Approach

AT&T fully understands the scope and requirements of the State of New Jersey. AT&T has formed a team with other experienced companies to provide a premier solution that combines the experience, knowledge, technology, and quality services required to support the inmate/resident telephones throughout New Jersey. We have selected best in class equipment providers and subcontractors to provide the inmate call processing system. This team includes the following.

AT&T's industry-leading networking and project management expertise, combined with the AT&T-designed and owned inmate call processing system, and the installation and maintenance support of CCG and our selected New Jersey-based MBE and WBE, offer an unequalled system of network, call processing, and operational excellence for the State of New Jersey.

AT&T, the world's communication leader, will serve as the Prime Contractor and will be **TOTALLY** responsible and accountable for all aspects of the program, including overseeing subcontractors. AT&T will also be responsible for the provisioning and support of the network and communications facilities (both local and long distance) to support the inmate phones at all locations.

TELEQUIP Labs Inc., a leading provider of inmate call processing and control systems, has built the inmate call processing equipment to AT&T specifications. AT&T has an exclusive arrangement for inmate call control equipment with TELEQUIP. Under this arrangement, TELEQUIP will be responsible for the manufacture of the inmate calling platform with AT&T-specified design features. TELEQUIP will continuously monitor and provide remote 2nd tier technical support for the inmate network and all facilities therein.

Cooper Communications Group (CCG) is AT&T's national installation and maintenance workforce and is certified to install, service, and maintain all inmate associated phones and processors. For more responsive maintenance service and support, Site Administrators/Technicians are fully trained on the maintenance and repair of both inmate telephone and call control systems, thus providing a single source for service.

Small Business Subcontractors. PubliCall (a New Jersey-based and certified MBE), Mid-Atlantic Consultants (a New Jersey-based WBE), and Symbiont (a certified MBE) will complement the core AT&T Team by providing implementation, operations management, and customer support services. AT&T's MBE/WBE participation will exceed the State's targets.

Together, the AT&T Team combines the experience, knowledge, resources, and expertise needed for the smooth implementation, transition, and ongoing operation of the inmate/resident phone service.



State-of-the-Art Inmate/Resident Calling Solution

AT&T offers the State of New Jersey a solution that combines a high-quality inmate call processing system and the industry's most trusted communications network. AT&T will meet, and in many cases exceed, the State's requirements for specialized inmate telephones and services via an Inmate Calling Platform designed by and manufactured exclusively for AT&T. Notable features and benefits of the AT&T solution for the State of New Jersey include the following:

Accountability

Simplicity

Quality

Performance

Reliability

Disaster Avoidance

Disaster Recovery

Security

Fraud Protection

Enhanced Call Control

Exclusive Call Forwarding Protection

Comprehensive Site Monitoring and Recording

Flexibility

- ♦ ***One vendor, one contact, one network*** – the DOC and/or JJC will not have to worry about whom to call for service, administration, or repair. AT&T completely owns all aspects of the solution.
- ♦ The highest levels of call quality, performance, redundancy, and reliability in the industry.
- ♦ 100% digital switching over SONET rings within the network for fast, clear and ultra-reliable communications.
- ♦ Superior disaster avoidance and disaster recovery capabilities for all system components, including communications facilities, call control systems, and AT&T's National Disaster Recovery Team.
- ♦ Extensive security and fraud control features, including the monitoring and support of AT&T's internal fraud protection group.
- ♦ ***An industry exclusive and patented 3-way calling detection and prevention system*** for enhanced call control and management. The patented, proprietary hardware and software can detect when a called party attempts a 3-way call, and terminate the call.
- ♦ ***Leading-edge technology for blocking call forwarding attempts – another AT&T industry exclusive.***
- ♦ A fully automatic call monitoring and recording system that records each call digitally and uses proven encryption keys so that the authenticity of recordings can be proven. AT&T also offers the State unique storage capabilities – both online and backup.
- ♦ An industry-leading Monitoring Phone that allows State investigative personnel to simultaneously record and listen to a conversation in progress on a real-time basis.
- ♦ A specific AT&T group to help inmates' families and friends with billing questions, bills, and management of their phone bills.
- ♦ An architectural design that includes both centralized and distributed databases, providing the ability to incorporate data for inmates/residents for New Jersey county and State facilities into a single database, thus enhancing call management between all facilities.

To provide the State maximum flexibility, AT&T is offering the State an alternative solution based on call control technology provided by Value Added Communications, Inc. (VAC). This solution, described in our proposal as Option A, will be fully supported and managed by AT&T. This alternative option provides the State the opportunity to view and test two major technology platforms.



Unsurpassed Network Quality, Performance, and Reliability

All calls will be carried over the AT&T network, which offers the highest levels of call quality, performance, redundancy, and reliability in the industry. The AT&T network has an extraordinary track record for reliability—so that users throughout the State can count on superior services whenever they need them, even in the most extreme situations. No other communications network incorporates as many sophisticated design features and backup systems to ensure reliability as the AT&T network. With the unparalleled reliability, dependability, and quality of the AT&T network, the State can count on the AT&T network to get calls through faster, clearer, and more reliably than any other carrier can. AT&T's unsurpassed quality, performance, and reliability result from the following factors:

DOJ/JJC facilities will be directly connected to the AT&T network via dedicated T1.5 circuits. This ensures better network control, faster calls, and more responsible repair and maintenance — all provided by a single network provider over the industry's leading communications network.

- ♦ The AT&T network provides industry-leading call completion rates (99.991%) and call setup times (less than 2 seconds).
- ♦ Over 300 million voice calls and 675 terabytes of data are carried over the AT&T network every day.
- ♦ AT&T's exclusive Real Time Network Routing (RTNR) technology provides real-time, diverse alternate routing with 100 ways to route any call—thus making it nearly impossible for a call not to get through.
- ♦ Over 800 Points of Presence (POPs) lower access costs and increase access reliability. AT&T's stringent operational and performance standards for POPs, facilities, and local access services ensure end-to-end reliability.
- ♦ Automatic rerouting and service restoral in minutes with AT&T's exclusive FASTAR system and within milliseconds with FASTAR II ensure continuous service availability.
- ♦ International reach to over 280 locations worldwide.
- ♦ The AT&T network includes the world's largest CSS7 signaling network to ensure administrative and operational activities do not interfere with calls. The entire signaling network is backed by a second, physically separate signaling network—the Alternate Signal Transfer Network (ASTN)—to ensure continued network availability even under the most adverse conditions.
- ♦ AT&T's world-renowned Global Network Operations Center in Bedminster, New Jersey monitors and controls the AT&T network in real-time with total precision to ensure continuous network availability.
- ♦ AT&T's next-generation network infrastructure uses enhanced SONET and ATM technologies for enhanced performance.
- ♦ AT&T offers the most extensive disaster recovery capabilities and resources in the industry. AT&T's full-time professional National Disaster Recovery Team and formal disaster recovery plans protect the AT&T network and its customers.
- ♦ We are continually enhancing all aspects of the AT&T network, constantly improving its reliability, dependability, and quality. Each year we invest billions of dollars in network enhancements to maintain the world's most reliable, self-healing network.



Implementation and Operational Excellence

AT&T will meet the State's requirements and expectations for both a smooth implementation and ongoing operational excellence.

Fast, Smooth Implementation and Conversion

AT&T's service implementation and conversion is based on a planned, managed approach that speeds the implementation process, while minimizing risks and potential service disruptions. AT&T offers the "know how" gained from more than 115 years of experience in designing, installing, and supporting some of the world's largest networks and most complex systems. AT&T's implementation and conversion strategy centers on three key principles:

- ◆ **Detailed Planning and Management.** AT&T will provide the highest quality management and support services possible. The AT&T Team, led by extremely dedicated and qualified Contract, Project, and Implementation Managers will develop detailed implementation plans and schedules for each facility. The AT&T Project and Implementation Managers will hold regular meetings with State personnel to plan, schedule, and oversee the implementation. We will work closely with the State to design, order, implement, and manage the ongoing performance of all equipment and services. We have designed extensive checkpoints in the implementation process to ensure that individual installations are performed correctly and on time.
- ◆ **Extensive Support Resources.** AT&T and our subcontractors will utilize their respective corporate resources and expertise to the fullest to ensure the successful implementation and transition of the State's inmate systems. By combining experienced project management personnel, state-of-the-art support tools, proven implementation processes, and highly skilled service/technical specialists, AT&T will meet all objectives set forth in our offer. We have both the resources and the processes in place to ensure the smooth, rapid implementation of the proposed services.
- ◆ **Service Continuity.** The AT&T team will work closely with the State and current providers to ensure a smooth, orderly transition of services. The AT&T Team is highly experienced in the installation and support of the proposed systems and services.

Comprehensive Solution Management and Support

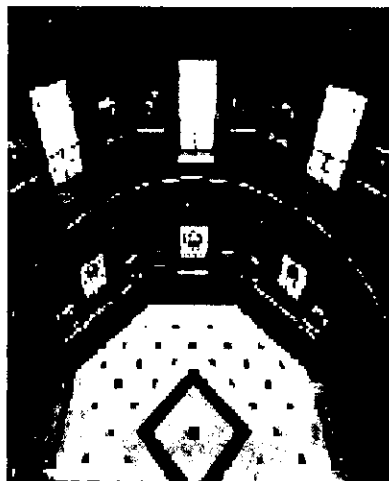
AT&T combines proactive network management and fast, responsive problem resolution to provide the operational excellence the State expects. The AT&T Team will provide full management and problem resolution support for the proposed network and systems. AT&T's comprehensive solution management and support includes the following:

- AT&T will proactively monitor and manage the network and all components.
- AT&T will maintain all network services and facilities, inmate telephones, and call control systems to AT&T's exacting quality and performance levels.
- AT&T will provide full-time, dedicated, on-site System Administrators/Technicians (SATs) to assist in network management and problem resolution. Again, to provide the State maximum flexibility, AT&T





AT&T Inmate/Resident Telephone Control Service



has proposed two approaches for providing ongoing operations and maintenance support. The first option, the "Decentralized Approach" meets the RFP requirements by providing full-time, dedicated SATs in facilities throughout the State. The second option, the "Centralized Approach" consolidates support into Regional and Headquarters support, and provides comprehensive supports by leveraging technology, and thus reducing the number of full-time, dedicated SATs. This offer improves costs and efficiencies, thereby affording a higher commission rate.

- For simplicity and increased responsiveness, System Administrators/Technicians will be fully trained in maintaining and supporting both the inmate telephones and the call control system.
- DOC/JJC facilities and personnel can report troubles to the AT&T National Service Desk via a toll-free number 24 hours a day, 7 days a week.

Experience and Demonstrated Ability

AT&T is highly experienced in serving the needs of the inmate and corrections market. AT&T has operated inmate telephones for the past 23 years. AT&T provides inmate calling services and solutions (including equipment) for over 300 major customers nationwide. Within this customer base, AT&T serves over 1,300 correctional facilities and provides service to more than 49,000 inmate telephone stations.

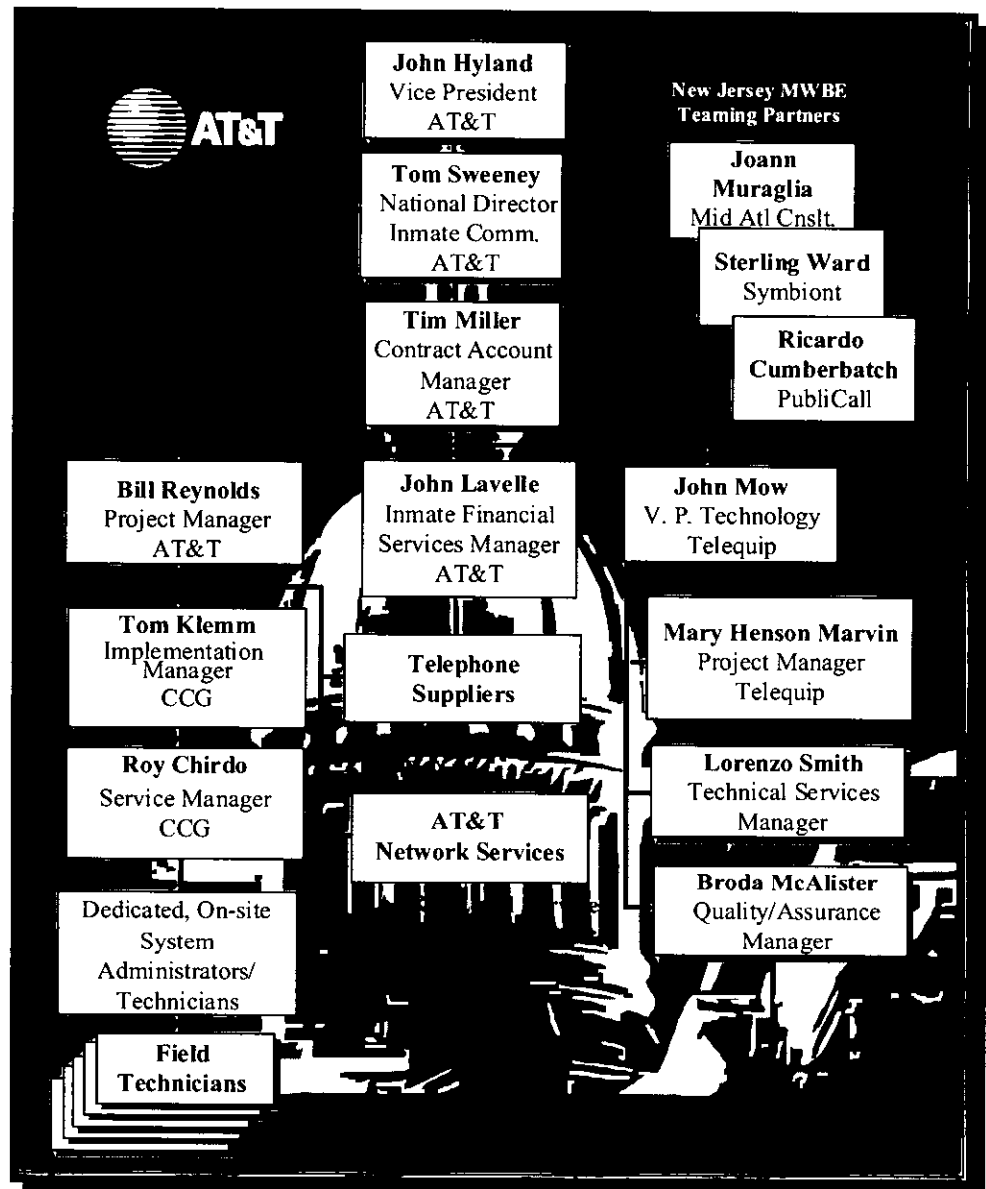
AT&T has designed and developed an inmate system that far exceeds the standard in the market today. AT&T, the originator of the "Collect Only" inmate calling service in the early 1980s, is the most experienced provider of inmate services in the industry. AT&T has used that experience to design its own inmate system and develop its own methods and procedures.

AT&T has worked closely with TELEQUIP to design and build a system that exceeds the State of New Jersey's requirements. AT&T has successfully completed more major service transitions during the past seven years than any other telecommunications company. AT&T has clearly demonstrated its ability to perform and excel in the implementation, support, and management of inmate systems.



Experienced Project Management and Support Services

AT&T has assembled an outstanding team of personnel to support the State of New Jersey for the implementation and ongoing operations of the inmate systems. This team is among the most experienced and qualified in the marketplace today. This team is illustrated in the following figure.





AT&T Inmate/Resident Telephone Control Service



AT&T has the expertise and the resources to fully support the State of New Jersey. The Account Team for the State has access to the support resources they need to ensure that the State's needs are met – within your time frame and to your total satisfaction. The AT&T Account Team is committed to providing the highest level of quality support and welcomes the opportunity to partner with the State to implement the proposed solutions.

All of the team members have supported similar projects or services for many years. For example:

Tom Sweeney, the National Director of Inmate Communications is responsible for providing executive leadership and sponsorship for the State of New Jersey and this project. Tom has over 25 years of experience specifically in the inmate market, including 10 years of experience with communications providers and 7 years as Executive Vice President of Operations with an exclusive Inmate Telephone System (ITS) provider. Tom has managed the implementation and transition of over 500 inmate facilities nationwide, including systems for the Department of Corrections in Massachusetts, Maryland, and Maine.

Tim Miller, Contract Account Manager and the primary single point of contact for the State of New Jersey, has over 21 years of experience in planning, managing, and supporting inmate systems, customer accounts, and major projects.

Bill Reynolds, the Project/Implementation Manager, has over 30 years of experience in telecommunications, including 23 years managing operations of inmate phones and systems with a communications provider and three years with an ITS supplier.

John Lavelle, the AT&T Financial Services Manager, has over 20 years of experience with AT&T, including over eight years of experience in directly handling inmate telephone systems and commissions. John is accomplished in ensuring that customers receive accurate commission checks and reports in a timely manner.

AT&T's proposal also includes a full range of corporate support for the State of New Jersey. This support includes the resources of more than 160,000 knowledgeable and skilled AT&T people around the world, including over 24,000 employees in 119 locations in New Jersey. It includes the "know-how" gained from more than 115 years of experience in the telecommunications industry. It includes the continuous network monitoring and management of AT&T's world-class Global Network Operation Center. It includes the research and development capabilities of AT&T Labs – the premier research and development organization that has averaged more than a patent a day for the past 65 years. It includes the financial capabilities of a Fortune 100 company and it includes the support of the only company to receive three Malcolm Baldrige National Quality awards for quality excellence.



AT&T Corporate Stability and Commitment

AT&T, a Fortune 100 company, is a financially sound and secure company with the resources to fully support the State of New Jersey.

AT&T has continually provided public communications services since the first public telephone was installed in 1889 – over 110 years ago. With the expected revenues and commissions this account will provide, the State of New Jersey needs to place its trust in a large, respected company who has the financial experience and stability to perform its duties in delivering quality services and paying the expected commission rates over the life of the contract. Many companies may propose to provide service and pay commissions, but in reality only a few can meet that objective. AT&T stands ready to provide reliable, high-quality services and competitive commissions over the life of the contract.

AT&T currently provides service to more than 49,000 inmate telephone stations within the U.S. serving over 1,300 correctional facilities. AT&T has successfully completed more major service transitions during the past seven years than any other telecommunications company. Our experienced personnel will work with the State at all stages to design, implement, and administer the Inmate/Resident Telephone Control Service program.

AT&T is among the world's communications leaders, providing state-of-the-art voice, data, and multimedia solutions for AT&T customers throughout the world. Today, AT&T serves more than 70 million business and residential long distance customers, over 10 million cable subscribers, nearly 12 million wireless customers, and provides Internet access to more than 3 million business subscribers. With annual revenues of more than \$62 billion and some 160,000 employees worldwide, AT&T provides services to more than 280 countries and territories around the world.

AT&T runs the world's largest, most powerful communications network and provides reliable, cost-competitive local services to business customers in 89 major markets. AT&T operates the largest digital wireless network in North America and is a leading supplier of data and Internet services for businesses. AT&T services are backed by the research and development capabilities of AT&T Labs, which is creating the communications network of tomorrow.

Financial stability and corporate commitment of the selected vendor are essential to the long-term success of the State's Inmate/Resident Telephone Control Service. AT&T outpaces the competition in both areas.



Economic Benefits for the State and Consumers

Flexible Rate and Commission Options

AT&T will deliver innovative solutions and competitive pricing plans to the State of New Jersey and to consumers. We are fully committed to earning the privilege of serving as the State's strategic communications partner and plan to offer long-term economic benefits.

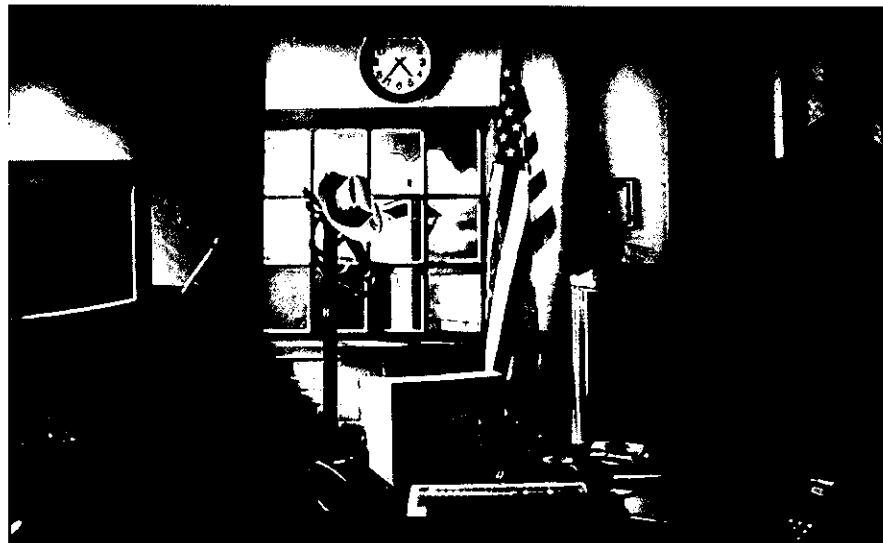
Highest Commission Payout

To meet this objective, we have proposed a flexible rate and commission offering that allows the State to select from four rate/commission alternatives. These alternatives will allow the State to tailor the cost impact to the taxpayers of New Jersey and inmate friends and families across the nation. With AT&T, the State can also change its rate and commission structure at anytime during the term of the contract to meet its specific needs and/or to address the concerns of consumers.

It is important to note that AT&T's commission offer goes beyond many vendors – AT&T will pay commission to the State in the form of a straight percentage of all GROSS originating revenue. Unlike some other vendors, AT&T pays on uncollected (bad debt), unbillable (current CLEC issues), and all accepted calls. The commission will be applied to all charges from all telephones on each system. Uncollectible revenue will not reduce the commission amount.

Consumer Assistance Programs

AT&T is sensitive to the needs of the public and the need to monitor and control costs for collect calls. To help the friends and family of inmates/residents control the high costs often associated with inmate collect calling, AT&T will provide a toll-free Customer Assistance number that can be used to address all billing concerns and to request blocking/unblocking of called numbers. This program is a consumer-friendly, proactive approach to assist recipients of inmate/resident calls in managing their telephone bills. AT&T's inmate billing unit will also work directly with called parties to establish reasonable, manageable billing limits; to set specific calling limits and parameters; and to make billing arrangements.





AT&T Inmate/Resident Telephone Control Service



Summary

We feel confident that we have proposed a best-value solution that meets the State's goals and objectives in all key areas. As part of our strategic partnership with the State of New Jersey, we will provide the highest quality, most reliable long distance services available at affordable rates to callers and call recipients. We will pay the highest commissions possible to the State. Equally important, we will go beyond meeting the requirements and specifications of the contract, to meeting the State's expectations.

AT&T's commitment to the State of New Jersey begins with having our roots in the Garden State and extends to our ongoing commitment to the State. For example:



- AT&T established its operational headquarters in Basking Ridge in 1975 and continues to increase its investment in New Jersey.
- AT&T maintains 119 business facilities in New Jersey, with office and laboratory space for more than 24,000 employees.
- AT&T's state-of-the-art Global Network Operations Center, a world-class showcase, is located in Bedminster.
- Over 8,600 AT&T retirees and more than 153,450 AT&T shareholders reside in the State.
- AT&T's economic impact on New Jersey adds up to almost \$6 billion a year.
- Purchases of goods and services from more than 4,800 New Jersey vendors amount to over \$3.5 billion annually, including more than \$264 million in purchases from women- and minority-owned businesses.
- AT&T contributes approximately \$16.4 million a day toward New Jersey's economy, helping to make New Jersey's Gross State Product the eighth largest in the nation.

AT&T is committed to delivering and supporting a reliable, feature-rich Inmate/Resident Telephone Control Service to meet your expectations. Our commitment extends to providing the best solution possible at the best rates and commissions possible.

We look forward to serving the DOC and JJC in meeting your requirements and objectives and continuing our corporate commitment to the State of New Jersey.



Part I. Technical Proposal

AT&T is proposing a state-of-the-art inmate/resident telephone control system for the State of New Jersey that will provide exceptional operational, performance, and cost benefits. To provide the State maximum flexibility, AT&T is offering the State two options for the inmate services platform: (1) our main offer which is a complete system with call control technology "designed" by and exclusively built for AT&T by TELEQUIP Labs, Inc.; and (1) our alternative offer, which is based on call control technology provided by Value Added Communications, Inc. (VAC). A highly qualified and skilled support team will support both options.

For clarity, AT&T has provided the description of the proposed solution based on call control technology from TELEQUIP in this section, and the description of the proposed solution based on call control technology from VAC in *Section IV, Option A Solution*.

System Overview

AT&T has provided the description of the proposed solution based on call control technology from TELEQUIP in this section. It is important to note that this system is designed by and manufactured exclusively for AT&T, and is thus referred to as the AT&T Inmate Calling System. AT&T owns the design and support of this system, which translates into three key benefits for the State:

1. AT&T can design and customize a call control solution to meet the State's specific needs and requirements (versus trying to make the State's requirement fit a third party's product).
2. AT&T can quickly incorporate new features and functionality as required to meet the State's changing needs.
3. Since AT&T owns the solution end-to-end, the State has a single point of responsibility and accountability for all aspects of the solution – which translates into better service, higher commissions, and less administrative burden.

Each correctional facility will house inmate telephones, call processing equipment including integrated call recording and monitoring, scanners, and an administrative workstation. These components will then be interconnected with a Central Server/Database Site at a State facility, as well as the Inmate Services Control Center. AT&T will bring the Central Server/Database online in conjunction with the first facility installation. Each additional facility will be connected as part of the installation process. Interconnectivity will be accomplished via the industry-leading AT&T network.



AT&T Inmate/Resident Telephone Control Service



The AT&T Inmate Calling System will improve the quality of service and provide the State of New Jersey, the DOC, and the JJC the following unique advantages:

- ♦ ***One vendor, one contact, one network*** – the DOC and/or JJC will not have to worry about whom to call for service, administration, or repair. AT&T completely owns all aspects of the solution.
- ♦ The highest levels of call quality, performance, redundancy, and reliability in the industry.
- ♦ 100% digital switching over SONET rings within the network for fast, clear and ultra-reliable communications.
- ♦ Superior disaster avoidance and disaster recovery capabilities for all system components, including communications facilities, call control systems, and AT&T's National Disaster Recovery Team.
- ♦ Extensive security and fraud control features, including the monitoring and support of AT&T's internal fraud protection group.
- ♦ An industry exclusive and patented three way calling detection and prevention system for enhanced call control and management.
- ♦ A call monitoring and recording system that encrypts/fingerprints recordings that cannot be tampered with, which increases the integrity of recordings during formal hearings.
- ♦ Specific AT&T group to help inmates' families and friends with billing questions, bills, and management of their phone bills.
- ♦ An architectural design that includes both centralized and distributed databases, providing the ability to incorporate data for inmates/residents for New Jersey county and State facilities into a single database, thus enhancing call management between all facilities.
- ♦ An industry-leading Monitoring Phone that allows investigators to monitor and capture phone calls real-time.
- ♦ Ability to interface with the State's Jail Management System and quickly accommodate feature changes via our Microsoft-based operating system.

AT&T's proposed inmate calling system is illustrated in Figure I-1 on the following page. An overview of the proposed solution follows the diagram.



AT&T Inmate/Resident Telephone Control Service

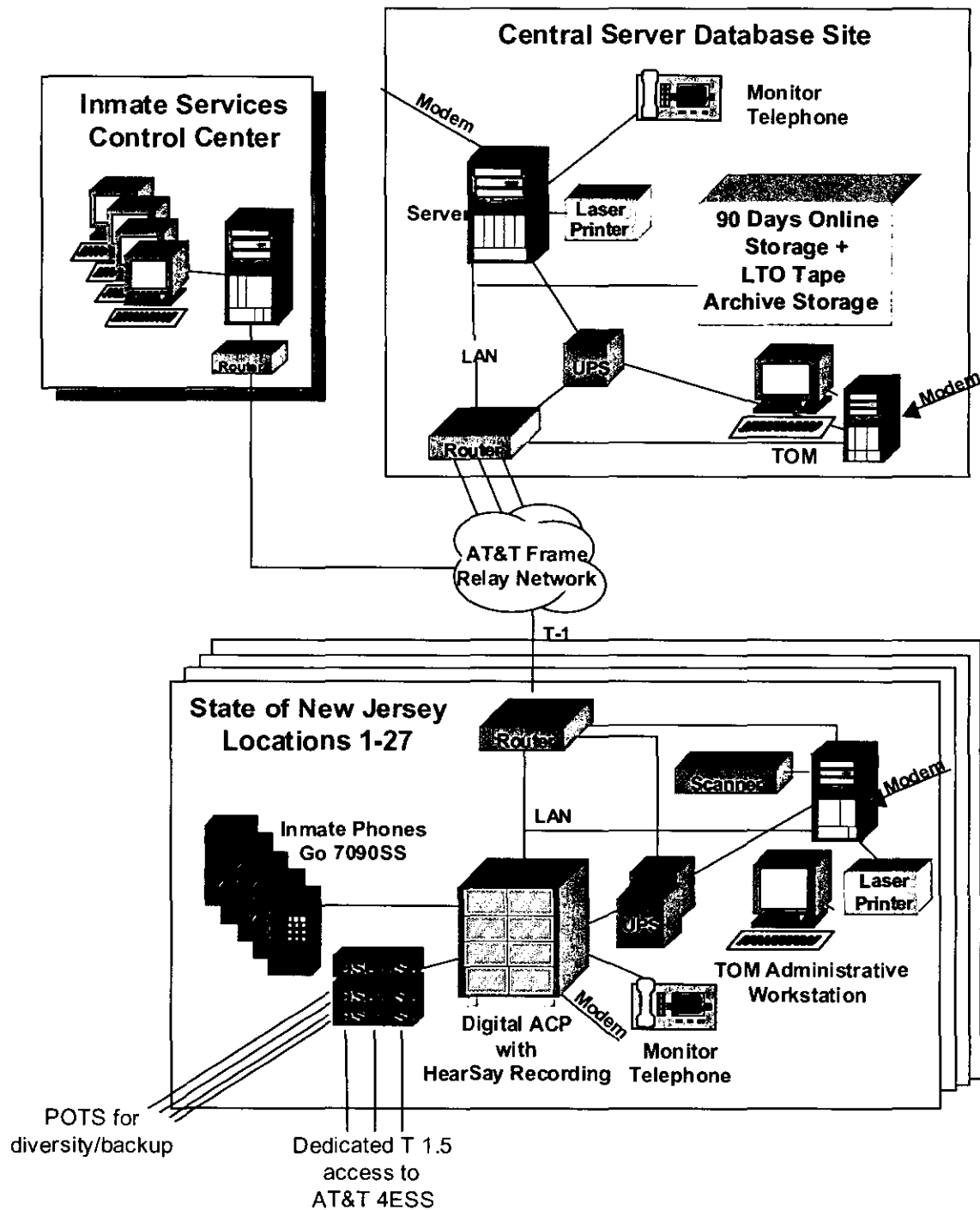


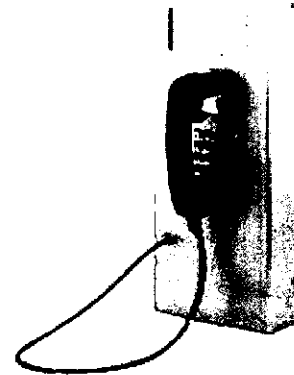
Figure I-1. AT&T Inmate Calling System for the State of New Jersey



Inmate Telephones

AT&T proposes to replace the existing inmate telephone sets with the GO-7090 SS (or similar equipment), which is manufactured and provided by PBG specifically for the inmate market. AT&T will install, service, and maintain the GO-7090 SS inmate phone sets for the life of the contract. The GO-7090 SS is specially designed to operate in prisons, inmate facilities, and other high traffic, high vandalism areas. Features of the GO-7090 SS include:

- Heavy duty 14-gauge stainless steel housing
- Built-in volume control and background noise reduction circuitry
- Designed for durable and maintenance free operation
- Line powered
- Wall mounts in any location, including outdoors



Call Control System

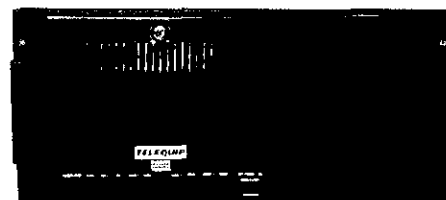
Major components of the call control system include:

- Digital Automated Call Processor
- TELEQUIP Onsite Manager (TOM) Administrative Workstation
- HearSay Digital Monitoring and Recording System
- Scanners

Digital Automated Call Processor (ACP). The Digital ACP will provide controlled calling for the inmate telephones. The Digital ACP is designed specifically for the inmate market with a 14-year experience and development history.

The Digital ACP incorporates PC-based Intel/Dialogic hardware, Windows NT operating system, and proprietary hardware and software to provide a solid, state-of-the-art calling platform. The Digital ACP meets all FCC requirements for P1 grade of service or better. Currently, a configuration of up to 64 phones and 48 trunks are available in a single chassis.

Additional chassis are networked together for phone quantities exceeding 64. Multiple systems are typically mounted in a standard 19-inch rack. The rack utilizes minimal floor space making it ideal for small prison phone rooms.



The Digital ACP is a complete solution for prison systems requiring total control of inmate calling. The system is designed specifically to reduce fraudulent inmate activity. Collect and Debit calling platforms gives the inmate a choice for placing his call while call dialing



AT&T Inmate/Resident Telephone Control Service



restrictions, PINs, call branding, closed talk path, etc. and HearSay give prison administration complete control. The Digital ACP is a reliable, feature rich system with a proven track record.

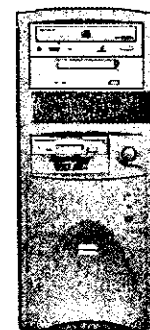
Each facility will have the ability to do the following at the specific facility location. The Central Server/Database Site will have the ability to do the following for any facility:

- ◆ Update inmate records including PIN and Allowed Call List
- ◆ Monitor call activity (live monitoring)
- ◆ Visually monitor calls in progress
- ◆ Produce and print call detail reports on data
- ◆ Playback inmate recordings, current and archived
- ◆ Create CDs of inmate recordings
- ◆ Block and unblock numbers
- ◆ Program "Privileged" numbers

Since every facility is directly linked to the Central Server/Database, all updates occur within seconds of entry and are available for use almost immediately upon entry. As each inmate places a call, the Digital ACP will validate the inmate's PIN and called number against the Central Server/Database as well as checking for privileged, blocked number, and LIDB status. There will be no delay in access to inmate records when an inmate is moved from one DOC and/or JJC facility to another.

In the unlikely event that the Digital ACP is unable to communicate with the Central Server/Database, a "copy" of the database will be used. This "copy" will be stored locally on the Digital ACP and updated once per day as an additional means of backup and a way to continue providing phone service if the network is unavailable. The data integrity in the Central Server/Database is maintained by a redundant hard drive array.

TOM Administrative Workstation. The TOM offers authorized site personnel the ability to control various call processing functions, such as call number blocking, real-time call activity viewing and call detail reporting. Functions are performed via a user-friendly application running under the Microsoft Windows NT Operating System. A LAN connection to the Digital ACP provides real-time viewing and processing capabilities. A VGA monitor, keyboard, mouse, and tower style CPU along with Windows NT and proprietary software compose the TOM system.



The TOM provides such controls as real-time call activity viewing, call number blocking, and call detail reporting. PIN and debit account administration, as well as call recording management, are also accomplished from the TOM. User ID and passwords are required from an individual prior to providing access to the system's utilities. Unauthorized users are denied system access and cannot review data or affect inmate call activity.



AT&T Inmate/Resident Telephone Control Service



HearSay Digital Monitoring and Recording System. The HearSay digital monitoring and recording system digital recording and audio listening capabilities and enables correctional facility personnel (investigators, officers, and administrators) to record and/or listen to inmate conversations. The HearSay system gives facilities the additional control needed to reduce fraud and questionable inmate activity.

The HearSay system is fully integrated with and resides within the same chassis as the Digital ACP. Calls are recorded on the HearSay hard drive typically with a RAID 1 or RAID 5 configuration and archived to a digital tape. Full channel or Selective recording options are available. Provisions are included for calls that are exempt from monitoring and recording such as legal aid calls.

HearSay is also fully integrated with the TOM administrative workstation through LAN connection providing time synchronization and complete data accuracy.

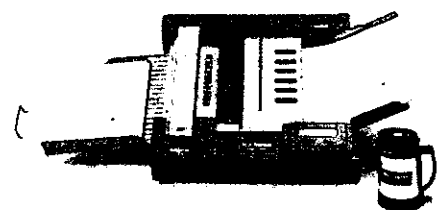
Management of call recordings is made simple through the Playvox utility accessed via the TOM. Users have quick access to on-line recordings and can transfer the recordings to CD for use in evidentiary proceedings. Investigators can also playback calls, visually monitor calls in progress, and research call activity through search functions and call detail reporting. Online storage of the call recordings can be 30, 60, 90, or even 180 days if costs permit. DAT, DLT, or LTO tape is used for long-term storage.

The HearSay Monitoring Phone, which is included with the system, offers undetectable audio listening and real-time recording initiation. The phone is a standard single-line desk phone equipped with a speaker, a 120-character liquid crystal display (LCD), and hot keys. The inmate PIN, phone location, called number, and call length are all clearly displayed on the LCD screen.



Scanners. AT&T proposes the NCS Pearson OpScan 4 Scanner for processing inmate bubble forms. NCS Pearson is a global provider of applications, services and technologies for education, testing, assessment, government and complex data management.

In one easy step, the scanner scans, collects data, manages respondent errors, prints variable messages, and transmits inmate data to the proposed AT&T inmate calling system. Custom documents (bubble forms) are created and will be scanned and simultaneously transferred to the Digital ACP calling platform. AT&T will work with the State to design a custom bubble form that meets all requirements set by the State and the inmate calling system.



Please see *AT&T Inmate System Documentation, Attachments 2 - 10* for additional information on the proposed AT&T Inmate System platform and system components.



Network Connectivity

AT&T proposes a wide area network (WAN) for the State of New Jersey that will provide connectivity between all facilities with inmate telephones. WAN connectivity will also be provided at a central database located in one of the switching sites as well as at the Inmate Services Control Center. This network will consist of AT&T Frame Relay Service and AT&T provided CPE equipment at each corrections facility. The network will provide the high speed data links necessary for full database redundancy for all inmate telephone systems within the State. In addition, the WAN will be used to transport call detail records, LIDB queries, and responses for call validation as well as system configuration and maintenance functions required by the State.

AT&T will provide full Frame Relay service to all State corrections facilities utilizing dedicated T-1 access to the nearest AT&T local switch. The network equipment at each node will consist of CSUs and Cisco routers. Additional Frame Relay connectivity will be provisioned to the Inmate Services Control Center for monitoring, database management, maintenance activities, and line validation functionality.

For added network availability and reliability, AT&T offers the following:

- Each Digital ACP is capable of interfacing multiple T1s. Should one T1 become unserviceable, the other T1(s) remain functional and inmate calls are automatically routed over the available facilities. As part of our installation plan, AT&T splits ACP nodes over multiple cell blocks.
- For all sites, analog lines will be used for minimum alternate communications facilities until the primary T1 service is restored.
- AT&T has completed a survey of "diverse routing" solutions. Should the State desire this type of redundancy, AT&T will present specific solutions for fault tolerant capabilities (including diverse routing, SONET ring connectivity, and alternate Broadband Wireless connectivity) to the State.

AT&T will also provide complete dial-backup services to the State utilizing LEC provided analog lines and 56 Kbps modems. This dial-backup capability will allow the State and AT&T administrators to have access to all facilities in the unlikely event of network failure or a failure of the LEC facilities providing the primary WAN services. These dial-backup lines would also be used for call validation to the LIDB database in case of WAN failure. AT&T will provision the necessary number of LEC lines and modems to provide this dial-backup service to all correctional facilities.

All calls will be carried over the AT&T Worldwide Intelligent network, which offers the highest levels of call quality, performance, redundancy, and reliability in the industry. The AT&T network has an extraordinary track record for reliability—so that users throughout the State count on superior services whenever they need them most, even in the most extreme situations. No other communications network incorporates as many sophisticated design features and backup systems to ensure reliability as the AT&T network. With the unparalleled reliability, dependability, and quality of the AT&T network, the State can count on the AT&T network to get calls through faster, clearer, and more reliably than any other carrier. AT&T



AT&T Inmate/Resident Telephone Control Service



has earned and maintains its tradition of unsurpassed performance and reliability as a result of the following factors:

- ♦ The AT&T network provides industry-leading call completion rates (99.991%) and call setup times (less than 2 seconds).
- ♦ Over 300 million voice calls and 675 terabytes of data are carried over the AT&T network every day.
- ♦ AT&T's exclusive Real Time Network Routing (RTNR) technology provides real-time, diverse alternate routing with 100 ways to route any call—thus making it nearly impossible for a call not to get through.
- ♦ Over 800 Points of Presence (POPs) lower access costs and increase access reliability. AT&T's stringent operational and performance standards for POPs, facilities, and local access services ensure end-to-end reliability.
- ♦ Automatic rerouting and service restoral in minutes with AT&T's exclusive FASTAR system and within milliseconds with FASTAR II ensure continuous service availability.
- ♦ International reach to over 280 locations worldwide.
- ♦ The AT&T network includes the world's largest CSS7 signaling network to ensure administrative and operational activities do not interfere with calls. The entire signaling network is backed by a second, physically separate signaling network—the Alternate Signal Transfer Network (ASTN)—to ensure continued network availability even under the most adverse conditions.
- ♦ AT&T's world-renowned Global Network Operations Center (GNOC), located in Bedminster, New Jersey, monitors and controls the AT&T network in real-time with total precision to ensure continuous network availability.



AT&T invites the DOJ and JJC to tour the state-of-the-art AT&T Global Network Operations Center in Bedminster, New Jersey.

- ♦ AT&T's next-generation network infrastructure uses enhanced SONET and Asynchronous Transfer Mode (ATM) technologies.
- ♦ AT&T offers the most extensive disaster recovery capabilities and resources in the industry. AT&T's full-time professional National Disaster Recovery Team and formal disaster recovery plans protect the AT&T network and its customers.



I.1. General

I.1.1 Disaster Recovery Plan

RFP References: Sections 6.1.1 and 7.6.1

AT&T understands and complies.

AT&T offers the State of New Jersey and all correctional facilities comprehensive disaster prevention and disaster recovery capabilities. AT&T's ability to maintain services and to assist the State of New Jersey in continuing operations during disasters or major outages is unique in the industry. Whether responding to natural or manmade disasters, AT&T's people, training, experience, equipment, and technology are unmatched.

AT&T understands and agrees that the definition of a major outage is, but not limited to, the following:

- ♦ Cut or damaged network cable
- ♦ Loss of a Central Office
- ♦ Major storm damage
- ♦ Outage of more than 25% of the stations in any one housing unit
- ♦ Outage of the system call restriction capabilities
- ♦ Outage of the system PIN recognition capabilities
- ♦ Total or partial work stoppage

AT&T also understands and agrees that the DOC or JJC may identify any failure of services as a major outage which it deems critical to the operation and safety of each facility.

AT&T is committed to ensuring that all our customers are protected against disasters. To meet this commitment, we offer the most extensive disaster recovery capabilities in the industry. These capabilities include:

- ♦ A network designed and engineered with the capacity, route diversity, and technology to redirect traffic to alternate routes or facilities
- ♦ A full-time Disaster Recovery Team
- ♦ Formal disaster recovery plans and tests
- ♦ Sophisticated network management tools
- ♦ Highly trained and experienced disaster recovery specialists

AT&T has led the industry in developing and deploying disaster recovery facilities and services. Our people are actively involved in industry groups and customers,



AT&T Inmate/Resident Telephone Control Service



continually looking for ways to enhance our disaster recovery capabilities and to assist our customers in preparing for disasters. For example, AT&T's Randy Fisher contributes to the online version of the Disaster Resource Guide and recently wrote an excellent article entitled "Business Recovery for Data" that steps through the many factors that need to be considered relative to disaster recovery. The article is currently online at <http://www.disaster-resource.com>.



AT&T disaster recovery specialists are experts in the business, offering their experience and expertise to help the State avoid the operational impacts of both major and minor disasters.

AT&T's disaster recovery plan for the State of New Jersey and the Inmate/Resident Telephone Control System include the following major components:

- a. AT&T Network Disaster Prevention and Protection
- b. The Inmate Calling Platform Disaster Prevention and Protection
- c. AT&T's Proven National Disaster Recovery Program
- d. Communications, Command, and Control During Major Disasters
- e. Emergency Procedures and Contacts for the State of New Jersey

a. AT&T Network Disaster Prevention and Protection

AT&T's ability to provide alternate routing, restore service, and minimize service disruptions during network equipment or facility failures is unsurpassed in the industry. This ability results from a combination of factors, including:

- ♦ Unique AT&T network problem detection, routing, and recovery capabilities
- ♦ Continuous, proactive network monitoring to prevent problems
- ♦ FASTAR/FASTAR II Automatic Service Restoration
- ♦ Formal Disaster Recovery Plans

AT&T's objective is twofold: (1) to prevent problems, such as cable cuts and network facilities problems, and (2) to make problems that do occur transparent to users. The AT&T Network prevents problems and negative impacts of problems on users through a variety of technologies, network design components, and procedures. These include:

Real Time Network Routing (RTNR) guards against service disruption during peak/overload traffic conditions by providing 100 ways to route any call. As traffic in any one switch increases, RTNR automatically selects the best path for call completion. If the direct circuits between any two locations are busy or out of service, the 4ESSs decide the best alternate route to





complete calls. RTNR also takes advantage of time of day differences by routing calls through facilities with idle capacity in other time zones. With RTNR, it is virtually impossible for the network to block a call since any call placed on the AT&T network can pass through any of the 4ESS switches and thus has over 100 possible ways of being routed across the network.

AT&T's Fast Automated Restoration (FASTAR) and FASTAR II systems instantly identify failures on the core network (e.g., a cable cut), locates spare capacity elsewhere on the network, and automatically reroutes 90 to 95 percent of circuits within three to four minutes of the failure. AT&T's second-generation FASTAR II system uses SONET self-healing rings and advanced restoration technology to restore circuits within 50 to 60 milliseconds.

Self-Healing SONET Rings. Much of the State's traffic will travel over AT&T's self-healing SONET rings and will be protected by FASTAR II. In the event of a cable cut or failure, traffic flowing over these SONET rings will simply reverse directions and route around the failure to its destination, making the failure transparent to State users.

Sophisticated Network Monitoring and Surveillance systems throughout the network continuously monitor the network and correct routine problems before they impact service. The Global Network Operations Center (GNOC) and other AT&T Network Management Centers proactively monitor the flow of voice, data, and wireless traffic across the AT&T network 24 hours a day, 7 days a week. If anything unusual occurs, the network itself instantly begins implementing corrective action and AT&T network managers and technicians across the country initiate manual intervention if necessary.

Transmission Media Diversity. The physical diversity and overlapping, mesh architecture of transmission media provides redundancy and the ability to avoid problem areas.

Facilities and Equipment Protection. All AT&T equipment is located in protected and secure facilities to ensure reliable, fail-safe service for AT&T customers. All facilities and major equipment resources in the AT&T network are provided with backup power.

Network Redundancy. All components of AT&T's out-of-band signaling network — the Signaling System 7 (SS7) network — and the network itself are fully redundant to ensure continued availability of call routing and enhanced services.

Equipment Redundancy. All major equipment components within the network — such as Signaling Transfer Points (STPs) and Enhanced Network Control Points (ENCPs) — are fully redundant machines, paired with another machine in another physical location that serves as a hot standby.



AT&T Inmate/Resident Telephone Control Service



The AT&T network uses real-time information and automatic systems for routing and rerouting calls to obtain the highest degree of call completion in the industry.

b. The Inmate Calling Platform Disaster Prevention and Protection

AT&T will provide the following to ensure reliability, availability, and survivability in the event of a disaster or major outage.

Ready Availability of Spare Parts. AT&T will maintain 10% spares on-site at each facility to ensure rapid repair in the event of a major outage.

Hot Standby System. AT&T will maintain a completely configured call control system in the Central Server/Database Site as a hot standby. This system can be transported to any DOC or JJC site within four hours. Additionally, AT&T will house hot standby systems that can be shipped via certified shipper to arrive on-site at any DOC or JJC facility within eight hours if necessary.

Station Outages. Upon detection of an outage of more than 25% of the stations in any one housing unit, AT&T will immediately begin troubleshooting and resolution procedures. In many instances, problems can be resolved and service restored by the onsite System Administrator/Technicians and/or via remote support. If necessary, a field technician will be dispatched to assist in the repair. The technician will be instructed to bring a spare parts kit and "hot swappable" replacement modules or Hot Standby System to the site. An outage of 25% or more of stations will be considered a Severity Level 3 outage with a target restoration time of four hours.

Outage of System Call Restriction Capabilities. An outage of call restriction capabilities would mean a failure of the call control program on the system. In the unlikely event the call control program fails, inmates would be unable to place any calls. This would be considered a Severity Level 4 outage with a targeted restoration time of two hours. The AT&T team will begin remote and/or onsite diagnostic, maintenance, and repair activities within minutes.

Outage of System PIN Recognition Capabilities. The call control system, upon failure to reach the central PIN database, will revert to the local "copy" of the database. Calls will continue with little to no interruption in service. Once the central PIN database is available again, the system will re-establish the connection.

In the highly unlikely event access to both PIN databases fails, this would be considered a Severity Level 4 problem and the AT&T Team will begin diagnostic, maintenance, and repair activities within minutes with a target restoration time of two hours.





AT&T Inmate/Resident Telephone Control Service



The proposed AT&T Inmate Calling System is designed for ultimate reliability, availability, and survivability in the event of a disaster or major outage, as highlighted below.

Stringent System Quality Assurance. Quality Assurance is an important and essential part of the manufacturing and testing process for the Digital ACP. All PC-compatible computer components (motherboards, processors, memory, I/O cards, and hard drives) are exhaustively exercised and tested via a vigorous test program for up to 24 hours before assembly into the frame.

Separate test procedures are applied to other subassemblies, including Digital ACP power supplies, voice cards, modem cards, LAN network cards (when used), and the talk battery power supply. All custom cables used internal to the Digital ACP are fully tested for continuity, shorts, and opens. Acquired Cable assemblies acquired from other vendors are 100% re-tested upon receipt to ensure that meet performance specifications.

Documentary records and detailed test results of each serial-numbered interface card are made and retained. After final assembly, each completed Digital ACP is specially programmed to run a "call exerciser program" that causes every phone and trunk to handle simulated inmate calls continuously, imposing a substantially higher usage demand on the completed Digital ACP than ever occurs even during peak usage hours after installation. System Event Logs are evaluated after the test period for review and evaluation of all software and hardware conditions. Test procedures are carried out for setting up modem parameters and for testing modem performance during actual communications sessions.

After passing all quality assurance testing, and after shipment and installation at a prison, final testing and acceptance procedures are carried out with the help of the field installation technicians.

Proven High Availability. The Mean Time Between Failure (MTBF) of the Digital ACP (defined as an outage that simultaneously disrupts inmate telephone service for a group of up to 64 inmate phones) is approximately 24 months. All sources of hardware, software, and operational causes are included in this record.

Remote Monitoring Capability. To ensure continuous operations, call records are polled nightly via remote communications. During this process, system functionality is assessed based on the information gathered. Any exceptions to normal operating parameters are promptly addressed and documented in the Connect Care database by technical support personnel.

System/Component Redundancy. Redundant, hot swappable power supplies and backup fans reside in each Digital ACP chassis. Each Digital ACP also contains redundant disk storage for recordings of all calls. Databases are copied to other computers for redundant backup via the LAN.

Hot-Swappable Parts/Components. Most components of the Digital ACP system are swappable in the field. It is suggested that the system be powered off while the components are being installed. Removing power ensures that other components



are not damaged during this time. In cases of emergency, a unit's power supply is hot swappable. Additionally, when a Network Access Server (NAS) is used, as is the case with the Central Server/Database Site, hard drives within this system are hot swappable. The NAS is designed to allow individual hard drive changes without affecting other functioning hard drives within the same chassis.

c. AT&T's Proven National Disaster Recovery Program

AT&T recognizes the importance of being prepared for unexpected and often uncontrollable occurrences that interfere with the delivery of service to customers. AT&T has in place a National Disaster Recovery (NDR) plan to deal with unexpected network emergencies. This plan focuses on three primary goals:

1. Route non-involved traffic around an affected area.
2. Give the affected area access to the outside world (both in re-establishing contact for isolated areas and in managing traffic so that more calls are able to leave an affected area than are allowed in) for obtaining emergency help and supplies.
3. Restore service to normal as soon as possible through restoration and repair.

Central Office (CO) and Points of Presence (POP) failures are unlikely due to the extraordinary reliability, redundancy, and backup capabilities built into the AT&T network. AT&T COs have maintained operations and communications during some of the worst disasters, including earthquakes, hurricanes, and floods.

In the event of a CO failure, AT&T's FASTAR/FASTAR II systems automatically begin restoration of facilities that pass through but do not terminate at that location. This automatic restoration and rerouting ensures that calls continue to be completed through the AT&T network and limits the service outage only to users directly connected to the CO. Simultaneously, the AT&T Global Network Operations Center contacts the AT&T National Disaster Recovery (NDR) Team. AT&T's disaster recovery plan is based on meeting the following objectives:

- ◆ Disaster Recovery Team and equipment "on the road" to the disaster site within two hours of notification.
- ◆ Equipment and personnel on-site within 24 hours of the callout.
- ◆ Service fully restored within 72 hours of the callout.

The NDR Team is a specialized, mobile team of AT&T managers, engineers, and technicians with extensive training and expertise in the physical recovery of the AT&T network. All NDR Team members are specially trained in all phases of physical restoration. The team conducts quarterly exercises to maintain their readiness to respond to all types of disaster scenarios.



AT&T maintains a full-time, professional National Disaster Recovery Team to ensure that service is restored to AT&T customers as soon as possible when a disaster strikes.

The AT&T network maintains a spare 4ESS fully connected to the rest of the network for the sole purpose of disaster recovery. This 4ESS is not used to carry or route day-to-day traffic. The NDR Team "recreates" the failed CO by connecting access providers in the affected area to the spare 4ESS. The software translations from the failed CO are loaded into the backup 4ESS. The backup 4ESS can function exactly as the failed local 4ESS did for whatever time necessary. This switch can support both long distance (inbound and outbound) and AT&T Digital Link services.



While the entire NDR Team and its equipment have never been fully deployed in response to a disaster (AT&T has never lost an entire CO), NDR has provided its equipment and personnel to respond to hurricanes, earthquakes, flooding, gas line explosions, train derailment, and numerous humanitarian relief efforts.

All of the telecommunications equipment required to recover a destroyed AT&T CO is transported to a recovery site in specially designed technology trailers. Each trailer has self-contained power and environmental capabilities and houses a component of the network technology that would normally be part of a permanent office. Each trailer is equipped with a generator that can operate its equipment in case commercial power is not available. Even keeping track of the trailers enroute to the site is carefully planned. AT&T has an asset location system that tracks the trailers as they travel to disaster sites, which allows the NDR Team to plan their arrival.

AT&T's NDR mobile recovery equipment includes:

- ♦ Access Trailers provide points where access vendors can connect their equipment to the AT&T Network.
- ♦ DACS Trailers (Digital Access Cross-Connect Systems) provide a junction point for telecommunications signals to enter or leave a communications channel.
- ♦ DTMS/FASTAR Trailers link a recovery site, by satellite, to the AT&T Global Network Operations Center to allow remote testing.
- ♦ LIGHTWAVE Trailers convert local electronic signals to optical signals for transmission over AT&T's fiber optic, lightguide network.
- ♦ Regen Trailers amplify or regenerate lightguide signals.
- ♦ Digital Radio Trailers contain all of the equipment needed to recover a digital radio site.
- ♦ Portable Radio Towers are used to establish microwave repeater or terminal sites for locations where cable cannot be used.



Although serious, a POP failure affects fewer users than a Central Office failure. However, AT&T takes the same measures to restore facilities and services. In the event of a POP failure, AT&T immediately dispatches DACS trailers that contain equipment to replace or reroute traffic around damaged equipment, access restoration trailers that can replace the physical location where the AT&T network and local telephone network connect, and any other necessary equipment to restore service within 72 hours or less of a disaster.

To maintain continued preparedness, the AT&T National Disaster Recovery Team conducts regular drills and training sessions. Additionally, the team simulates a full response to a major disaster four times a year. These exercises test as many of the NDR functions as possible, from the initial call-out, to equipment transportation and set-up, to technology turn-up and testing.

d. Communications, Command, and Control During Major Disasters

The AT&T Global Network Operations Center (GNOC) constantly monitors the quality, performance, and availability of the AT&T network and all AT&T services. The GNOC provides the highest level of support to manage network incidents or anomalies.

AT&T uses a process referred to as 3CP (Communications, Command, and Control Process) to manage network anomalies resulting from emergency or crisis situations. Disaster Recovery Plans (DRP) and Emergency Response Plans (ERP) have been developed and documented by appropriate organizations that fit under the 3CP umbrella. ERPs and DRPs allow organizations to readily respond to emergency situations from network, human resources, safety, and security perspectives. The 3CP starts when the service impact to our customers reaches a specific Network Performance Level (NPL) or when it is invoked by organizations responsible for network support as determined by local conditions.

The Communications, Command, and Control Process provides for:

- ♦ The timely assessment of potential or developing crises or disasters that have the potential to impact service to AT&T customers, AT&T network equipment, or AT&T employees.
- ♦ An emergency communication process to notify the appropriate organizations that could be involved in the incident. Through this process, technology bridges are established so subject matter experts and field personnel can efficiently and appropriately share pertinent information concerning the restoration effort.
- ♦ The establishment of the Management Control Bridge (MCB), which is the primary means of decision making during a network incident. It consists of a leadership team responsible for the overall maintenance and recovery effort, information flow, and decision making during an incident.



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- ♦ The input of information relating to network incidents through the use of an information management system called the Scribe System.

The AT&T leadership team determines the appropriate response to a network event and activates the appropriate repair or recovery processes as required.

e. Emergency Procedures and Contacts for the State of New Jersey

AT&T is proposing ultra-reliable network services, telephones, and inmate calling systems, specifically engineered and designed to minimize potential problems and outages within correctional environments. However, if problems arise, AT&T will resolve problems as quickly as possible to minimize any downtime, thus ensuring continued user satisfaction and maximum commissions for the State. AT&T offers premier maintenance and problem resolution services 24 hours a day, 7 days a week.

AT&T uses the following procedures to resolve system problems and restore service:

- Prioritize and categorize the trouble using the trouble ticket information and dialog provided by the caller.
- Isolate service troubles to specific network components and refer the trouble to the appropriate maintenance personnel for correction.
- Call the user back with the progress of the trouble resolution. AT&T's standard callback interval is one hour; however, in the event of a major outage or disaster, AT&T will provide updated progress reports to the DOC and/or JJC POC every 15 minutes until all service is restored.
- Initiate the escalation process, if needed, and keep the appropriate DOC and/or JJC representatives informed of the status of the trouble resolution.

AT&T defines and prioritizes troubles based on severity and their impact on the user's network operations. AT&T will use the following criteria for defining and prioritizing troubles for the State of New Jersey.



AT&T Inmate/Resident Telephone Control Service



Severity Level	Definition	Clearance Time
1	An equipment/service condition or malfunction not critical to the DOC or JJC and services can effectively continue until repairs are completed.	24 hours
2	An equipment/service failure or malfunction that is not currently impairing the DOC or JJC's ability to provide service. However, if additional failures or malfunctions occur, prior to repair, this will cause the DOC or JJC to be operating at a reduced capacity.	8 hours
3	An equipment/service failure or malfunction that prohibits the DOC or JJC's ability to provide acceptable service. All or partial service is limited to a reduced capacity. This reduced capacity exists when 25% or more of the facility is out of service.	4 hours
4	An equipment/service failure or malfunction that significantly impairs the DOC or JJC's ability to properly process outgoing calls. A severity level 4 exists when a DOC or JJC facility is to a large extent out of service.	2 hours

For all service impacting problems (critical and major), AT&T begins work immediately to restore service. Problems are automatically escalated based on their severity. AT&T will initiate escalation procedures when normal repair intervals are exceeded or the normal repair process has extended beyond acceptable levels.

In the event that service cannot be restored within the stated timeframes, AT&T will inform the DOC and/or JJC POC and develop a mutually acceptable plan to correct the problem.

It is important to note that most problems with the inmate telephone systems will be handled by the onsite System Administrators/Technicians (SATs). The SATs will have the personal training and skills, the ready access to spare parts, and the operations support infrastructure and resources required to effect rapid repairs, minimize downtime, and thereby provide the highest levels of service to the State.

The onsite System Administrators/Technicians will be supported by a combination of resources from the AT&T Team to ensure premier maintenance service for all aspects of the proposed system. All maintenance and support personnel will be thoroughly trained on the inmate systems and will be properly prepared with the knowledge, experience, test equipment, and spare parts to quickly resolve any problems. Technicians, installers, and on-site service personnel receive regular, ongoing training on the inmate system.



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AT&T uses a tiered technical and management escalation process to ensure that the right technical resources and management are assigned to each problem. The following table details the maintenance escalation contacts for the services proposed by AT&T. Upon contract award and throughout the life of the contract, AT&T will provide updated escalation contact lists, including complete contact information.

AT&T Technical and Management Escalation		
Technical Escalation	Level	Management Escalation
AT&T National Service Desk (888-430-7447) On-site System Administrators/ Technicians	1 Initial	
State Service Manager Roy Chirido	2	AT&T Project Manager Bill Reynolds Phone: 978-343-0724
Call Control System Customer Service Manager Original Equipment Manufacturers, if required	3	AT&T Contract Account Manager, Tim Miller Phone: 732-695-9614
Call Control System and/or OEM Escalation if required	4	AT&T National Director of Inmate Communications Tom Sweeney Phone: 813-641-0537

I.1.2. Fraudulent Calls

RFP References: Sections 6.1.2, 7.6.2, and Schedule A

AT&T understands and complies.

AT&T will not hold the State responsible or liable for any fraudulent calls originating externally, traversing its facilities, and gaining egress to the AT&T network.

To ensure that inmate calling does not produce fraud, AT&T manages all inmate phone access. Please see *Section I.3, Inmate/Resident Telephone Control Service* for a complete description of the features and capabilities used to prevent fraud.



I.1.3. Call Routing

RFP References: Sections 6.1.3, 7.6.3, and Schedule A

AT&T understands and complies.

In the event that there are any miss-routed calls (e.g., those resulting from improperly programmed inmate/resident approved telephone numbers), AT&T will bear all costs of those calls. The State will not be held responsible or liable for any miss-routed calls.

I.1.4. Quality of Service

RFP References: Sections 6.1.4, 7.6.4, and Schedule A

AT&T understands and complies.

The entire AT&T network and all its integral components are designed to provide a P.01 or better grade of service (i.e., no more than 1% of reach a network busy signal) at all times, including the busy hour. In fact, the AT&T network is engineered to ensure that on a nationwide basis, an average of no more than one call in 100,000 attempts is blocked.

AT&T will engineer all dedicated access facilities to support a P.01 grade of service based on projected traffic data.

AT&T continually monitors all aspects of the AT&T network and network performance from our world-class AT&T Global Network Operations Center (GNOC). Call completion data is collected and reported monthly based on a 12-month rolling average. These statistics are available through the AT&T GNOC.

The AT&T network is designed for maximum availability. The network is engineered to check itself and to identify and correct routine problems before they impact service. Sophisticated network monitoring and surveillance systems — coupled with exclusive, automated restoral technologies — ensure continuous network availability.

On an average business day, the AT&T network handles more than 280 million calls, and 100 percent of these calls are monitored for call completion. AT&T network managers know exactly how many calls do not go through the first time they are dialed.

AT&T continually monitors the availability and reliability of the AT&T network by measuring "Defects Per Million." This measurement is a statistically valid record of how many calls per million did not go through the **first** time because of a network procedural, hardware, or software failure. Defects Per Million is not an average; it is an accurate accounting of network performance.





AT&T's "Defects Per Million" performance is less than 120, which means that of every one million calls placed on the AT&T network only 120 do not go through the first time due to a network failure. That equates to a network reliability rate of 99.9998%.

Network availability data is collected and reported monthly based on a 12-month rolling average. Statistics are available through the AT&T GNOC.

I.1.5. On-Site System Equipment

RFP References: Sections 6.1.5, 7.6.5, and Schedule B

AT&T understands and complies.

AT&T will provide all new on-site systems and telephone equipment, including all appropriate lightning and electrical surge protection equipment, in each correctional facility. AT&T will install all equipment in a DOC and/or JJC approved, secured space and location. No control or wiring equipment will be exposed to the general population of any correctional facility.

AT&T will protect and secure all materials, supplies, and equipment. AT&T will retain ownership of all equipment. At the completion of any installation and/or maintenance activity, AT&T will clean up and remove all debris and packaging material from the premises.

AT&T will meet and exceed the State's requirements for specialized inmate telephones and services via the proposed AT&T Inmate Calling System, an inmate calling platform designed and manufactured exclusively for AT&T. However, for ultimate flexibility, AT&T is also offering the State the choice of an alternative call control system as described in *Section IV, Option A Solution*.



AT&T Inmate Calling Platform

As illustrated in Figure I-2, major on-site components of the AT&T Inmate Calling System include the following:

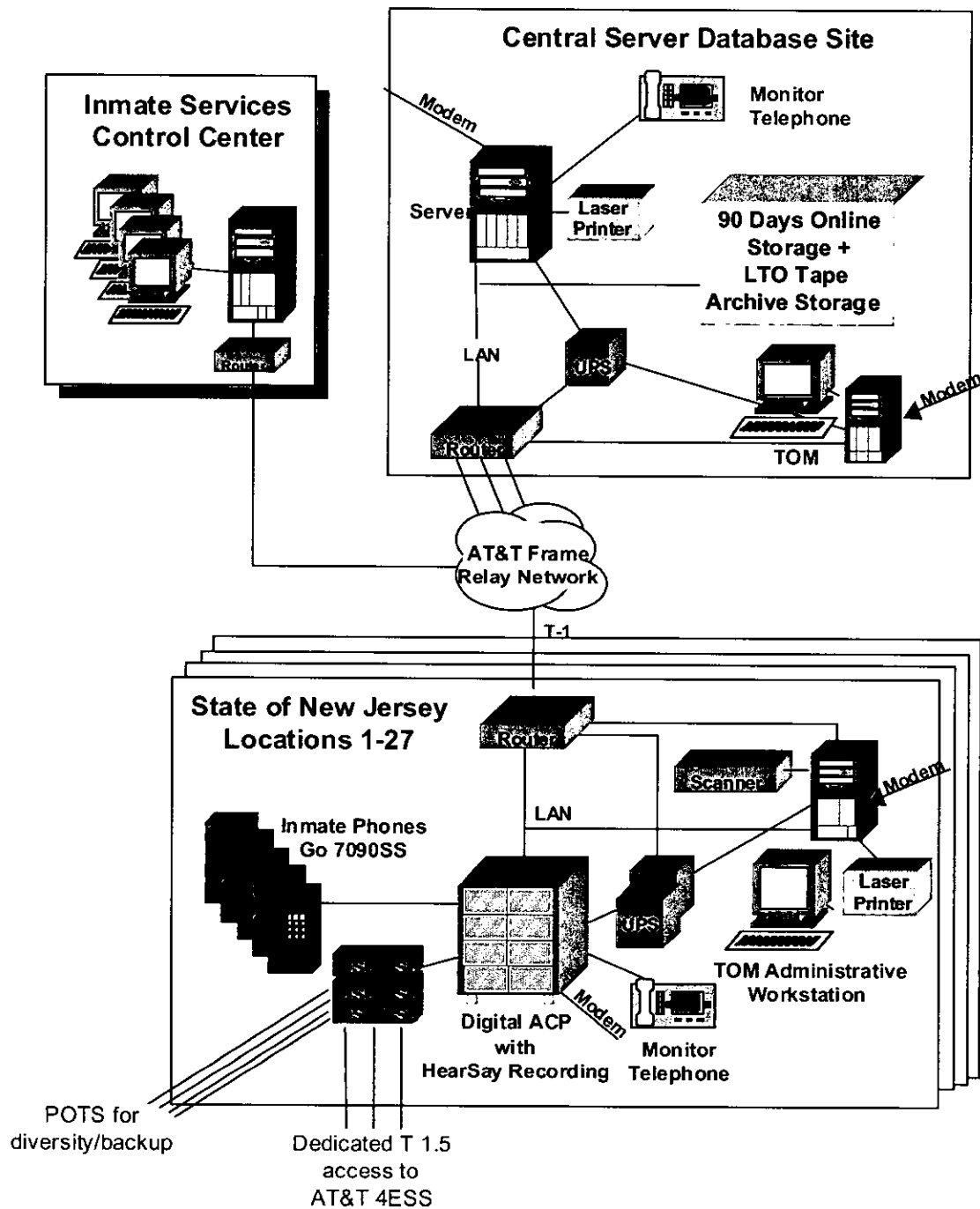


Figure I-2. AT&T Inmate Calling System



AT&T Inmate/Resident Telephone Control Service



Each Inmate Facility

The GO 7090 SS Inmate Telephone Sets, which are manufactured and provided by PBG specifically for the inmate market.

Digital Automated Call Processors (ACP) to provide fully automated, collect only calling for inmates/residents.

A HearSay Digital Recording and Monitoring System to provide robust, feature-rich call recording and monitoring, including a Monitoring Phone that provides both on-site and remote monitoring capabilities.

A TOM Administrative Workstation to provide State facilities and administrators with online, real-time tools to create and manage system functions and controls. A laser printer is also included for printing reports.

A NCS Pearson OpScan 4 Scanner for processing inmate bubble forms.

Uninterruptible Power Supplies (UPS) to ensure continued operations in the event of power failure.

Dial Backup Capabilities (with modems) to provide dial backup capabilities for the Digital ACP and TOM Administrative Workstation in the unlikely event of a network failure.

Connectivity (via T1s and routers) into AT&T's Frame Relay network. This network provides interconnectivity for each facility with the Central Server/Database Site for system administration and archiving and with the Inmate Services Control Center for LIDB lookup, call authorization and control, system administration, and diagnostics.

Connectivity (via DSU/CSUs and T1s) to AT&T Local and Long Distance networks to provide call completion capabilities and diverse routing via analog lines in the unlikely event of T1 failure.

Central Server/Database Site

The Central Server/Database will be housed in a State facility. The central database will contain all pertinent inmate information, including but not limited to name, ID Code/PIN, location (facility, building, block, etc.) and allowed call list, if any. The centralized database will also hold all call detail records for use by investigators and analysts as deemed necessary.

AT&T proposes the following equipment for each DOC and JJC site.



AT&T Inmate/Resident Telephone Control Service



Institution	Population	Existing Phones	# Ts	Diverse Route Analog Lines	Digital ACP with HearSay	TOM	Printers	Scanner	Monitor Phones	Routers	DSU/CSU	UPS
Adult Diagnostic and Treatment Center	630	24	1	4	1	1	1	1	1	1	1	2
Albert C. Wagner YCF	1287	75	3	12	2	1	1	1	1	1	3	2
Bayside State Prison	2059	117	5	20	2	1	1	1	1	1	5	2
Central Medical Unit	18	30	2	8	1	1	1	1	1	1	2	2
East Jersey State Prison	1713	127	5	20	2	1	1	1	1	1	5	2
Central Reception & Assignment Facility	813	45	2	8	1	1	1	1	1	1	2	2
Edna Mahan CFFW	1148	61	3	12	1	1	1	1	1	1	3	2
Garden State YCF	1849	65	3	12	1	1	1	1	1	1	3	2
Mid State Correctional Facility	618	37	2	8	1	1	1	1	1	1	2	2
Mountainview YCF	1132	48	2	8	1	1	1	1	1	1	2	2
New Jersey State Prison	1875	85	3	12	2	1	1	1	1	1	3	2
Northern State Prison	2324	215	9	36	4	1	1	1	1	1	9	4
Riverfront State Prison	1136	71	3	12	2	1	1	1	1	1	3	2
Southern State Correctional	1476	114	5	20	2	1	1	1	1	1	5	2
South Woods State Prison	3249	351	15	60	6	1	1	1	1	1	15	6
Satellite Units												
SRP Boot Camp	136	10	1	1	1	1	1	1	1	1	1	2
Ancora Unit (BSP)	332	19	1	2	1	1	1	1	1	1	1	2
Rahway Camp (EJSP)	122	6	1	1	1	1	1	1	1	1	1	2
Jones Farm (CRAF)	274	7	1	1	1	1	1	1	1	1	1	2
Marlboro Camp (EJSP)	118	7	1	1	1	1	1	1	1	1	1	2
Slokes Forest Unit MYCF)	110	5	1	1	1	1	1	1	1	1	1	2
Juvenile Justice Commission												
New Jersey Training School	126	26	1	4	1	1	1	1	1	1	1	2
Stabilization and Regeneration	70	4	1	1	1	1	1	1	1	1	1	2
Juvenile Medium Security Facility	120	7	1	1	1	1	1	1	1	1	1	2
Reception & Assessment Center	144	18	1	2	1	1	1	1	1	1	1	2
Valentine Unit	34	4	1	1	1	1	1	1	1	1	1	2
Hayes Unit	80	5	1	1	1	1	1	1	1	1	1	2



AT&T Inmate/Resident Telephone Control Service



Electrical and Space Requirements. Standard electrical requirements for the proposed AT&T Inmate Calling System are as follows:

Digital ACP	AC 90V ~ 132V, 180V ~ 264V selectable Frequency: 47 ~ 63Hz Current: 6A@115V, 3A@230V (max) When the system is plugged into a Uninterruptible Power Supply, the power requirements are: Input voltage: 75-164V Input Frequency: 44-66hz Single Digital ACP racks require a 750 watt outlet (at least a 10 amp circuit) and double Digital ACP racks need a 1500 watt outlet. (at least a 20 amp circuit)	
TOM Administrative Workstation	Requires a single, standard, unconditioned 115 volt 60-Hz power source, drawing no more than 250 watts	
Monitoring Phone	Requires a standard 110 volt wall outlet	
Routers and CSU/DSU	Routers and CSU/DSU components are co-located on the Digital ACP rack and share the same power source.	
Scanner	Operating Temperature	60 to 85 degrees F
	Humidity	40% to 60% relative; non-condensing
	Heat Dissipation	130 BTUs per hour nominal
	Power	100-240 volt operation: 100-240 VAC (-10%, +6%); 47-63 Hz; US 3-prong plug; 15 amp dedicated circuit

Total space requirement for the Digital ACP system is no more than the footprint of one to two standard 19-inch racks of 15"x 20". The component(s) are mounted directly on the racks and the racks will be co-located. The TOM administrative terminal is housed in a tower style PC case and requires a space of 8½"x 16"x16" on the floor or a desktop. A 15-inch monitor and keyboard will also be provided.





I.1.6. Dialing Plan

RFP References: Sections 6.1.6, 7.6.6, and Schedule C

AT&T understands and complies.

AT&T's inmate network service will adhere to all standards for the North American dialing plan. AT&T will provide any required expansions or upgrades from the North American dialing plan at no charge to the State. All dialing service will be compatible with upcoming area code additions.

AT&T understands that international calls will not be authorized.

I.1.7. Non-Recurring Charges

RFP References: Sections 6.1.7, 7.6.7, and Schedule D

AT&T understands and complies.

AT&T will not charge the State any non-recurring charges related to the following service issues:

- Equipment additions, changes, and/or deletions
- Maintenance issues with any equipment, service, and/or wiring
- Record keeping or report generation
- System-wide service or system upgrades
- System software additions, changes, and/or deletions
- System software information bubble forms

AT&T will provide services in response to State-initiated remodeling within each correctional facility at the rates and conditions specified in Schedule D. AT&T understands and agrees that any charges to be billed to the State or county must have prior approval from the DOC or JJC POC.

I.1.8. System Evaluation

RFP References: Sections 6.1.8, 7.6.8, and Schedule E

AT&T understands and complies.

AT&T will install a fully operational system and telephones in both a DOC and JJC correctional facility for evaluation prior to contract award. AT&T will have the



service online within 30 days of official notification and will support the two-month test period.

AT&T understands and agrees that the system will be evaluated for the following items:

- Ability to submit the commission check
- Ability to supply the itemized report per Section 6.10
- Ability to supply usage study reports per Section 6.3.3
- Coordination and efficiency of installation
- Coordination and efficiency of maintenance, if required
- Ease of system functionality
- Proper performance of all features and restrictions
- Quality of the network
- Quality of the system
- Quality of the telephones
- Quality of the post installation support

AT&T will submit the commission check within 15 days of the end of the billing period for the evaluation period as required.

I.1.9. Implementation Plan

RFP References: Sections 6.1.9 and 7.6.9

AT&T understands and complies.

AT&T will meet and exceed the State's requirements and expectations for a smooth implementation and ongoing operational/maintenance excellence for the life of the contract through three key activities:

- Fast, Smooth Conversion
- Comprehensive Network Management and Problem Resolution
- Responsive Maintenance and Support

Fast, Smooth Conversion

AT&T's service implementation and conversion is based on a planned, managed approach that speeds the implementation process, while minimizing risks and potential service disruptions. AT&T has proposed a realistic implementation and transition approach that will ensure the continuity of services and meet the State's objectives.



AT&T Inmate/Resident Telephone Control Service



AT&T offers the "know how" gained from more than 115 years of experience in designing, installing, and supporting some of the world's largest networks and most complex systems.

AT&T's implementation and conversion strategy centers on three key principles:

- 1. Detailed Planning and Management.** AT&T will provide the highest quality management and support services possible. We will work closely with the State to design, order, implement, and manage the ongoing performance of all equipment and services. We have designed extensive checkpoints in the implementation process to ensure that individual installations are performed correctly and on time. We will assume total responsibility for the inmate telephone service, from inception and throughout the life of the contract.
- 2. Extensive Support Resources.** AT&T and our subcontractors will utilize their respective corporate resources and expertise to the fullest to ensure the successful implementation and transition of the State's inmate telephone services. By combining experienced project management personnel, state-of-the-art support tools, proven implementation processes, and highly skilled service/technical specialists, AT&T will meet all objectives set forth in our offer. We have both the resources and the processes in place to ensure the smooth, rapid implementation of the proposed services.

The AT&T Team, led by an extremely dedicated and qualified Project/Implementation Manager will develop detailed implementation plans and schedules for each facility. AT&T incorporates checkpoints within the implementation process to ensure that all installations are performed correctly and on time. The AT&T Project/Implementation Manager will hold regular meetings with State personnel to plan, schedule, and oversee the implementation. The on-site Project Manager during implementation will be dedicated full-time to plan, manage, and support all aspects of the program.

- 3. Service Continuity.** AT&T will plan and implement all ordered services to ensure service continuity for users. The AT&T team will work closely with the State and current providers to ensure a smooth, orderly transition of services. The AT&T Team is highly experienced in the installation and support of the proposed systems and services.



AT&T understands and appreciates the State's desire for a fast, smooth implementation. AT&T is proposing to work closely with the State to complete the implementation and transition within 90 days.



Comprehensive Network Management and Problem Resolution

AT&T combines proactive network management and fast, responsive problem resolution to provide the operational excellence the State expects. The AT&T Team will provide full management and problem resolution support for the proposed network and systems. The AT&T Team will proactively monitor and manage the network and all components. AT&T will provide full-time, on-site System Administrators/Technicians to assist in network management, problem resolution, preventive maintenance, and repair of phones and the inmate system. Facilities and personnel can report troubles via a toll-free number 24 hours a day, 7 days a week. Additionally, AT&T will support both the implementation and ongoing services with an experienced, qualified Account Team that includes Executive Management support, a permanent Contract Account Manager, and a full-time Project Manager.

Responsive Maintenance and Support

AT&T offers full system maintenance and support over the term of the contract to ensure continued availability and peak performance for all components. AT&T will maintain all network services and facilities to AT&T's exacting quality and performance levels. The AT&T Team will maintain all inmate telephone systems, including performing all necessary preventive maintenance. Technicians will be fully trained and certified to support inmate telephones and the inmate call processing system.

AT&T has learned from its previous experience in New Jersey and other locations nationwide that the most effective way to deliver reliable, ongoing maintenance and repair services to customers is by using a maintenance specialist. As such, AT&T will utilize Cooper Communications Group (CCG), a full service and maintenance company with a long history of partnership with AT&T and the public phone industry. Trained and skill System Administrators and Technicians provided and managed by CCG will maintain and repair all aspects of the proposed system. This approach provides a single point of accountability for services, simplifies maintenance operations, and ensures responsive maintenance and support.

AT&T has presented its proposed Implementation Plan in the following subsections.

- A. AT&T Implementation Approach
- B. The AT&T Implementation Team
- C. Responsibilities for Installation
- D. Overview of Implementation Activities
- E. Description of Implementation Process
- F. Proposed Implementation Schedule



A. AT&T Implementation Approach

AT&T's Implementation Plan is designed to be proactive and responsive to the State's ongoing requirements. Specific plans and timelines will be developed for individual locations to meet the unique needs and requirements of the facility. AT&T will identify and track all major milestones and activities utilizing automated project management support tools and critical path methodologies. Each milestone will have definitive start and ending dates. The AT&T Implementation Team will receive weekly updates from each individual assigned a task. Each task will be tracked and reported with dependencies noted and jeopardies identified as required. AT&T will work closely with the State to develop and modify program schedules and milestones throughout the contract.

AT&T's Implementation Plan will clearly detail the roles and responsibilities of all parties, the major milestones and activities to be accomplished, and the processes and procedures to be used to installed, test, and transition the inmate telephone systems. A full Implementation Plan will be developed and provided to the State upon contract award.

AT&T's approach encompasses a four phase implementation and support approach.

Phase 1. Pre-Award

AT&T has appointed a Contract Account Manager (Tim Miller) to represent AT&T as the primary contact for the State of New Jersey on all matters related to the contract and negotiations.

Phase 2. Pre- Installation Planning

Upon contract award, pre-installation and transition planning will be managed by the AT&T Project Manager, Bill Reynolds and Tom Klemm, Implementation Manager. During the pre-installation planning phase, Bill and Tom will have the primary responsibility for development of the comprehensive transition plan for the State's facilities and services. Bill will oversee and coordinate all aspects of the planning process with the State and the AT&T Team to ensure a smooth transition from the incumbent's services to the installation of AT&T's inmate telephone services.

Phase 3. Installation, Transition, Implementatio n

The overall installation, transition, and implementation will be managed by Tom Klemm (Implementation Manager). He will be assisted by an experienced, well-staffed implementation team that will follow the procedures and process described in the following subsection. All installation and cutover activities will be conducted so as to minimize disruption to daily activities.



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Phase 4. Ongoing Management, Maintenance, and Customer Service

The Service Manager (Roy Chirido) will be the State's primary contact on a daily basis for all matters related to the operations of the AT&T system. Roy will have primary responsibility for all ensuring quality maintenance of installed AT&T systems on a day-to-day basis. Roy will be supported by the on-site System Administrators/Technicians, as well as technical and management support resources from the call control system provider.

B. The AT&T Implementation Team

The AT&T Team is extensively experienced in providing inmate telephone services nationwide. We will work with the State throughout the duration of the implementation, transition, and cutover processes to ensure timely and efficient transition to the proposed services. AT&T has experienced experts to manage the installation and continued maintenance of the inmate telephone system.

AT&T offers the State the "know-how" gained from more than 115 years of experience in managing and supporting the world's largest network. AT&T has led the way in providing reliable, feature-rich services by working closely with institutional and business customers to develop the communications applications, features, and capabilities required to meet their operational and support needs.

It is important to understand the depth and breadth of knowledge, experience, and resources that the AT&T team brings to the implementation and support of the proposed inmate telephone service. It is these resources, combined with proven program management and implementation processes; that will ensure the smooth implementation of the network with minimal impact on ongoing operations.

The AT&T Team for the State of New Jersey is illustrated in Figure I-3. The team is organized along functional lines to provide responsive, end-to-end support of all aspects of the project.

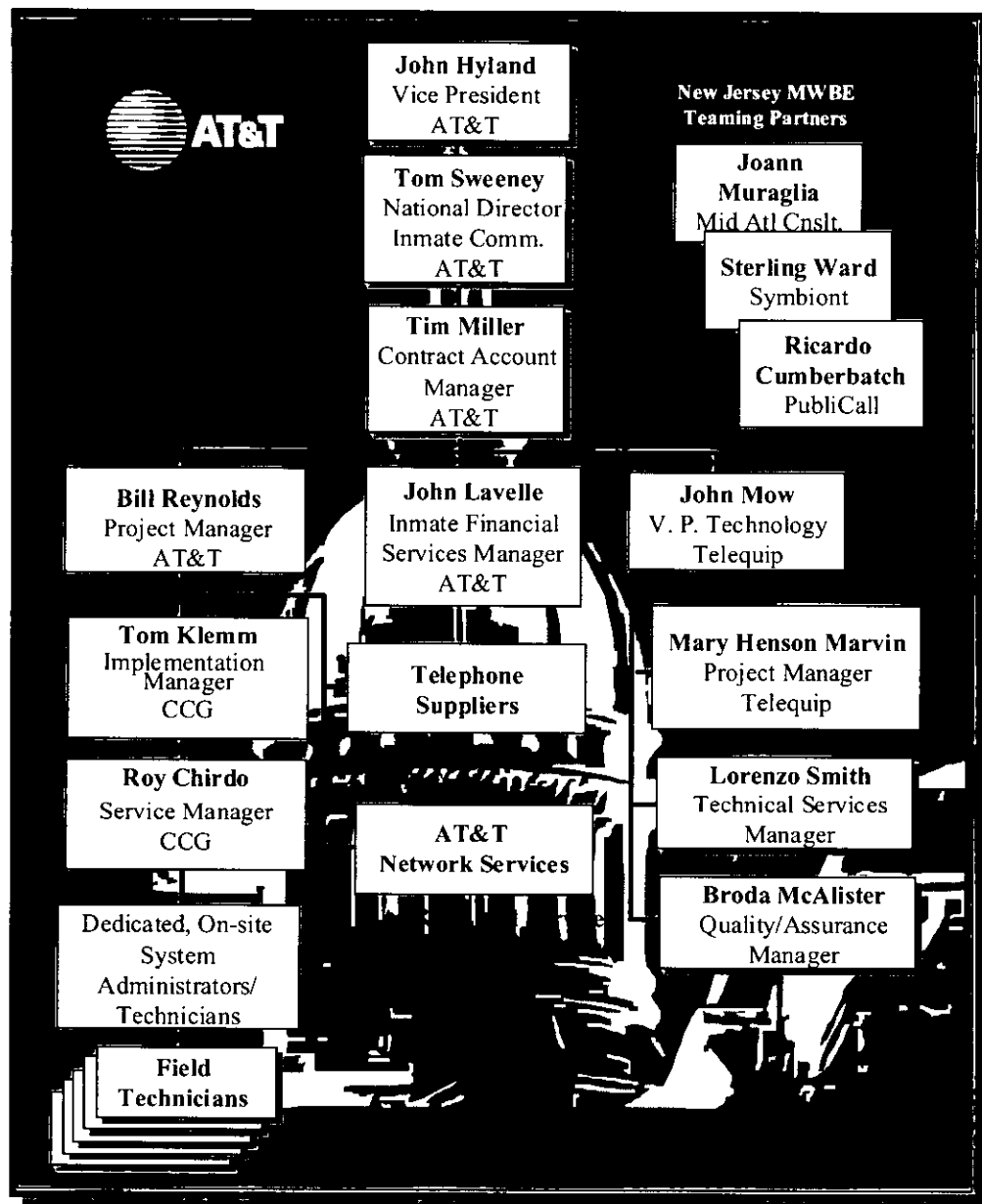


Figure I-3. The AT&T Team for the State of New Jersey



AT&T Inmate/Resident Telephone Control Service



The following table highlights the primary roles, responsibilities, and qualifications of key members of the AT&T management and support team.

Name	Position	Primary Role/Responsibility	Years Experience
Tom Sweeney	AT&T National Director of Inmate Communications	Provide executive-level support to ensure proper corporate commitment and resource allocation	Over 25 years supporting inmate systems and accounts
Joann Muraglia	Mid Atlantic Consulting (a WBE)	Provide management and customer support oversight	Over 20 years experience in customer support
Sterling Ward	Symbiont (a MBE)	Assist in implementation	Over 9 years experience in information management
Ricardo Cumbertach	PubliCall (a MBE)	Assist in implementation and provide ongoing operational support	Over 13 years experience in public telephone infrastructure and provisioning
Tim Miller	AT&T Contract Account Manager	Ensure compliance with all contractual and administrative requirements	Over 21 years experience in planning, managing, and supporting inmate and customer accounts/projects
Bill Reynolds	AT&T Project Manager	Overall responsibility for planning, scheduling, and managing the implementation of the State of New Jersey project; ongoing responsibility for operational excellence	Over 26 years experience in installing and managing the operations of public phone and inmate systems
Roy Chirido	CCG Service Manager	Manage the personnel and systems responsible for maintaining the inmate systems	Over 35 years of experience in designing, managing, and supporting network and communications systems
Tom Klemm	Implementation Manager	Plan and manage the implementation of the inmate systems	Over 12 years of experience in servicing and supporting smart payphones and systems with CCG





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Name	Position	Primary Role/Responsibility	Years Experience
John Lavelle	Inmate Financial Services Manager	Ensure that the State and counties receive timely and accurate commission checks and reports	Over 20 years of experience with AT&T, including over 8 years directly handling inmate telephone systems and commissions
To Be Assigned	On-site System Administrator/Technicians	Assist in implementation and provide ongoing operational and maintenance support for the inmate phones and calling platform	Trained, certified and experienced System Administrators/Technicians will be assigned upon contract award
John Mow	TELEQUIP Vice President, Technology and Production	Provide executive-level support to ensure proper corporate commitment and resource allocation	Over 20 years in telecommunications in various product, marketing and operations positions
Mary Henson Marvin	TELEQUIP Project Manager	Assist the AT&T Project Manager and Implementation Manager	Accomplished project manager with extensive experience at TELEQUIP
Lorenzo Smith	TELEQUIP Technical Services Manager	Provide remote technical and operational support to AT&T technicians	Over 7 years of experience in information technology
Broda McAlister	TELEQUIP Quality Assurance Manager	Provide quality assurance oversight of TELEQUIP products before they leave the lab	Over 6 years of experience with the TELEQUIP platform

It is important to note that these are just the key people that will be involved in the installation and maintenance of the proposed systems. Additional personnel and organizations within AT&T Team will provide support for various implementation, operational, and maintenance functions.

The key to the successful implementation of any project is thorough planning and expert project management. The AT&T Project Manager (Bill Reynolds) will be responsible for leading the AT&T Team in the implementation of the proposed services. Bill is trained and experienced in AT&T's "Project and Implementation Management" methodology, which has been used to successfully implement hundreds of projects similar in size and scope to the State of New Jersey.



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As the AT&T Project Manager, Bill Reynolds will be responsible for the following:

- Oversee the total installation of service to each correctional facility
- Coordinate with the local and/or interexchange telephone companies concerning installation and maintenance of all inmate telephones
- Ensure that no equipment or facilities that would result in charges to the State are ordered or placed in service without a written order from the State

Figure I-4 on the following page outlines additional roles and responsibilities of the AT&T Project Manager.

AT&T has provided a detailed resume for Bill Reynolds, AT&T Project Manager, as well as other key project/implementation team members, in *Part II, Organizational Support, Experience, and Qualifications*.



AT&T Project and Implementation Management	
Project Development	<ul style="list-style-type: none">▪ Confirm project scope with the State.▪ Verify that all technical documentation is in place.▪ Assemble team members (e.g., Work Center managers, billing managers, subcontractors, and equipment vendors).▪ Verify roles and responsibilities.▪ Begin negotiating due dates with all entities and confirm equipment orders.▪ Review interface requirements of each project component.▪ Document all commitments.▪ Prepare initial timeline for total project and begin identifying critical milestones.▪ Keep the State informed of progress.▪ Establish kick-off meeting with the State.
Project Planning	<ul style="list-style-type: none">▪ Develop an Implementation Plan (draft is submitted).▪ Develop the Subcontracts Management Plan.▪ Prepare a Work Breakdown Structure (WBS) to establish the sequence of events for the project and final critical data path.▪ Identify jeopardy situations.▪ Confirm that all necessary resources/training/personnel are available for the project.▪ Identify communication status requirements.▪ Develop Cutover Plan, including:<ul style="list-style-type: none">- Sequence of activities to be performed and responsibilities- Jeopardy and escalation procedures- Contingency plan- Change control procedures
Project Implementation	<ul style="list-style-type: none">▪ Review and track orders.▪ Hold status meetings.▪ Resolve jeopardy issues as they occur.▪ Provide continuous status to the State.▪ Verify that all commitments are met and the facility is ready for cutover.▪ Execute cutover plan.▪ Invoke contingency plan if cutover cannot be completed.▪ Invoke change control.
Customer Acceptance	<ul style="list-style-type: none">▪ Verify completion of cutover.▪ Hold post project review meetings to determine customer satisfaction.▪ Provide maintenance life-cycle contacts and procedures.
Project Closure	<ul style="list-style-type: none">▪ Complete administrative documentation and ensure all inventories are updated.▪ Provide service specific Measures of Quality based on customer expectations.

Figure I-4. AT&T Project and Implementation Management Responsibilities



C. Responsibilities for Installation

The AT&T Implementation Team has responsibility to ensure that:

- ♦ The master installation schedule is developed, coordinated, and maintained.
- ♦ The performance of contractual obligations is tracked.
- ♦ Reports comparing task/schedule baselines against current performance are prepared.

AT&T's overall responsibilities include the following:

- ♦ Hardware equipment selection and certification to ensure that all equipment procured, delivered, installed, and operated for the State conforms with technical specifications and is compatible with the network.
- ♦ Initial site survey and preplanning meetings for each site are completed; prepare checklist.
- ♦ Track and monitor the transition and implementation progress to ensure expeditious delivery of services.
- ♦ Drawings, specifications, and engineering changes to assure that materials, equipment (hardware/software), methods, and operations reflect current technical specifications and operational requirements.
- ♦ Testing and examination of all features and operability to assure that test practices and equipment provide the means for optimum evaluation of characteristics subject to inspection.
- ♦ Reliability, maintainability, and availability assessment to assure life, endurance, and continued readiness of the inmate phone system.
- ♦ Technical documentation, including drawings, specifications, handbooks, manuals, and other data to provide a comprehensive record of inmate phone system configurations.
- ♦ Apply standard quality assurance methods and procedures throughout the term of the contract to ensure Team contract compliance, program performance, and monitoring of subcontractor activities.

Program management controls, administrative reporting systems, detailed implementation plan, and the installation schedules will provide the State with current implementation status as well as overall contract, network, and system performance. AT&T will provide detailed status reports during the installation process. Any potential scheduling changes can be anticipated from these reports and implemented in advance. When installations are completed, written reports will be submitted to the State. The Implementation Manager will maintain a master list of sites and track all installation activity to the Implementation Plan and Project Schedule. AT&T will provide both weekly and on-demand updates.



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AT&T will use automated program management tools, network management, and control systems that monitor implementation progress and system performance.

AT&T will be solely responsible for the compatibility of the service and equipment with all circuits and facilities provided to meet the requirements of the specifications.

AT&T will submit a final Implementation Plan to the DOC and JJC for review and approval.

The State of New Jersey will be responsible for providing the following support to assist in the implementation:

- ♦ A designated contact person in each facility to coordinate the day to day activity
- ♦ Access to buildings and facilities

D. Overview of Implementation Activities

Following is an outline of the major activities that take place during the Pre-Installation, Installation, and Post-Installation phases.

Pre-Installation Activities

Item	Activity	Description
1	Contract Signed	The award and signing of the contract officially begin the implementation process.
2	Meeting Schedules and Contacts Established	Establish a schedule of regular meetings and attendees between the AT&T Team and the State of New Jersey. Identify primary contacts ("Facility Manager") for all State facilities involved in the implementation.
3	Initial Implementation Meeting	The AT&T Implementation Team meets with the State to discuss and finalize the full implementation plan so that potential obstacles are considered and contingency plans are made. Issues such as specific features to be installed, day to day contacts, working processes, branding requirements, etc. are addressed.



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Item	Activity	Description
4	Site Surveys	Site surveys are conducted to determine the specific requirements of each facility, including cable, electrical, equipment, and phone locations. The AT&T Implementation Team will work with the appropriate State and facility representatives to determine dates for site surveys at each facility.
5	Implementation Plan and Schedule Finalized	AT&T will submit a Final Implementation Plan and Schedule to the State for review and approval.
6	Service Orders Issued	Orders are issued for inmate telephones, dial tone for phone lines, electrical, conduit, and cable (if needed).
7	WAN Connections Ordered; LAN/Equipment/Cable Installations Scheduled	Network, cabling, and necessary hardware requirements are finalized and installations are scheduled.
8	Site Branding Developed	This refers to the recorded message heard by the called party, which identifies that the call is coming from the "The State of New Jersey Correctional Facility." This begins the production of chips, which contain this digitized message.
9	Employee Information/Security Check	AT&T will provide information on employees who will participate in on-site installation activities for purposes of security checks and clearance as required.
10	Establish Conversion Plan with Current Vendor	AT&T will coordinate with current vendor(s) to ensure that the conversion to new service goes smoothly and without service interruptions.
11	Station equipment shipped	Station equipment is shipped to the facility.



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Installation Activities

Item	Activity	Description
12	Install telephone equipment	Install new telephone station equipment. AT&T will schedule all implementation and cutovers to minimize downtime and perform all work at hours as directed by the State.
13	Inmate Computer Equipment Assembled, Staged, and Delivered to Sites	The inmate system equipment is assembled and forwarded to a staging and testing area prior to shipment. The system is typically shipped two weeks prior to cutover.
14	Admin/LIDB Installation	Configure the Admin/LIDB
15	Feature Selection Finalized	Options in system design and operation are addressed.
16	Training Planning and Materials	Deliver Training Materials and finalize training requirements, attendees, locations, and schedules.
17	On-site Installation of Inmate Systems	Install computers, communications links, and other equipment. Perform System Integrity checks. Prepare and install systems as specified in the appropriate "Installation, Test, and Maintenance Manual."
18	Software Installation and Test	System software for the inmate system is installed, programmed, and tested.
19	System Data Conversion	Data from the old system is converted to the new system, block database online, remote system check.
20	Cutover	Phones are cutover line-by-line and tested to ensure no interruption of service. AT&T will notify the State five working days prior to an area being cutover. AT&T will schedule all cutovers to minimize downtime and will perform all work at hours as directed by the State. Service affecting



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Item	Activity	Description
		cutovers will be accomplished at night or on weekends and will be scheduled in advance with the facility manager and the DOC and/or JJC. AT&T will ensure that all installed services have been tested and made ready for use prior to cutover. The cutover is complete upon successful completion of the final system test, at which time the State should issue written notification that the installation has been accepted.
21	Clean-up and Final Acceptance	Installation is complete and the administrator takes charge of the system.
22	System Training	The AT&T Team conducts system training in accordance with requirements.

Post-Installation Activities

Item	Activity	Description
23	Post-Installation Activities	Following are the post-installation activities that occur in a typical system deployment. <ul style="list-style-type: none">♦ Validation♦ Block Number Process♦ Daily Downloads♦ Call Detail Records♦ Daily System Check♦ Call Rating♦ CDR Conversion♦ Diagnostics♦ Remote Maintenance



E. Description of Implementation Processes

Following is a brief overview of how AT&T's implementation processes will meet the State's requirements and assure a smooth, successful transition.

1. Premise Installation

AT&T will schedule all implementation and cutovers to minimize downtime and perform all work at hours as directed by the State. Formal installation procedures and guidelines are followed and testing procedures completed before cutover. Installation Site Technicians will be given an orientation to become familiar with the proposed system and the State's operations and expectations prior to the installation.

2. Hardware Testing and Implementation

The burn-in period is a minimum of 48 hours on the complete major electronic subsystems. The inmate service equipment will be "stress" tested for a minimum of 48 hours prior to shipment and installation. The stress test includes a call generator producing over 100,000 calls in the 48 hours to stress test the equipment. Following the electronic subsystem burn-in period, the subsystems are loaded with an appropriate firmware and software set and connected into an appropriate test facility, in most cases being a full, "up" system equivalent to a complete field installation. Technicians then fully exercise the system by running tests that examine all of the functions the system may be expected to perform in the field.

3. Testing and Cutover

The State's functional requirements, hardware and software, installation procedures and schedules, and post-installation and test results provide assurance that all phases of the installation are met. During the on-site installation, installers and system administrators go through a point-by-point system check to verify that all features function properly.

Each phase of installation and system testing is performed as quickly as possible without impacting day-to-day normal operating conditions. In addition, installation and system testing are executed with minimal system downtime. Installation and system testing are conducted to ensure proper working conditions at each site. The successful completion of tests will allow the State to accept the services delivered under the contract.

4. Acceptance Tests for Inmate Systems

The AT&T Team will perform comprehensive acceptance tests on all components of the inmate systems to ensure proper operations and to validate functionality.



5. Project Controls and Quality Checks

Timely execution and completion will be monitored using scheduled completion dates. Implementation or operational problems will be identified and corrected on a priority basis. Summary reporting, trend analysis, and schedule monitoring will facilitate tracking problem correction.

Reviews of installation status will be held throughout the installation period. In addition to design reviews, internal technical reviews chaired by senior technical staff will be held periodically. AT&T recommends weekly status meetings with the State throughout the installation period. During these meeting, we will detail our progress to date and upcoming installations.

Program management controls, administrative reporting systems, detailed implementation plans, and the approved installation schedules will provide the State with current implementation status as well as overall contract and network performance.

The AT&T Contract Account Manager will perform quality checks on the system and schedule continual follow up checks.

6. Problem Management

Problem avoidance will be the primary method of problem management. For all phases of implementation, operations, and maintenance, the management focus will be on early identification of any performance issues that could develop into problem areas. As potential problem areas surface, direct appropriate action will be taken to identify and eliminate the cause for concern. The State will be informed of progress in determining solutions and will receive a summary of the problem, the corrective action being taken, and resulting recommendations. Problem resolution may include procedural modifications, technical interdiction to improve service delivery, actual reconfiguration of system assets, or repair of system components.

AT&T will use a comprehensive system of automated program management tools, network management tools, and control systems to monitor implementation progress and system performance.

7. Reporting

AT&T will provide detailed status reports during the installation process. Any potential scheduling changes will be identified and addressed prior to impacting the installation schedule. When installations are complete, written reports will be submitted to the designated State representative for sign off. The AT&T Project Manager will maintain a master list of all sites and track all actual installations to the Project Schedule. The State's designated representative will receive weekly updates, as well as any additional information as requested.



8. Training

AT&T will provide system training for designated State personnel, covering the complete system with a system user guide. All training is provided by employees of AT&T and/or subcontractors that have gone through certified training provided by AT&T and/or system manufacturers/providers.

AT&T will provide on-site or classroom training for various levels of facility staff including system administrators, special investigators, and data entry specialists, as appropriate. AT&T will provide a combination of instructor-lead training and on-the-job training which emphasize hands on demonstrations to familiarize participants with the system.

F. Proposed Implementation Schedule

AT&T has proposed a realistic implementation schedule that will ensure a smooth, high quality implementation of the proposed communications facilities and inmate call systems. Our primary objective is to ensure that all equipment and facilities are installed, tested, and cutover with minimal to no disruption to the State and its daily operations.

A high-level view of AT&T's proposed implementation schedule is provided in Figure I-5. This timeline is based on milestones specified in the RFP. For example, per Section 7.17 of the RFP the Implementation Plan is presented to DOC and JJC for approval 41 days after contract award. To meet the State's quick implementation objective, AT&T recommends that the Implementation Plan be developed, reviewed, and approved as early as possible after contract award.

Upon contract award, AT&T will work closely with the DOC and JJC to develop and refine both the Implementation Plan and the Implementation Schedule to meet the State's needs and objectives.



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AT&T Preliminary Implementation Timeline

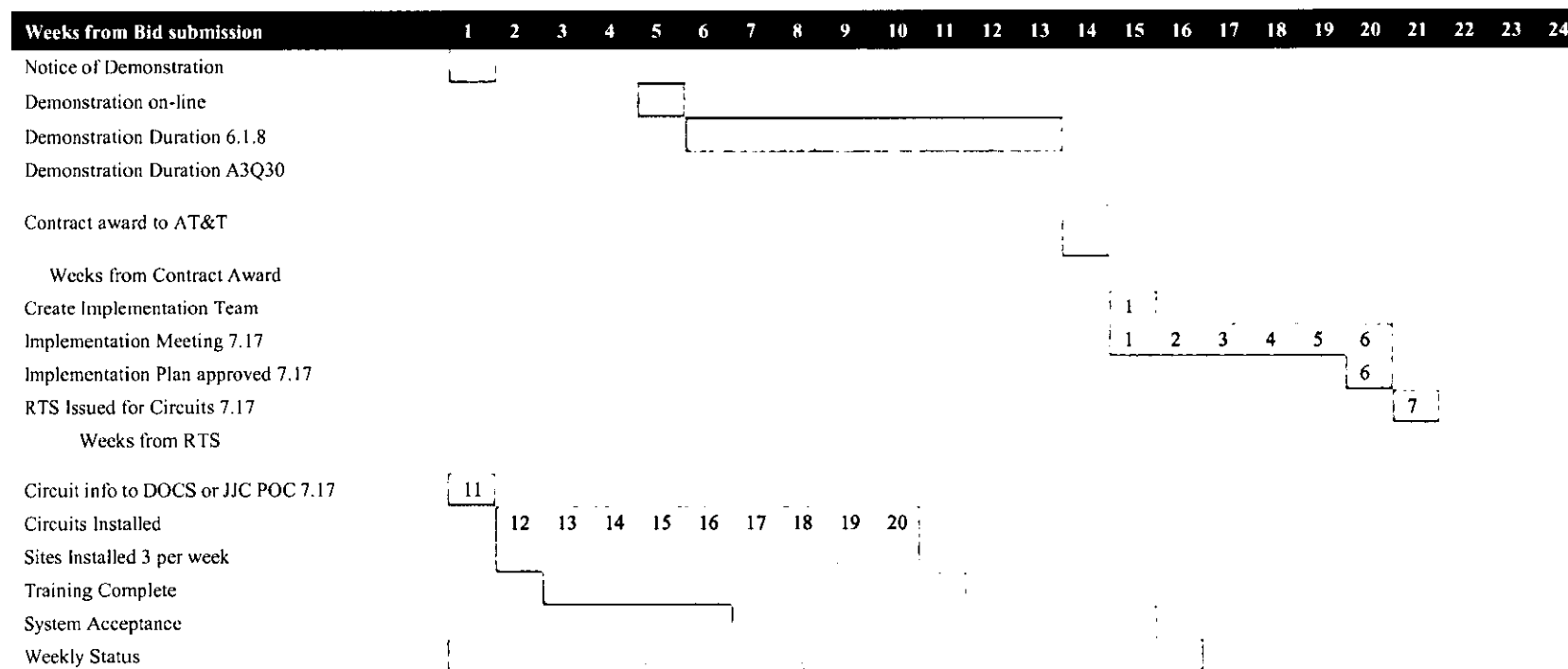


Figure I-5. Proposed Implementation Schedule



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AT&T proposes the following initial site implementation sequence and will work closely with the DOC and JJC at the 41 day meeting to further refine/define the sequence

Institution	Population	Existing Phones	Proposed Implementation sequence
Adult Diagnostic and Treatment Center	630	24	13
Albert C. Wagner YCF	1287	75	9
Bayside State Prison	2059	117	4
Central Medical Unit	18	30	15
East Jersey State Prison	1713	127	7
Central Reception & Assignment Facility	813	45	1 **
Edna Mahan CFFW	1148	61	10
Garden State YCF	1849	65	6
Mid State Correctional Facility	618	37	14
Mountainview YCF	1132	48	12
New Jersey State Prison	1875	85	5
Northern State Prison	2324	215	33
Riverfront State Prison	1136	71	11
Southern State Correctional	1476	114	8
South Woods State Prison	3249	351	2
Satellite Units			
SRP Boot Camp	136	10	16
Ancora Unit (BSP)	332	19	4a
Rahway Camp (EJSP)	122	6	7a
Jones Farm (CRAF)	274	7	1a **
Marlboro Camp (EJSP)	118	7	7b
Slokes Forest Unit MYCF)	110	5	12a
Juvenile Justice Commission			
New Jersey Training School	126	26	18
Stabilization and Regeneration	70	4	21
Juvenile Medium Security Facility	120	7	19
Reception & Assessment Center	144	18	17
Valentine Unit	34	4	22
Hayes Unit	80	5	20

** Since AT&T is the incumbent prime vendor, we will "lead" the current inmate platform vendor to use the PIN information on both the new AT&T Inmate System and the incumbent platform. This will allow us to cover all inmates processed through the Central Reception & Assignment Facility while the transition of the 27 sites takes place..



I.2. Basic Service

I.2.1. Reliability/Availability

RFP References: Sections 6.2.1 and 7.7.1

AT&T understands and complies.

AT&T's network will meet or exceed all industry standards and the State's Performance Standards (SPS) as specified in Section I.2.2. below.

I.2.2. State's Performance Standards

RFP References: Sections 6.2.2, 7.7.2, and Schedule F

AT&T understands and complies.

AT&T will meet or exceed the State's Performance Standards 24 hours a day, 365 days a year. These include:

- **Network Performance Standard.** All service will meet or exceed SPS at a 99.999% performance level. AT&T's "Defects Per Million" performance is less than 120, which means that of every one million calls placed on the AT&T network only 120 do not go through the first time due to a network failure. That equates to a network reliability rate of 99.9998%.
- **Scheduled Maintenance Notification.** AT&T will notify the DOC and/or JJC POC 72 hours prior to any scheduled maintenance downtime.
- **Mean Time to Respond.** AT&T will respond to and begin resolving reported troubles on voice circuit problems within 30 minutes, unless the DOC and/or JJC POC assigns a high severity, in which case, AT&T will begin trouble resolution immediately. AT&T will provide a verbal response to the DOC and/or JJC POC hourly.
- **Mean Time to Repair.** AT&T will prioritize and restore service based on the severity level of the trouble. AT&T will meet the following service restoration standards:



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Severity Level	Definition	Outage Cleared Within
1	An equipment/service condition or malfunction not critical to the DOC or JJC, and services can effectively continue until repairs are completed.	24 hours
2	An equipment/service failure or malfunction that is not currently impairing the DOC or JJC's ability to provide service. However, the occurrence of additional failures or malfunctions prior to repair would cause reduced operational capacity.	8 hours
3	An equipment/service failure or malfunction that prohibits the DOC or JJC's ability to provide acceptable service. All or partial service is limited to a reduced capacity when 25% or more of the facility is out of service.	4 hours
4	An equipment/service failure or malfunction that significantly impairs the DOC or JJC's ability to properly process outgoing calls, and exists when a facility is to a large extent out of service.	2 hours

- **Provisioning Due Date.** AT&T will work with the State to install all new circuits and telephones (post initial installation) within three days of order receipt. AT&T will complete additions and/or changes to the software of each system within 24 hours unless deemed a high severity by the DOC or JJC, in which case AT&T will implement the software addition and/or change as soon as possible. Once a firm due date is provided, service will be operational by 5:00 p.m. on the due date.
- **Failure Reporting Process.** AT&T will provide the DOC and JJC a single point of contact, accessible via a toll-free number, for problem reporting and maintenance requests. The AT&T Inmate Services Support Desk will be staffed 24 hours a day, 365 days a year to receive and respond to trouble reports. AT&T will respond to trouble reports and begin the actual diagnostic process of resolving the problem within 30 minutes of notification.

AT&T will provide the DOC and/or JJC a verbal report of trouble clearance within one hour of the trouble clearance. If required, AT&T will provide the DOC or JJC POC a written report (trouble ticket) listing the time and date of notification, response, and restoration of service along with the description of the identified trouble upon request.



1.2.3. Call Billing

RFP References: Sections 6.2.5, 7.7.3, and Schedule G

AT&T understands and complies.

AT&T has provided rates for calls on Schedule G. These rates will be capped for the duration of the initial contract.

AT&T will not begin billing calls until an off-hook, voice acceptance, and interactive signal is received from the called number. AT&T will provide call detail for every outgoing call.

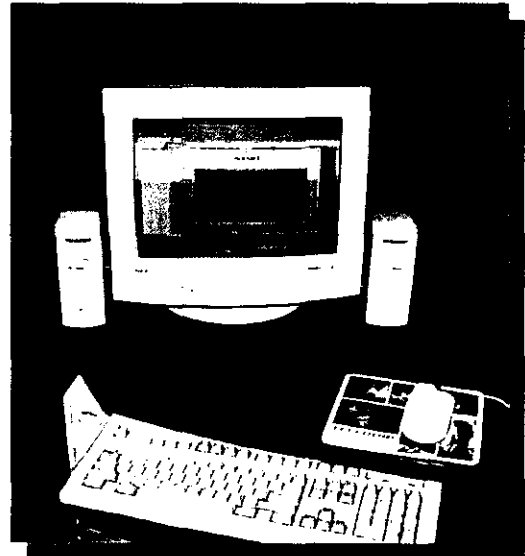
1.2.4. Remote Access Software Arrangements

RFP References: Sections 6.2.6 and 7.7.4

AT&T understands and complies.

The AT&T Inmate System will provide authorized DOC and/or JJC personnel feature-rich remote access capabilities to the system software and databases via the TOM Administrative Workstation. AT&T will provide a TOM administrative workstation at the Central Control Site and all correctional facilities at no cost to the State.

The TOM administrative workstation offers authorized personnel the ability to control various call processing functions, such as call number blocking, real-time call activity viewing, and call detail reporting. PIN and debit account administration, as well as call recording management, are also accomplished from the TOM. User ID and passwords are required from an individual prior to providing access to the system's utilities. Unauthorized users are denied system access and cannot review data or affect inmate calling activity.



Administrative functions are performed via a user-friendly, easy to learn, easy to use application running under the Microsoft Windows NT Operating System. A LAN connection to the Digital ACP provides real-time viewing and processing capabilities. A VGA monitor, keyboard, mouse, and tower style CPU along with Windows NT and proprietary software compose the TOM system.



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The TOM administrative workstation will provide authorized DOC and/or JJC personnel the following capabilities.

a. Individual and Bulk Station Feature Changes

The proposed AT&T Inmate System provides extreme flexibility for facility/central control of inmate calling. "Facility Metering" allows authorized administrators to assign rules that control calling by the following entities:

- ♦ PIN
- ♦ Authorized Number(s)
- ♦ Inmate Phone
- ♦ Cell Blocks or Groups of Phones
- ♦ Rate Types
- ♦ Call Types
- ♦ Globally

Rules established will determine operating hours, call duration, allowed calls, total activity, free calling (when permitted), and privileged (non-recorded) calls for the entities listed above. Operating hours will limit calls to certain days of the week and times of day. Call Duration will limit the amount charged for a call and the call length. Allowed calls will allow or disallow phone calls based on inmate PIN. Activity Guard controls call activity using a time scope and maximum number of minutes or dollars allowed. Free Call Minutes allows the assignment of a designated number of free minutes as well as the call type to which they apply. Privilege Calls or calls exempt from recording and monitoring can be established by PIN, called number, or inmate phone. Multiple rules can be established per facility. The most specific rule will apply. For example, if a phone is set for operating hours of 8:00 a.m. to 5:00 p.m. each day, but a specific inmate PIN is only allowed to place calls from 11:00 a.m. to 3:00 p.m. each day, the rule for the PIN will apply.

Rules applied on site/centrally via the TOM Administrative Terminal are effective with the very next call placed on the system. Requests for changes required up to six months in advance should be scheduled with AT&T. AT&T site administrators will then apply these changes accordingly.

b. Query Information

The AT&T Inmate System will provide the State extensive online query capabilities through the TOM administrative workstation. Queries can be performed at the facility level (partitioned database) or the entire system level (across all databases).



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For example, to view phone/usage status in real-time, authorized users simply click the "View Current Phone Status" icon on the TOM. As illustrated in Figure I-6, the "View Current Phone Status" window displays the following information.

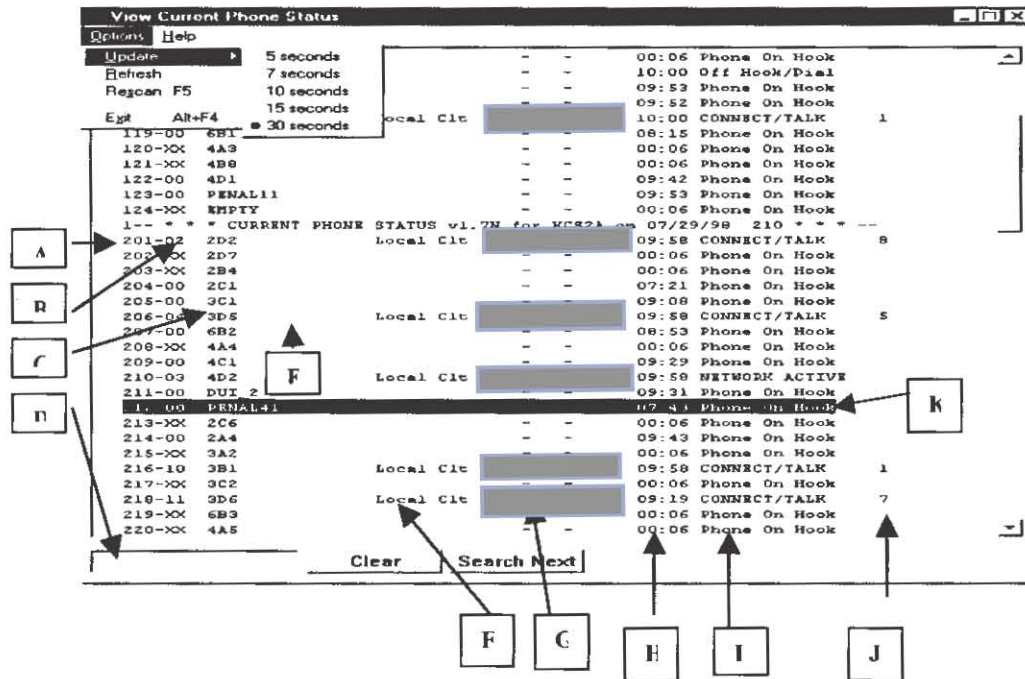


Figure I-6. View Current Phone Status Window

- A = ACP and phone ID i.e. (209) 2=ACP number, 09=phone ID
- B = Trunk ID (The trunk number that the ACP uses to dial the number)
- C = Phone [Zone Location] (Phone location)
- D = Search for (By any of the information displayed on the screen. i.e. Phone, Trunk, PIN)
- E = Inmate ID Code (PIN) if applicable
- F = Call type (Local or Long distance, collect or debit)
- G = TNI (Terminating Number Identification), also known as Dialed Number
 - "#" at the beginning and end of the TNI indicates this call is privileged (Not subject to monitoring or recording.)
 - "*" at the beginning and end of the TNI indicates this call is an alert call and is being recorded.
- H = Begin time of the call
- I = Current status of the call
- J = Call Duration
- K = Line selected by the user via the mouse



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The main window is a **real-time** picture of the activities taking place on the phone system. From the Options tab at the top of the window, users have the following options:

Update: This option allows user to choose how often the screen should be updated (5, 7, 10, 15 or 30 seconds)

Refresh/Rescan: This option allows users to update the screen immediately.

Exit: This option allows users to exit the View Current Phone Status program.

The SEARCH function allows users to query the system by any information displayed on the screen. This allows users to sort by caller (Inmate PIN or ID), telephone (Phone ID, Trunk ID, or Phone Location), call type, and number called (TNI).

c. Reports

AT&T and the proposed inmate calling system offer a wide variety of call detail and management reports that will meet and exceed the State's requirements. The State can generate a variety of standard reports or use the customized "ad hoc" reporting capabilities via the TOM administrative terminal. Reports can be generated at both the facility level and centralized (State) level.

Upon contract award, AT&T will work with the State to determine the desired content and format of reports. AT&T will train DOC and JJC personnel on the TOM administrative workstation and its reporting capabilities during the initial training provided as part of the implementation.

The following table illustrates the standard reports typically available via the on-site TOM administrative terminal. Reports can be generated at any time and for user-defined time periods.



AT&T Inmate/Resident Telephone Control Service



Call Summary Report, Complete Totals	This report is provided as a summary "snapshot" of all call activity for the specified date range. Calls can be limited to completed calls only or all call attempts. (When a completed call detail report is printed, the totals are provided as well.)
Call Summary Report, Daily Totals	This report provides a summary of calls placed by a site and the revenue incurred by each phone at that site.
Call Summary Report, Traffic Pattern Totals	This report lists the total number of minutes and charges incurred for each traffic type (i.e. local, long distance, free, etc.) for each phone for a specified period of time.
Phone Summary Report	This report provides total calls and minutes by phone and whether the number of attempts, answered, and/or connected calls by phone.
TNI Summary Report, Frequency Sort, Top 10% Calls	This report lists the total number of frequently called destination numbers in descending order for a specified period of time.
TNI Summary Report, TNI Sorted, Top 10% Calls	This report lists the total number of frequently called destination numbers in sorted order for a specified period of time.
End Code Summary Report, Complete Totals	This report lists all of the resulting termination statuses for all calls for a specified period of time. It includes the total number of calls and minutes for each end code.
Call Detail Listing by Time of Day	This report lists all calls placed in a 24 hour period in ascending order by time of day.
Call Detail w/ Status Report	This report will provide line-by-line detail of each completed call placed from the facility during the specified time period. Detail includes dialed number, time, date, duration, inmate phone, phone zone, and PIN if applicable. Calls appear in chronological order.
Call Detail w/ Status Report by Dialed Number	This report will list call detail for calls to a single specified telephone number. Detail includes dialed number, time, date, duration, inmate phone, phone zone, and PIN if applicable.
Call Detail w/ Status Report by Phone	This report will list call detail for all calls placed from an individual inmate telephone. Detail includes dialed number, time, date, duration, inmate phone, phone zone, and PIN if applicable.
Call Detail w/ Status Report by Trunk	This report will list call detail for all calls placed from an individual trunk. Detail includes dialed number, time, date, duration, inmate phone, phone zone, and PIN if applicable.
Call Detail w/ Status Report by ID Code	This report will list call detail for all calls placed from an individual ID Code or PIN. Detail includes dialed number, time, date, duration, inmate phone, and phone zone.
Velocity Report	This report provides a complete summary of the number of calls placed to a specific number and the total charges incurred by that number.



For ease of use, AT&T has provided sample standard and ad-hoc reports in *Volume II, AT&T Inmate System, Attachment 1*. These reports illustrate the wide variety of summary, call detail, and graphical reports available with the AT&T Inmate System. They include:

Sample Summary Reports

- ◆ Call Summary Report, Complete Totals
- ◆ Call Summary Report, Daily Totals
- ◆ Call Summary Report – Traffic Patterns Totals
- ◆ Phone Summary Report
- ◆ End Code Summary Report
- ◆ TNI Summary Report, Top 10%, Calls Sorted by TNI
- ◆ TNI Summary Report, Top 10%, Calls Sorted by Frequency
- ◆ Velocity Report
- ◆ Word Search Report

Sample Call Detail Reports

- ◆ Call Detail Listing by Time of Day
- ◆ Call Detail with Status Report
- ◆ Call Detail with Status by Dialed Number
- ◆ Call Detail with Status by ID Code
- ◆ Call Detail with Status by Phone
- ◆ Call Detail with Status by Trunk
- ◆ Call Detail with Status by DOC Number
- ◆ Call Detail with Status by Facility
- ◆ Call Detail with Status by Inmate/Resident Name
- ◆ Call Detail by SBI Number

Sample Graphical Reports

- ◆ Number Calls by Call Type/Status
- ◆ Number Calls Per Phone
- ◆ Number Calls by Trunk Usage Types
- ◆ Number Calls Validated by LIDB
- ◆ Number Minutes by Call Type
- ◆ Number Calls and Minutes by Call Type
- ◆ Number Calls and Minutes by Language Type
- ◆ Number Calls and Minutes by Billing Type
- ◆ Call Activity by ANI

Authorized State representatives at each facility and at the Central Server/Database Site can run standard and ad-hoc reports.

To run reports on the TOM administrative workstation, authorized users simply double click the Report Generator icon from the TOM's main screen. The Report Generator, illustrated in Figure 1-7, allows users to retrieve specific data for reports.



The screenshot shows a 'Report Generator' window with the following fields and callouts:

- A** points to the **Site Name(s)** field, which contains 'JEL'.
- B** points to the **Inmate PIN** field.
- C** points to the **Dialed Number** field.
- D** points to the **Trunk ID** field.
- E** points to the **Phone ID** field.
- F** points to the **Phone Location (Zone)** field.
- G** points to the **Report Type** dropdown menu, which is set to 'ALL'.
- H** points to the **Report Level** dropdown menu, which is set to 'ALL'.
- I** points to the **Begin Date** field, which contains '05/22/2000'.
- J** points to the **End Date** field, which contains '05/22/2000'.
- K** points to the **Roundoff Factor** spinner, which is set to '6'.
- L** points to the **Call Threshold** spinner, which is set to '6'.

At the bottom of the window are **Ok** and **Cancel** buttons.

Figure I-7.. Report Generator Window

The following parameters can be specified for running reports:

- A. Site Name (s): ACP name(s) from which you want the report generated.
- B. Inmate PIN: The inmate's PIN ID.
- C. Dialed Number: The number the inmate dialed.
- D. Trunk ID: The physical trunk connected to an ACP port.
- E. Phone ID: The location of the phone. Multiple phone IDs may be entered.
- F. Phone Location: Cell location of the physical phone. Reports can be run on multiple zones (i.e. POD1, POD2). To generate a report for all PODs, simply type the command "POD" and data from all PODs will be included in the report.
- G. Report Type:
 - All – Information of all call types (default).
 - Collect – The called party has accepted the charges.
 - Debit – Prepaid phone charges.
 - Free – Free calls (i.e. calls to attorney phone numbers).



H. Report Level:

All – Information about every call attempted (default).

Answer – Calls answered by the called party, but not accepted by positive answer supervision (DTMF).

Completed – Calls that were answered, accepted, and proceeded long enough to imply a conversation occurred and then terminated.

Dial – All the events that took place in the phone system that did not reach the network.

Network – The dial events that reached the network, but were not answered.

I. Begin Date: Select the begin date of the report by clicking the (...) field.

J. End Date: Select the end date of the report by clicking the (...) field.

K. Roundoff Factor: Allows users to round the time of the call to the nearest minute.

L. Call Threshold: Number of seconds the calling system uses to determine a call.

Reports are available online 24x7x365 from each facility or from the Central Server/Database Site within seconds of request (depending on the report period requested).

Authorized users can also retrieve individual call detail records or a series of call record over a user-defined period of time based on the called number using the TOM administrative terminal.

The Report Generator, shown in Figure I-7 above, will allow users to search call detail records based on the Dialed Number (the number the inmate dialed) and specify the time period (Begin Date and End Date). Additionally, for real-time status of calls, users can use the View Current Phone Status function shown in Figure I-6 above.

d. User Identification

The TOM Administrative workstation and the central administration systems require the user to enter a login ID and password prior to accessing system functions. All operating and application software is subject to password security clearance. AT&T will assign passwords to authorized users as directed by the DOC and/or JJC.

The DOC and/or JJC can define “user” access and assign “user” privileges via the User Manager. Upon entering a user ID and password, each level will be restricted to the system functions allowed under that level. Functions other than those specified will not be displayed or available for that user.



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As illustrated in Figure I-8, AT&T recommends the creation of various classes of users.

Username	Full Name	Description
Administrator_One		
Administrator_Two		
Inquirer_One		
Inquirer_Two		
Network_Admin		
Supervisor_One		
TelequipSupportLogin		
User_Four		
User_One		
User_Three		
User_Two		

Groups	Description
Administrators	some override capabilities, able to write reports
Backup Operators	Members can bypass file security to back up files
Guests	Users granted guest access to the computer/domain
Inquirers	read-only access to limited amount of reports
Network Administrators	able to reconfigure network and system-level areas
Power Users	Members can share directories and printers
Replicator	Supports file replication in a domain
Supervisors	controls user accounts, full management system access
Telequip Support	able to reconfigure low-level telephony system
Users	read / write access to most areas

Figure I-8. User Manager

Items may be added or deleted from the “user” profiles based on specific facility requirements. For example:

Supervisor. A supervisor can typically add, modify, or delete passwords and has access to all system functions.

Network Specialist. A network specialist is provided access to all functions relating to the Wide Area Network (WAN) and its functions.

Administration. Administration typically has access to all system functions excluding password setup and network control.

User. A user is typically allowed access to all system management functions, including PIN and Debit Account Administration, Reporting, Viewing Active Calls, Playing Back Recordings, Blocking/Unblocking numbers, and disabling phones.

Inquirer. An Inquirer typically may view call detail, but will be unable to make modifications.

Authorized AT&T technicians will have access to all functions for the purpose of assisting with the administration of the system and for the purpose of troubleshooting problems. Passwords used by authorized employees for the purpose of system programming and remote support access are kept in strict confidence.

AT&T provides user activity tracking through a program known as “When, What, Where.” All activity is logged and may be presented in report format. The



activity log includes the user login id, date, time, program accessed, and activity performed.

e. Other Administrative and Programming Functions

Each institution/center will be able to perform administrative and programming changes on-site via the TOM administrative workstation. The Centralized Server/Database Site will have the ability to perform the following for any or all facilities. Each facility will have the ability to perform the following for the facility:

- ♦ Assign and manage inmate ID codes (PINs). PINs can be assigned at the network (central administration) and institutional levels. (See below for additional details)
- ♦ Assign and manage specific calling options and privileges for each ID or inmate. Specific calling options and privileges for each ID can be managed from the network (central administration) and institutional levels.
- ♦ Create and manage the Allowed Call List of inmates. Allowed Call Lists can be managed from the network (central administration) and institutional levels.
- ♦ Block, unblock, or edit blocked numbers in real-time via the Dial Plan Manager. Blocked number management can be accomplished from the network (central administration) and institutional levels.
- ♦ Change passwords and other security features. Security functions can be managed from the network (central administration) and institutional levels.
- ♦ Manage HearSay monitoring and recording activities. Recording activities typically occur at the institutional level and can be programmed to occur at the individual call, individual PIN, and phone or group of phones level. Monitoring activities also occur at the same levels as recording, and may also be accomplished at the central administration level as well.
- ♦ Track all administrative user activity. Administrative user activities are managed from the institutional level.
- ♦ View current phone status via a real-time call activity display. View customer phone status is available at the network (central administration) and institutional levels.

On-site System Administrators/Technicians will manage all PIN functions via the centralized TOM administrative workstation. All updates will be stored in the centralized database. The centralized database will be housed on a RAID server providing security and redundancy. Via the Centralized TOM administrative workstation(s), the System Administrators/Technicians and/or authorized users in each facility will be able to perform the following functions.



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- Scan and assign personal authorization (ID) codes to each inmate. The DOC and/or JJC can supply these numbers. The system will automatically generate a PIN for the ID code. ID codes can be assigned, edited, removed, and managed via the user-friendly, Windows-based TOM administrative workstation. Additionally, specific calling options and privileges can be assigned to each ID or inmate.

Figure I-9. Main Menu for User ID and PIN Management

- Create the Allowed Call List for inmates via the user-friendly, Windows-based TOM administrative workstation. The DOC can add, edit, and remove numbers that can be called by each inmate. Input fields include:
 - Terminating Number Identification (TNI) – The allowable dialed number
 - Description – Name of called party
 - Collect Calling Authorization – Check to enable collect calling
 - Debit Calling Authorization – Check to enable debit calling
 - Administrative Holds/Reason – Allows users to enter an administrative hold and the for the hold
 - Notes – Users may enter any special notes on an account
- Edit entries in the inmate calling database. By selecting the edit function, authorized users can edit items such as ID codes, TNI (allowed calling numbers), and calling privileges.



- Block calls to a specific telephone number on all telephones even though it is permitted on inmate calling lists. The Dial Plan Manager is used to block, unblock, or edit blocked numbers.

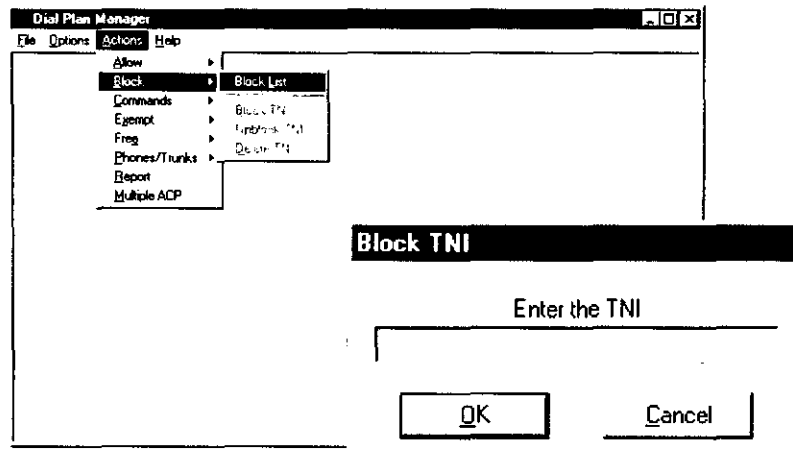


Figure I-10. Blocking Calls via the Dial Plan Manager

f. Training

AT&T will provide on-site training for designated State employees on the inmate phone system, including the monitoring and recording system. AT&T will train designated employees at the Central Office and up to five employees at each DOC and/or JJC site.

Users can typically become fluent in the operation of functions the institutions may need to access for themselves by the end of the one-day training session provided as part of the inmate system installation. This training class, combined with and user guides that provide simple, step-by-step instructions and the intuitive easy-to-use design of the TOM applications and programs, enable users to quickly learn and use system functions.

The following training will be conducted as part of the implementation process.



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Objective	Ensure designated personnel at each facility are fully trained in the administration and management of the inmate system.
Training Topics	<p>Topics to be covered in this training will include:</p> <ul style="list-style-type: none">♦ Inmate call process♦ Communicating change requests to administrators♦ Reporting Options and Queries♦ TOM Administrative Terminal security and general information♦ Call number blocking and privileged number entry♦ PIN/Debit Account Management centrally and/or locally♦ HearSay Operating Instructions and options♦ TOM and Hearsay as investigative tools♦ Trouble Reporting Procedure♦ Remote monitoring, remote playback, recording, and data access capabilities♦ Recording Storage Management centrally and/or locally♦ Emergencies – phone shut-down, reporting, service issues
Sessions and Format	The training sessions will be half-day sessions at each site on a mutually agreed upon date and time. The format will be an open training session using a multimedia presentation, printed materials, and a question and answer session. Each session participant will receive a binder with documentation on each training session topic.
Attendees	The sessions are targeted for site project coordinators and/or investigative staff depending on the location of the training and the needs of the State. The ideal training session size is five people to allow for extensive one-on-one training and exchanges.



I.2.5. System Administrator

RFP References: Sections 6.2.7, 7.7.5, Schedule H

AT&T understands and complies.

AT&T will provide full-time, dedicated System Administrators/Technicians (SATs) located at State facilities, for expert, personal support. The number and location of SATs will depend on the Service Plan option selected by the State of New Jersey. Please see the Service Plan Option discussion under *Section 7, Personnel* for complete details.

System Administrators/Technicians will perform the following functions:

- Support of daily operations, including scanning of bubble forms
- Software maintenance
- Station installs, moves, and changes
- System software additions, changes, and deletions

During normal business hours, State personnel can report any trouble or request assistance from the SATs. The SATs may also be contacted after hours via pager or cell phone. At all times, the SATs are supported by the AT&T National Service Desk (accessible via a toll free number) and certified local field technicians.

All aspects of the inmate systems and communications network will be administered by the on-site SATs. The SATs will track all trouble calls, maintenance issues, carrier partner issues, etc. to provide a seamless, unencumbered means of reporting troubles for the State. The SATs, through a daily review of the dynamic reports available through the TOM, can proactively identify inmate stations that may be in trouble.

Most customer service issues or problems will be handled by the on-site SATs. The SATs will have the personal training and skills, the ready access to spare parts, and the operations support infrastructure and resources required to effect rapid repairs, minimize downtime, and thereby provide the highest levels of service to the State.

The on-site SATs will initiate internal or external escalations as needed to restore service and will engage the assistance of appropriate tiered support to resolve service performance issues.

The on-site System Administrators/Technicians will be supported by a combination of resources from the AT&T Team to ensure premier maintenance service for all aspects of the proposed system. All maintenance and support personnel will be thoroughly trained on the inmate systems and will be properly prepared with the knowledge, experience, test equipment, and spare parts to quickly resolve any problems.



I.3. Inmate/Resident Telephone Control Service

RFP References: Sections 6.2.4, 6.3, 7.8, and Schedule I

AT&T understands and complies.

The AT&T inmate/resident telephone control system will be programmed to allow selected outgoing, station to station, collect calls only. Authorized calling numbers will be reviewed and authorized by the DOC and/or JJC prior to being programmed into each system.

AT&T will program the following organizational numbers into each system for the general population with no call limit:

- Aids hot line – 800 service
- Ombudsman – 800 service
- Public Defenders Office – 800 service
- Special Investigative Division – collect calls

No other calls will be permitted unless approved by the DOC and/or JJC POC.

Each inmate and resident will be assigned a unique six-digit PIN. Each PIN will have an associated Allowed Call List, which identifies the preapproved numbers that the inmate or resident may call.

The system will be compatible with existing number assigned to inmates and residents. AT&T, in association with the State, will obtain the PIN list from the current vendor prior to cutover. This data will be converted to the AT&T format and loaded on the system at installation.

AT&T will administer the inmate and resident PINs and all system software. AT&T will complete all software additions/changes within 24 hours, unless deemed a high severity by the DOC and/or JJC, in which case AT&T will complete the addition/change as soon as possible. Software additions/change will typically not require the system to be taken off line.

The DOC and JJC will be responsible for providing the following information for each inmate and resident on AT&T-provided, State-approved, bubble forms:

- Correctional facility
- Housing unit
- Name of inmate/resident
- DOC or JJC inmate/resident number
- SBI number
- Personal Identification Number (PIN)
- Name of called party (limited to ten friends/family numbers)
- Address of called party



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- Relation to inmate or resident
- Area code and number to be called
- Name of Attorney (unlimited list of legal numbers verified by AT&T through the NJ Law Directory)
- Address of Attorney
- Telephone number of Attorney
- Signature of inmate or resident
- Data and authorized signature from DOC or JJC

The AT&T system software will accept all information provided. AT&T has provided sample bubble forms in *Volume II, AT&T Inmate System, Attachment 10*. These forms are strictly samples. AT&T will work the State of New Jersey to custom design the bubble forms to meet its specific needs.

AT&T will provide scanners at each correctional facility (a total of 27) and toll free access to the system software for administrative use at no cost to the State. AT&T will scan all completed bubble forms; however, if desired, the DOC/JJC staff may perform the scan. AT&T will provide a report of successful and failed transmittals on a daily basis.

Debit Call Options

AT&T offers the following three debit call options for inmates and residents. If the State desires to implement any of these options, AT&T will work with the State to develop an attractive offer for both the State and inmates/residents.

1. Pre-Paid Debit Card

AT&T's Inmate Calling System offers the weaponless, pre-paid debit card for use to call numbers within the North American dialing plan. These cards are in paper form so they do not become a security hazard. AT&T pre-prints the cards with a specified dollar amount and a randomly generated PIN. Customer Service loads the accounts remotely on the system. The cards are sold to the facility and then re-sold in the prison commissary at face value. The inmate uses the PIN denoted on the card until the dollar limit is reached. The card is then thrown away and the inmate purchases a new card with a new PIN. PIN numbers generated for debit cards are independent of the PIN accounts required for collect calling.

Weaponless cards are being utilized in dozens of facilities with excellent results. Inmates are afforded an additional calling option while the facility is provided minimal management and still benefits from ALL fraud control features for which the system is known.

Denominations and price of the cards are programmable.

Figure I-11 on the following page illustrates the call purchase process using debit prepaid cards.



AT&T Inmate/Resident Telephone Control Service

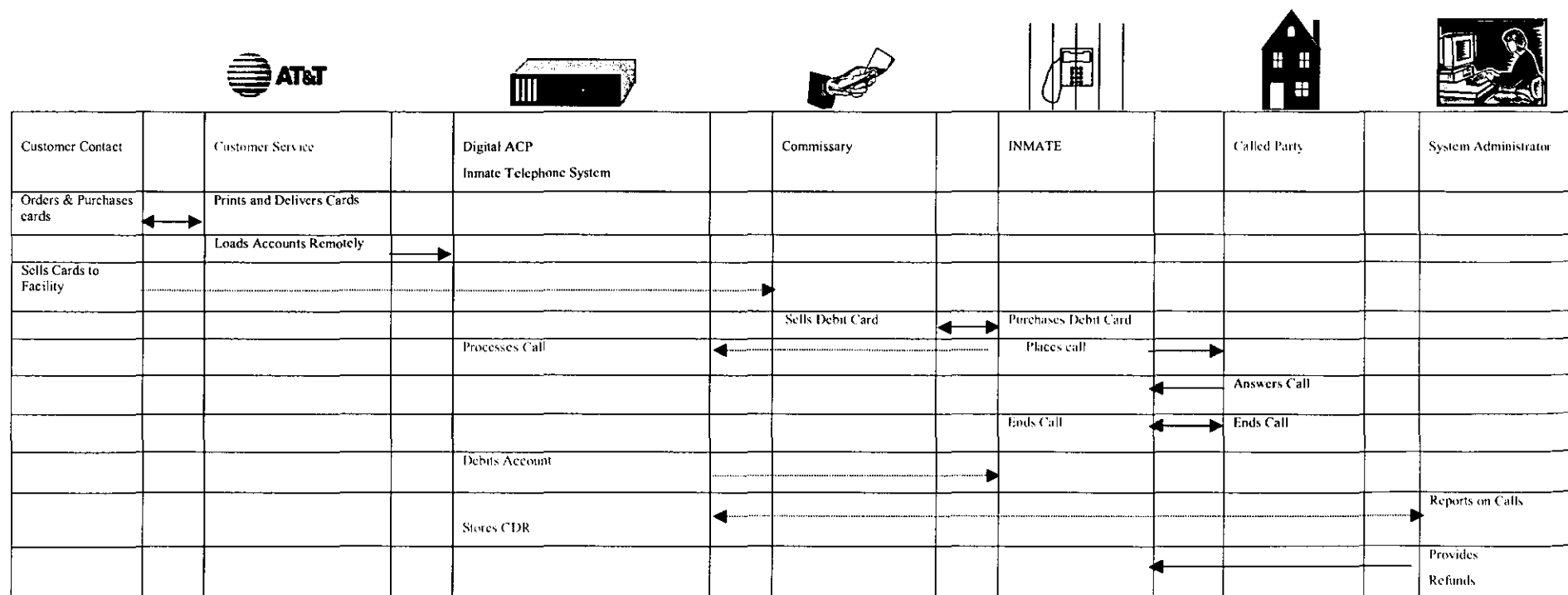


Figure I-11. Purchase Flow for Debit Prepaid Calling Card



2. International Only – Inmate Pre-Paid Card

The International Only – Inmate Pre-Paid card provides international calling capability to inmates/residents. This Pre-Paid card can only be used for international calling via a toll-free number. The inmate will be prompted in English with dialing instructions similar to standard PrePaid cards.

This card is not tied to the AT&T Inmate Fraud control platform, so no fraud controls are applied. However, the inmate platform can track the number of calls and when the toll-free number is called. Currently, ad hoc reports are available on an emergency basis. Call detail reports (including date/time/duration, originating number, terminating country, and terminating number down to the individual PIN) will become standard later this year.

Features of this card include the following:

- Restricted to international destinations only (will not allow the caller "back" to U.S. destinations)
- Cards are made of a non-threatening (weapon-less) laminated paper
- Calling instructions on card and provided by in-call flow automated operator
- No numbers are printed on the card except for PIN
- Call duration limits are enforced. Platform terminates call after predetermined duration. Calls are also disconnected if card is used up.
- No live operator
- Inmate/resident caller initiates a speed dial sequence number that is programmed into the platform (this number is converted to the true toll-free prepaid access number)
- Stolen or misplaced cards are not replaced or refunded

3. Inmate Phone Accounts

The AT&T Inmate Calling System also offers a pre-paid, debit calling option via inmate phone accounts. Inmates simply purchase phone time from the commissary. Once purchased, an administrator will transfer the dollar amount to the debit calling account, which can be established under the same PIN used for collect calling. Transfers can be entered manually from a written log or from a standardized update file. The file would be downloaded to a disk from the commissary system then hand carried to the TOM and processed. Once an account is established on the system, inmates can begin placing debit calls. Inmates receive a voice prompt instructing them to dial 8 for a debit call. Inmates placing debit calls are subject to the same fraud control restrictions as collect calls. Blocked number lists, calling times, and call duration controls can also be applied to debit calling. Inmates are notified of their account balance after dialing their



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PIN and prior to dialing a destination number. Calls with charges exceeding the inmate's balance will not be allowed. If funds are depleted during a call, the inmate is warned and the call is disconnected. Account balance and call detail reports are provided via the TOM. Debit calling is available for domestic and international calls if desired.

The benefit of a pre-paid calling account is the ability to share the inmate identifier (PIN) with the same PIN utilized for collect calling and provide the same fraud control as that of collect calls.

Figure I-12 illustrates the call processing and call flow for debit account calls.



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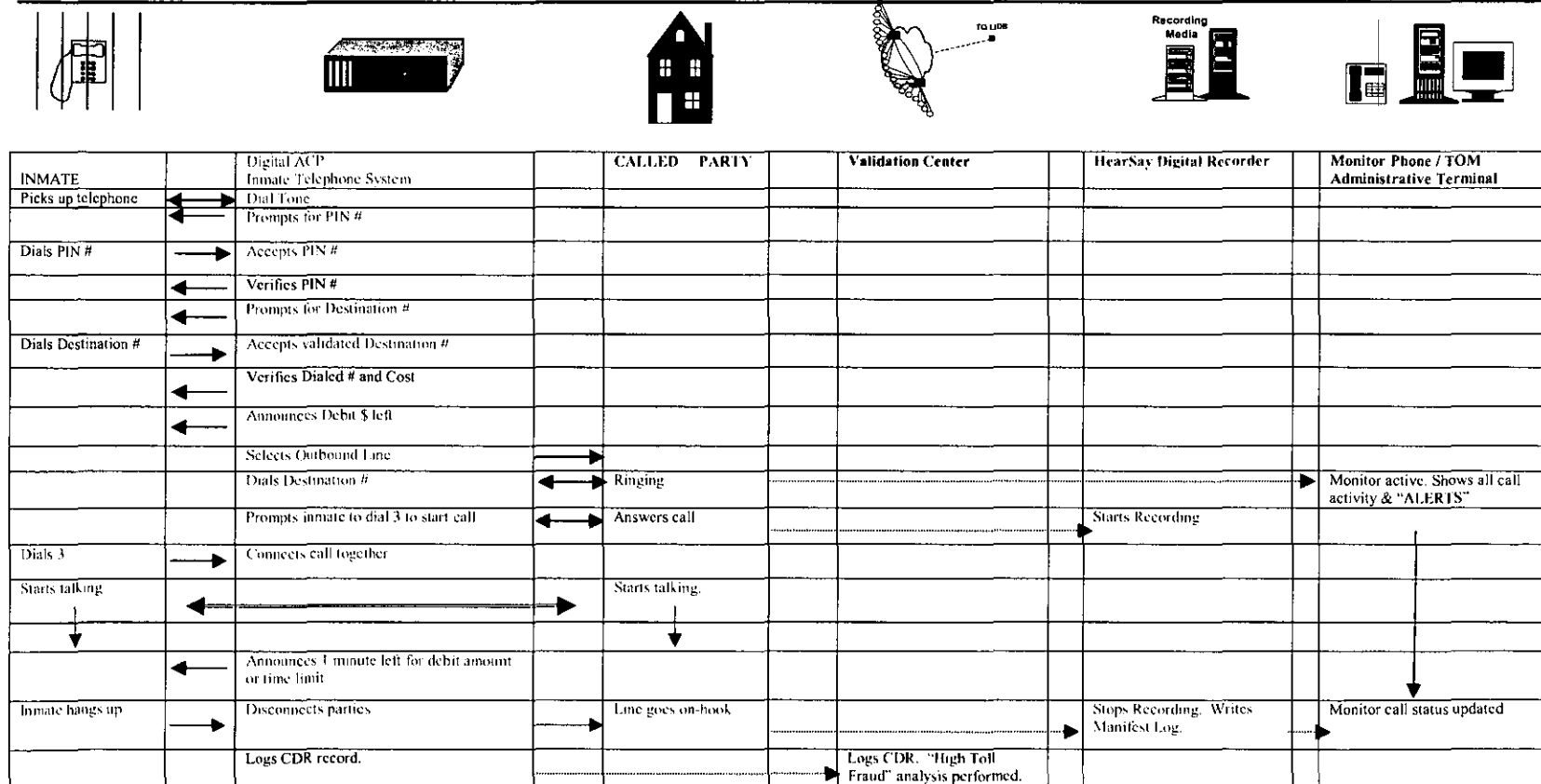


Figure I-12. Call Flow for a Debit Account Call





I.3.1. System Features

RFP References: Sections 6.3.1, 7.8.1, and Schedule J

AT&T understands and complies.

AT&T and the proposed AT&T inmate/resident telephone system will meet the State's requirements for mandatory and preferred system features as described in the following subsections. Supporting documentation for the AT&T Inmate System is provided in *Volume II, AT&T Inmate System Documentation, Attachments 1- 10*.

Please see *Section IV, Option A Solution* for a complete description of how AT&T's alternative solution will also meet these requirements. Supporting documentation for the Option A Solution is provided in *Volume II, Option A Documentation, Attachments 1 - 5*.

I.3.1.1. Mandatory Requirements

RFP Reference: Sections 6.3.1.1

The proposed AT&T Inmate/Resident Calling System meets the State's mandatory requirements as follows:

- All dialing instructions, warnings, and messages will be available in English and Spanish. When placing calls, inmates/residents will be instructed, in Spanish, to dial "4" to receive all dialing instructions, warnings, and messages in Spanish.
- All telephones can be turned on and off at predetermined hours by each facility via the TOM administrative workstation.
- The system will provide announcements on each call, except legal and Ombudsman calls, that the call may be subject to monitoring and/or recording.
- For legal and Ombudsman calls, the system will provide announcements that the calls are not monitored or recorded.
- The AT&T system will provide an automated voice announcement to the called party identifying the State of New Jersey correctional facility name, city and the inmate/resident's prerecorded name.
- The AT&T system isolates the inmate/resident from the called party during setup. The voice path between the inmate/resident and called party remains closed until positive call acceptance is received from the called party. At no time during the process can the inmate/resident communicate with the called party until positive acceptance has been received.
- AT&T will install cutoff keys at DOC and JJC approved locations on all inmate/resident telephone lines at all facilities. The cutoff keys will enable the DOC and JJC to separately cut off service to any and all lines serving any area.



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- The AT&T system provides for positive, interactive acceptance or denial of the call by the called party. The called party is required to dial "3" on a touchtone phone or "55" on a rotary phone to indicate acceptance of the call. If the called party does not provide positive acceptance, the message will play again. If the called party still does not provide positive acceptance, the system will disconnect the call and the inmate/resident will receive a message stating that the call was not accepted.
- The AT&T system will support on demand statewide blocked numbers. These numbers can be programmed through the TOM administrative workstation.
- Unless otherwise specified by the State, the AT&T system will permit outgoing, station to station, collect calls only (billed to the called party), except for the organizational numbers specified in Section 6.2.4 of the RFP.
- The AT&T system will provide the inmate/resident with appropriate messages regarding the status or processing of the call, such as call cannot be completed as dialed, call not accepted, call blocked, etc. Please see the *Digital ACP Voice Prompting* manual in Volume II, Attachment 3 for a listing of the various messages used with the system.
- The AT&T system will provide a security announcement instructing both parties that switch hook operation from either party will terminate the call.
- The AT&T service will interface with both touch tone and rotary telephones at called party locations.
- The AT&T system will be DTMF dialing only.
- The AT&T system will limit access to one call per connection.
- With the AT&T system, telephone switch hook operation will indicate disconnect of call only.
- The DOC and JJC can monitor and record all calls on each line as needed from a central point in each facility without inmate/resident or called party detection as described below. Additionally, DOC and JJC staff can forward call recordings to any phone anywhere for remote playback. (Please see subsection I.3.1.3 for a description of monitoring and recording capabilities.)

I.3.1.2. Preferred Requirements

RFP Reference: Sections 6.3.1.2

The proposed AT&T Inmate/Resident Calling System meets the State's preferred requirements as follows:

- The AT&T Inmate System can pass caller ID information after call splitting. However, as standard policy, AT&T does not send caller ID information out for the protection and privacy of the system. Sending caller ID information is not recommended.





- The AT&T system will prompt the inmate/resident through detailed dialing instructions. All call functions are fully automated. Over 250 voice prompts guide both the caller and the called party through the process from start to finish. Please see the *Digital ACP Voice Prompting* manual in *Volume II, AT&T Inmate System Documentation, Attachment 3* for a listing of the various messages used with the system.
- The AT&T system will provide the inmate/resident with appropriate messages regarding the status or processing of the call, such as call cannot be completed as dialed, call not accepted, call blocked, etc. Please see the *Digital ACP Voice Prompting* manual in *Volume II, AT&T Inmate System Documentation, Attachment 3* for a listing of the various messages used with the system.

1.3.1.3. Monitoring and Recording

The HearSay digital monitoring and recording system will meet and exceed the State's requirement for monitoring and recording inmate calls. The HearSay digital monitoring and recording system will be installed at each inmate facility.

The HearSay digital monitoring and recording system provides digital recording and audio listening capabilities and enables correctional facility personnel (investigators, officers, and administrators) to record and/or listen to inmate conversations. The HearSay system is fully integrated with and resides within the same chassis as the Digital ACP.

Calls are recorded on the HearSay hard drive, hard drive array, or RAID Network Access System (NAS). A NAS is a series of hard drives housed in a separate chassis and connected to the recording system via network connect. The specific method is determined by the number of calls placed monthly and the total number of days of online storage required.

Full Channel or Selective recording options are available. The HearSay digital monitoring and recording system will record all voice channels. The central monitoring attendant can record both sides of a conversation on any telephone line.

HearSay is also fully integrated with the TOM administrative workstation through LAN connection providing time synchronization and complete data accuracy.

The following table highlights features of the HearSay digital recording and monitoring system.



AT&T Inmate/Resident Telephone Control Service



HearSay Digital Monitoring and Recording Features	
Feature	Description
Full Channel Recording or Selective Recording	Facilities can choose full channel recording (records all calls at all times) or selective recording (select the number of recording channels desired; typically 20% of total phones)
Archiving	Digital Audio Tape (DAT) Archival Digital Linear Tape (DLT) Archival Linear Tape Open (LTO) Archival
Remote Monitoring	Ability to monitor calls from a remote location using the Monitoring Phone
Remote Playback	Forward a call recording to any remote location for playback.
Monitoring Phone	Standard single-line speaker phone equipped with a 120 character liquid crystal display (LCD)
CD-RW Drive	Enables the user to create Audio CDs for use as an interchange device for taking inmate recordings to evidentiary proceedings
Cassette Recorder	Enables the user to create Audio cassettes for use as an interchange device for taking inmate recordings to evidentiary proceedings

Visual and Audible Monitoring. The proposed AT&T solution offers both visual and audible monitoring capabilities.

View Current Phone Status, as illustrated in Figure I-13, is available from the TOM Administrative WorkStation for the purpose of visually monitoring the off-hook and on-hook status of each inmate telephone. Users can determine which lines are not active, active, privileged (not being recorded), and which numbers have been set to alert.



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PHONE	NAME	STATUS	TIME
101-XX	Low_Left_1	Black	00:05 Phone On Hook
102-02	Low_Left_2	Black	16:02 Off Hook/IDC
103-03	Low_Left_3	Black	16:02 Phone On Hook
104-04	Low_Left_4	Blue	16:03 GOOD LONG DIST
105-XX	Up_Left_1	Black	00:05 Phone On Hook
106-06	Up_Left_2	Blue	16:03 GOOD LONG DIST
107-XX	Up_Left_3	Black	00:05 Phone On Hook
108-XX	Up_Left_4	Black	00:05 Phone On Hook
109-XX	BullPen	Black	00:05 Phone On Hook
110-XX	Empty	Black	00:05 Phone On Hook
111-XX	Low_Right_1	Black	00:05 Phone On Hook
112-XX	Low_Right_2	Black	00:05 Phone On Hook
113-XX	Low_Right_3	Black	00:05 Phone On Hook
114-XX	Low_Right_4	Black	00:05 Phone On Hook
115-XX	Up_Right_1	Black	00:05 Phone On Hook
116-XX	Up_Right_2	Black	00:05 Phone On Hook

- ❖ Black – Not Active
- ❖ Blue – Active
- ❖ Red – Alert
- ❖ Green – Privileged

Figure I-13. View Current Phone Status

The HearSay Monitoring Phone offers undetectable audio listening and real-time recording initiation. The phone is a standard single-line desk phone equipped with a speaker and a 120-character liquid crystal display (LCD). The HearSay Monitoring Phone offers the following modes and operational features:



- | | |
|------------------|---|
| Silent Seek Mode | The Monitoring Phone will scan the calls that are live on the system. The phone uses 6 seconds as the default speed between scans. Users may change the speed between scans from 5 to 13 seconds. |
| Go To Mode | The user can select a specific phone to monitor by dialing the 3-digit extension of the inmate phone. |
| Monitor Mode | In monitor mode, the Monitoring phone will remain on a particular inmate phone call. The conversation will be audible to the user. |



AT&T Inmate/Resident Telephone Control Service



Voice Scan Mode	The system will scan all calls and play the conversations to the user. Using the speed buttons, the user may change the speed between scans from 6 to 48 seconds.
--------------------	---

The user may initiate monitoring for a particular phone by entering the 3-digit extension on the keypad. The LCD displays the inmate's PIN (OID), called number (TNI), the extension of the phone being monitored (EXT), the call duration (00:00:00), and the status of the call.

Remote Monitoring. Additionally, the system offers remote monitoring from any remote location using the Monitoring Phone. The user simply dials a number to reach the HearSay system and enters a private access code. The Monitoring Phone then works exactly as if located at the facility. Passwords are required for all remote communications with the system. Remote access software can also be provided, allowing the facility officer to access the TOM administrative workstation located on-site for remote call blocking, reporting, and real-time call activity viewing.

Remote Playback. The AT&T Inmate Calling System's exclusive Remote Playback feature allows calls recorded by the HearSay Recording and Monitoring system to be forwarded to a remote destination for playback. Investigators and Administrators simply choose the desired recording, dial the intended party's phone number, and play the recording. The called party simply answers and listens. Remote Playback provides off-duty officers the ability to stay in-touch with open investigations without the need for special home office equipment or returning to the office during off-duty hours.

Recording Storage. Recordings will be stored on the hard drive(s) for up to 90 days. Each voice recording requires approximately 2.5 MB of hard disk space. This number is used to calculate the total storage requirement for 30-180 days of online recordings, depending on facility requirements. Hard drives are then chosen based on these calculations. For example, a 60GB hard drive will supply 30 days online for approximately 24,000 calls or less per month and 120 days online for approximately 6,000 calls or less per month.

The AT&T system will provide the capability to store 90 days of recordings online.

Facilities with high volumes can require as much as 1 terabyte (TB) of hard drive space to accommodate online recordings. This is accomplished using RAID 5 technology. A Network Access System (NAS) is installed containing multiple hard drives. The NAS communicates with the HearSay system via LAN connection.

Additionally, recordings can be archived to Digital Audio Tape (DAT) with each tape holding 10-20 GB, Digital Linear Tape (DLT) with each tape holding 70 GB, or Linear Tape Open (LTO) with each tape holding 100 GB.

The HearSay system includes a CD-RW drive that enables the user to create audio CDs for playback of recorded conversations.



AT&T Inmate/Resident Telephone Control Service



Call Detail Recording. The HearSay monitoring and recording system maintains complete call detail recording data. Data includes:

- ♦ Type of recording (e.g., full channel recording, alert recording, etc.)
- ♦ Time the call began
- ♦ Duration of the call
- ♦ The inmate ID code used to place the call
- ♦ The telephone number the inmate dialed
- ♦ The ACP ID
- ♦ The channel that recorded the call
- ♦ The Trunk ID
- ♦ The phone ID of the phone the inmate used to place the call

The State can access this data through a variety of reports, which can be custom tailored to meet the State's specific needs. Please refer to the *HearSay Playback User's Guide* in *Volume II, Attachment 7* for additional information.

AT&T currently owns the in-place Dictaphone in-place recording and playback equipment. AT&T plans to retain these units (or make available a playback unit) at each institution upon contract award to provide the ability to replay existing tapes.

Additional information on the HearSay digital recording and monitoring system is provided in the following Volume II attachments.

Attachment 6 HearSay Monitoring Phone Guide

Attachment 7 HearSay Playback User's Guide

AT&T will provide the HearSay monitoring and recording system at each correction facility. The system will provide onsite storage of recorded calls for 90 days.

I.3.2. System Controls and Restrictions

RFP References: Sections 6.3.2, 7.8.2, and Schedule K

AT&T understands and complies.

AT&T and the AT&T inmate/resident telephone system will meet the State's mandatory and preferred requirements for system controls and restrictions as described in the following subsections.



1.3.2.1. Mandatory Requirements

RFP Reference: Sections 6.3.2.1

The proposed AT&T Inmate/Resident Calling System meets the State's mandatory requirements for system control and restrictions as follows:

- In the past, blocking call forwarding from the originally called party has been impossible with the call control systems and technology available in the market. However, AT&T is once again leading the industry with the introduction of technology to block call forwarding. AT&T has completed "alpha" tests on the technology and is prepared to demonstrate this technology and offer the State of New Jersey the opportunity to be a "beta" site for this leading-edge technology.



AT&T believes it is the only vendor that can meet this mandatory requirement. AT&T invites the State of New Jersey to be a beta site for the implementation of leading-edge technology for blocking call forwarding.

- The AT&T system will block all access to Operators. Only collect, station to station calls are allowed and access to an unrestricted outside line or live operator is strictly prohibited by the ACP technology.
- The AT&T system will not accept call waiting. The Digital ACP trunk units prohibit incoming calls in all cases. As a further restriction against the potential for "collision" of an incoming call on a phone line and an outgoing call on that same line, the Digital ACP checks for incoming call activity on each trunk prior to selection. A re-order is forced if an incoming call is detected. Additionally, inmate phone lines will be installed as one-way, outgoing only.
- The AT&T system will not permit or process credit card calls. If desired by the State, AT&T will offer the prepaid debit card and/or inmate phone account options described in Section 3 above.
- The AT&T system will permit outgoing calls only and will not allow incoming calls.
- The AT&T system does not allow partial service during system failure. In order to complete a call, access to the PIN database must occur. In the unlikely event the database is not accessible, call activity will be denied. Failure of a major component within the Digital ACP will disable all calling activity. Because the HearSay recording and monitoring system resides within the Digital ACP chassis, it is similarly affected by a major component failure. However, AT&T has designed the system to eliminate system failures to the greatest extent possible to ensure continuity of service. For example, AT&T has proposed multiple ACPs in facilities, backup databases, split T1 access between ACPs, and dial lines for backup in the unlikely event of a T1 failure.



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- The AT&T system will permit outgoing, station-to-station, collect calls only. The AT&T system will not permit or process person to person calls.
- The AT&T system will not allow pulse dialing.
- The AT&T system will not allow third party billing of calls. For the call to be completed, the called party must indicate positive acceptance of the collect call.
- The AT&T system will not allow third party conference calls. The AT&T inmate calling platform does not allow an inmate to obtain a second dial tone without termination of the first call. Follow-on, or "chain" dialing, is prevented by a combination of features.

When the called party disconnects prior to, or without, the inmate hanging up, the Public Switched Telephone Network (PSTN) should, by today's standards, not return a "second" dial tone, but rather a prerecorded message, such as: "If you would like to make a call, please hang up; then place your call." Should the PSTN or the system miss an on-hook transition, the system continuously looks for the occurrence of DTMF tones and dial tone. After proper timing qualification of these tones, to prevent inadvertent disconnects due to ambient background noise to the conversation, the system will cause call termination resulting in the re-establishment of internal dial tone to the inmate, forcing a new, fully-controlled call.

The platform is provided to AT&T exclusively by TELEQUIP, whose parent company holds four patents on this technology and has not licensed the intellectual property rights to any other vendor.

Studies have shown, on average, 11% of all inmate calls include a central office three-way attempt during a conversation. By controlling this type activity and assuming the inmate now dials direct, the State's revenues will increase and the State can more easily identify and investigate this type fraud.

The system provides an indication as to whether a remote party using the remote telephone has preformed a specific act causing the generation of a flashhook type signal, which is detected by the apparatus. The system includes a low pass filter for passing energy having frequencies below 500 Hz, and energy detectors for detecting a specific electrical energy pulse having been filtered by the low pass filter and having been determined minimum magnitude. The system also includes software for cooperating with the energy detector to detect a specific event(s) occurring on the telephone line during a predetermined maximum time window following the detection of the pulse. The detection of the specific event(s) provides an indication as to whether the remote party has preformed a specific act such as attempting to initiate a three-way conference call.

All detected three-way call attempts are logged in the call detail record. A reporting option of detected three-way attempts is available by both called number and inmate PIN.

- The AT&T system will not allow or support the transfer of calls.



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- With the AT&T system, no two telephones can be connected to the same line at the same time.
- The AT&T system will be programmed to limit the number of calls to any authorized number from a facility to no more than 10 per day, except for the four approved general population numbers. Activity Guard by PIN allows facilities to limit the number of calls placed within a specified period of time with any combination of the following:
 - ♦ Calls dialed, accepted, answered, and connected for billing
 - ♦ Calls dialed into the network, but not answered
 - ♦ Calls answered, but not connected or accepted
- The AT&T system will be programmed to provide time limits on the total minutes per month for all calls, per resident/inmate, excluding the general population numbers, as specified by the DOC and/or JJC facility.
- The AT&T system will be programmed to provide a time limit on every authorized call and will provide a warning tone 30 seconds prior to call time-out and termination. The DOC and/or JJC can control the length of calls by setting call time limits. AT&T's proposed inmate calling platform provides flexible timing restrictions. Facilities can limit calls from 1 to 999 minutes in 1-minute increments, or elect to implement no timing restriction. For maximum flexibility, the call timing/duration option can be implemented globally, by inmate phone, and/or call type (local or long distance).

As illustrated in Figure I-14, the State can control inmate call duration by:

- ♦ All Calls
- ♦ PIN
- ♦ Allowed Number (TNI)
- ♦ Call Type
- ♦ Rate Type
- ♦ Phone



AT&T Inmate/Resident Telephone Control Service



Pin Metering

Call Duration | Operating Hours | Activity Guard | Free Call Minutes | Privilege Calls

Rule list

- Test 2 Rule
- Test 3 Rule
- Test Rule

Criteria

☐ All Calls

☐ PIN 1111111

☒ TNI

0123456789123456
972299123456

Refresh Pins

☒ Rate Type

Local
Intra-IntraS
Inter-IntraS
Inter-InterS

☒ Call Type

Collect
Person2Person
Credit Card
Calling Card

☒ Phone

1 - First Acp at MAH
2 - Second Acp at MAH
3 - Third Acp at MAH
4 - Fourth ACP

☒ Zone

1 - Cell Block 1

New

Edit

Delete

☒ Max Amount \$0

☒ Max Duration 15 Minutes

Begin Day Monday

End Day Sunday

Figure I-14. Call Duration Control

I.3.2.2. Preferred Requirements

RFP Reference: Sections 6.3.2.2

The AT&T system will support time of day restrictions on a called number. This option provides automatic enforcement of called party requests, facility requirements, and legal requirements. "Facility Metering" allows authorized administrators to assign rules that control calling by the following entities:

- PIN
- Authorized Number(s)
- Inmate Phone
- Cell Blocks or Groups of Phones
- Rate Types
- Call Types
- Globally



AT&T Inmate/Resident Telephone Control Service



Figure I-15 illustrates options available for defining Operating Hours

Figure I-15. Operating Hours Control

Rules established will determine operating hours, call duration, allowed calls, total activity, free calling (when permitted), and privileged (non-recorded) calls for the entities listed above.

- Operating hours will limit calls to certain days of the week and times of day.
- Call Duration will limit the amount charged for a call and the call length.
- Allowed calls will allow or disallow phone calls based on inmate PIN.
- Activity Guard controls call activity using a time scope and maximum number of minutes or dollars allowed.
- Free Call Minutes allows the assignment of a designated number of free minutes as well as the call type to which they apply.
- Privilege Calls or calls exempt from recording and monitoring can be established by PIN, called number, or inmate phone.

Multiple rules can be established per facility. The most specific rule will apply. For example, if a phone is set for operating hours of 8:00 a.m. to 5:00 p.m. each day, but a specific inmate PIN is only allowed to place calls from 11:00 a.m. to 3:00 p.m. each day, the rule for the PIN will apply.



I.3.3. Usage Studies

RFP References: Sections 6.3.3, 7.8.3, and Schedule L

AT&T understands and complies.

AT&T will provide detailed usage information on a monthly basis to the DOC and JJC at no charge to the State. Additionally, the AT&T System Administrators/Technicians will provide on demand administrative reports within 30 minutes of a request as required.

Usage studies/reports will include, but not be limited to the following:

- Inmate/resident name
- Inmate/resident DOC or JJC number
- Inmate/resident PIN
- Correctional facility
- Calling telephone number
- Called telephone number
- Name of called party
- Time and date of call
- Duration of call
- Most frequently called number
- Words or groups of words used during conversations
- Disconnect reason

Usage information and reports will be retrievable in a printed format or can be downloaded via the TOM administrative workstation. AT&T will retain all usage records for the term of the contract and will transfer the information to the state at the termination of the contract.

AT&T has provided examples of reports in *Volume II, AT&T Inmate System Documentation, Attachment 1*.



I.4. Inmate/Resident Telephones

RFP References: Sections 6.4, 7.9, and Schedule M

AT&T understands and complies. Following is a brief description of the inmate/resident telephones proposed by AT&T.

Inmate Telephones

AT&T proposes to replace the existing inmate telephone sets with the GO-7090 SS (or similar equipment), which is manufactured and provided by PBG specifically for the inmate market. AT&T will install, service, and maintain the GO-7090 SS inmate phone sets for the life of the contract.

The GO-7090 SS is specially designed to operate in prisons, inmate facilities, and other high traffic, high vandalism areas. Features of the GO-7090 SS include:

- ◆ Heavy duty 14-gauge stainless steel housing
- ◆ Built-in volume control and background noise reduction circuitry
- ◆ Designed for durable and maintenance free operation
- ◆ Line powered
- ◆ Wall mounts in any location, including outdoors



The GO-7090 SS will meet the State's specifications as follows:

- All ringers will be disabled.
- All telephones will be equipped with a sealed calling instruction card.
- All telephones will be hearing aid compatible.
- All telephones will be line powered.
- All telephones will have heavy gauge steel housings with no coin slots.
- All telephones will be surface mounted on the wall or communications module using secure mountings. Isolation panels will be provided where applicable.
- One telephone in each group will be mounted no higher than 55 inches from floor to top of housing to meet the State and Federal handicap requirements.
- AT&T will provide all new telephone equipment.
- Telephone dials will be of heavy duty metal construction and sealed against water and weather conditions.



AT&T Inmate/Resident Telephone Control Service



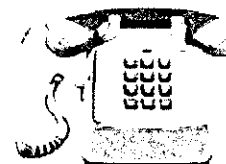
- Telephone handset cords will be heavy duty steel construction with stainless steel cable.
- Telephone handsets will be made of heavy duty, molded construction with no removable parts. All caps will be sealed with Epoxy to eliminate removal.
- All telephones installed will be equal or comparable to existing telephones.

Additional features and benefits of the GO-7090 SS are illustrated in Figure I-16 on the following page.

Trim Line Telephones

If required, AT&T will provide trim line telephones that operate with the same features and restrictions as described above. AT&T will install these telephones in the following areas as required:

- Administrative Segregation Unit
- Hospital Units
- Maximum Security Facilities



AT&T has selected the Cortelco 2500 Desk Telephone. The 2500 series telephones meet the basic needs of prison systems for non-ruggedized use and are fully modular for easy installation and modification. The 2500 series telephones are UL listed and hearing aid compatible.

TDD Telephones

Where required, AT&T will provide telephone devices for the deaf which operate within the system using the same features and restrictions.

AT&T proposes the Ultratec M120 or equivalent for TDD access requirements. Used in thousands of facilities nationwide, the Ultratec M120 offers maximum protection against vandalism, making it a perfect solution for the inmate environment. The Ultratec M120 is FCC approved, works with all types of public phones, and does not affect use of hearing public.

The Ultratec M120 will meet the operational specifications of this RFP. Specifications for the Ultratec M120 are provided in Figure I-17 on page 84.



AT&T Inmate/Resident Telephone Control Service



PBG

www.PBGinc.com

Construction

- 14 Gauge Stainless Steel

Finishes

- Scratch Resistant or #3 Grain Brushed Stainless Steel

Dimensions

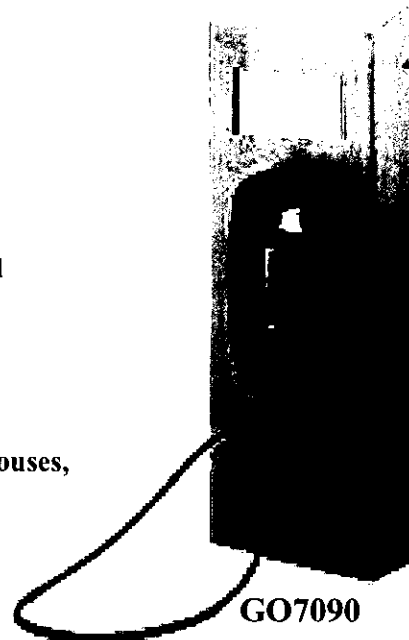
- 20-7/8 in. H x 7-1/26 in. W x 2-3/4 in. D

Applications

- Ideal for use in Prisons, Inmate Facilities, Halfway Houses, and other High Traffic, High Vandalism Areas

Features

- Heavy Duty (14 Gauge) Steel Housing
- Sealed Magnetic Hookswitch
- Heavy Chrome Metal Key Pad
- Built in Volume Control and Background Noise Reduction Circuitry
- Conformal Coating of Electronics
- Solid State Electronic Dial with Modular Handset and Other Connections
- Armored Handset Cord with Steel Lanyard and Retainer Bracket
- Built-in Instruction Card Window Space
- Line Powered
- Utilizes External Processor for all Restrictions and Routing
- Mounts Directly to Wall, Available with Backboard or Adaptor for Existing Backboard
- Designed, Engineered, and Manufactured in America



Benefits

- Available in Stainless Steel or Powder Coat Blue
- Eliminates Maintenance Calls
- Meets ADA Requirements for Volume Amplification and Eliminates the Cost of Confidencer Handsets with Built-in Technology
- Repels Moisture
- Prevents Corrosion (Ideal for Outdoor Use)
- Reliability and Easy Maintenance
- Prevents Handset Removal
- Install Custom Dialing Instructions with Ease
- No A/C Required
- Works with all PBXs, Call Controllers, and Dialers
- Wall Mount in ANY Location or Application

Figure I-16. Features and Benefits of the AT&T Inmate Telephone Sets





Public TTY ST™ (Shelf-Top)

The most convenient and affordable TTY for public telephones



Never before has ADA compliance been as affordable and convenient as with Ultratec's shelf top model of Public TTY. This fully-functional TTY designed specifically for public environments, easily installs onto existing public telephone enclosures with minimum effort. Its vandal-resistant construction provides years of trouble free use, while its compact design maintains the payphones appearance.

Maximum Flexibility

Easy to install and use, Ultratec's Public TTY ST is approved by major telephone companies for use with their equipment. It offers the most flexibility, as it can be installed for acoustic use with the payphone handset or directly connected to the payphone line.

FEATURES

- Low-cost, compact design
- Can be installed independently of telephone service provider
- All-steel design is both vandal- and spill resistant
- Designed for acoustic or direct connect use depending on installation
- Stainless steel keys sealed within keyboard

Easy to install

- Mounts directly to payphone shelf
- TTY locks to shelf with security screw
- No customization or special brackets required
- Can be installed independently of telephone service provider (for acoustic use only)

SPECIFICATIONS

PHYSICAL DIMENSIONS

Size: 10.0" wide
10.0" deep
2.4" high
Weight: 10.0 lbs.

TELECOMMUNICATIONS

- Turbo Code® (enhanced protocol)
- Baudot (45.5/50 baud) code
- For acoustic or direct connect use
- FCC/CSA approved
- Sensitivity: -35 dBm (min)
68 dB SPL (min)
- Output: -9 dBm (max)
108 dB SPL (max)

USER FEATURES

- Voice Announcer key lets people you call know you are using a TTY
- Memory to review conversations (erases automatically)
- On-line help
- Auto-power off (resets memory)
- Call progress (on display and signal light) indicates ringing or busy status

POWER REQUIREMENTS

- Transformer Input: 120 VAC/9VAC 1 Amp (screw Terminals) for variable length of wire to power source)

KEYBOARD

- 4-row keyboard, 57 keys
- Computer-style layout
- Character Set: A-Z, 0-9, Bksp, Rtrn/LF, Space, \$'0*/*:;?.,GA<>\|=_-!@#%^&*()+

INTERFACE CONNECTIONS

Power and telephone are made via terminal block connections on internal Housing Interface Board

ENVIRONMENT

- Temperature range: 0-45 C
- Spill and water resistant
- Designed for indoor use

DISPLAY

- Model ST120: 1 x 20 character, Vacuum fluorescent display

Specifications subject to change

Figure I-17. Ultratec M120 Specifications



I.5. Wiring

RFP References: Sections 6.5, 7.10, and Schedule N

AT&T understands and complies.

AT&T will be responsible for all new and existing wiring at no cost to the State. All cabling will be properly labeled at every terminating point. Wherever possible, each system will be wired separately from the correctional facilities administrative telephone system. If it is necessary to share communications cables and conduit facilities due to environmental conditions, AT&T will use separate clearly labeled wiring blocks.

For new stations, AT&T will install all new cable in conduit and ensure that there is no exposed wiring to the general population. AT&T will install all necessary cable and conduit at no cost to the State. All cable and wiring will meet all Federal, State, and local electrical, environmental, safety, and security rules and regulations.

AT&T understands and agrees that new internal, in-house cable, if adequate, may be shared by other communications suppliers.



I.6. Maintenance

RFP References: Sections 6.6, 7.11, and Schedule O

AT&T understands and complies.

AT&T will fully maintain the inmate/resident telephone control system (including all system hardware and software), telephones, and all wiring. All maintenance, including material, will be provided at no cost to the State for the duration of the contract.

AT&T will resolve and clear maintenance problems to meet the State's Performance Standards as set forth in Section 6.2.2 of the RFP and as described in Section I.2.2 of this proposal.

Please see Section I.7, Personnel for detailed information on AT&T's maintenance staffing and approach, which includes two Service Plan offerings.



I.7. Personnel

RFP References: Sections 6.7 and 7.12

AT&T understands and complies.

AT&T will provide sufficient personnel to respond to multiple maintenance problems simultaneously. All personnel entering any correctional facility will pass security clearance prior to entry. AT&T understands and agrees that no individual with a criminal record will be allowed access.

This section provides detailed information on the following:

- AT&T Maintenance/Service Support Team
- Service Plan Options
- Work Center Locations in New Jersey
- Management Escalation List

I.7.1. AT&T Maintenance/Service Support Team

The AT&T service support team will include a combination of local and remote resources to ensure optimal system operation and the expedient resolution of any service problem or issue. This team will include:

Roy Chirdo, Service Manager. Roy will direct and manage the service support team, ensuring that the appropriate resources are available at all times and that all service problems or issues are addressed to the State's satisfaction. The Service Manager will be responsible for the day-to-day management of the Service Plan and will direct the activities of the System Administrators/Technicians (SATs) and Central Office data entry/validation clerical personnel, ensuring optimal resource utilization and continuous high-quality customer support.

On-site System Administrators/Technicians (SATs). AT&T will provide full-time, dedicated System Administrators/Technicians to support the State and the inmate facilities. These SATs will be fully trained and certified in the maintenance, operations, and support of the installed systems. The SATs will serve as the primary local contacts for service problems or issues. The number and locations of on-site SATs will be determined by the Service Plan selected by the State. (Please see Service Plan Options below.)

Local Field Service Technicians. Local AT&T field service technicians will support the on-site System Administrators/Technicians as required to meet AT&T's service commitments and objectives.

AT&T National Service Desk. The AT&T National Service Desk, accessible via a toll-free number, will provide call receipt and trouble management/tracking support for the AT&T service and support team.



2nd Tier Technical Support. TELEQUIP will provide 2nd tier technical support for the inmate systems and platform.

I.7.2. Service Plan Options

Geographic Regions. For project control purposes, AT&T's Service Plan divides the State of New Jersey into four geographical service regions: Central, Southern, Northeast and Northwest Regions. State DOC/JJC facilities assigned to each Region are as follows:

CENTRAL REGION

Marlboro Camp (EJSP)
Stabilization and Reintegration Program (SRP) Boot Camp
Riverfront State Prison
Albert C. Wagner Youth Correctional Facility
Juvenile & Assessment Center
Reception & Assessment Center
Valentine Unit
Hayes Unit
Mid-State Correctional Facility
Garden State Youth Correctional Facility
New Jersey State Prison
Central Reception and Assignment Facility
Jones Farm (CRAF)
Central Medical Unit
New Jersey Training School

NORTHEAST REGION

Adult Diagnostic and Treatment Center
Rahway Camp (EJSP)
East Jersey State Prison
Northern State Prison

NORTHWEST REGION

Stokes Forest Unit (MYCF)
Mountainview Youth Correctional Facility
Enda Mahan Correctional Facility For Women

SOUTHERN REGION

Ancora Unit (BSP)
Stabilization and Reintegration Program
South Woods State Prison
Southern State Correctional Facility
Bayside State Prison

Service Options. AT&T offers the State the option to select one of two Service Plans. The total number of personnel assigned to the project, requisite skill sets, and AT&T's overall cost of the Plan will vary significantly depending upon which option is selected by the State.



AT&T Inmate/Resident Telephone Control Service



a. Base Service Option - Decentralized Maintenance Approach

Under the Base Service Option, a decentralized support approach, AT&T has grouped DOC/JJC locations into 11 Groups within the four Regions defined above. In assigning specific facilities to Groups, care has been taken to ensure that the travel time between all facilities within any Group is within one hour.

AT&T will assign a dedicated System Administrator/Technician (SAT) to support each Group. The 11 SATs will report to work at their respective Primary Group Facility (PGF) during regular workdays (Monday through Friday) and will take direction from the State's on-site contact. PGFs will be selected by the State and may be changed from time to time by the State.

Two additional full-time SATs will be assigned to serve as "floating" personnel in order to ensure responsiveness to emergencies, provide timely service to outlying facilities and to compensate for sick time, vacations and other SAT absences. One floating SAT will handle the Central and Southern Regions and the other will support the Northeast and Northwest Regions. Each SAT, on average, will be responsible for approximately 120 inmate phones.

The scanner equipment used to electronically scan the Assignment Forms into the centralized database will be collocated with the TOM at each of the 27 facilities. The completed form will be inserted into the scanner by either the SAT or DOC/JJC personnel. A PIN number will be randomly generated, the PIN database will be updated, and a report/acknowledgement sent back to the facility. The SATs will be responsible for the maintenance and accuracy of the prisoner PIN database files applicable to their Group. The original Assignment Form will be retained by the SAT at the PGF for a period of time specified by the State.

DOC/JJC locations will be segmented into the following Groups:

Group	Facility	City	Inter-Facility Travel Time
1	New Jersey State Prison	Trenton	20 minutes
	Central Reception and Assignment Facility	Trenton	
	Central Medical Unit	Trenton	
	Jones Farm (CRAF)	West Trenton	
2	Albert C. Wagner Youth Correctional Facility	Bordentown	NA
	Juvenile & Assessment Center	Bordentown	
	Reception & Assessment Center	Bordentown	
	Valentine Unit	Bordentown	
	Hayes Unit	Bordentown	
3	Riverfront State Prison	Camden	NA



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Group	Facility	City	Inter-Facility Travel Time
4	New Jersey Training School Marlboro Camp (EJSP) Stabilization and Reintegration Program (SRP) Boot Camp	Jamesburg Marlboro New Lisbon	45 minutes
5	Mid-State Correctional Facility Garden State Youth Correctional Facility	Fort Dix Yardville	45 minutes
6	Adult Diagnostic and Treatment Center Rahway Camp (EJSP) East Jersey State Prison	Avenel Avenel Woodbridge	10 minutes
7	Northern State Prison	Newark	NA
8	Stokes Forest Unit (MYCF) Mountainview Youth Correctional Facility Enda Mahan Correctional Facility For Women	Sussex Annandale Clinton	5 minutes, except MYCF which has 5 phones and is 1 ½ hours from Clinton
9	Ancora Unit (BSP) Stabilization and Reintegration Program	Hammonton Tabernacle	5 minutes
10	South Woods State Prison	Bridgeton	NA
11	Southern State Correctional Facility Bayside State Prison	Delmont Delmont	NA

Staffing under this approach will include 13 dedicated, full-time SATs and one Service Manager.

Upon contract award, the State's on-site contacts will be provided with complete contact information, including telephone and pager numbers as applicable, for the AT&T National Service Desk, the Service Manager, and the SAT(s) serving their facility.





b. Alternative Service Option - Centralized Maintenance Approach

This service offering provides for the optimal utilization of resources and is the least costly to operate. Under this Service Option, a dedicated SAT will be assigned to each of the four Regions to support the facilities within the Region. The four SATs will report to work at their respective Primary Group Facility (PGF) during regular workdays (Monday through Friday) and will take direction from the State's on-site contact. PGFs will be selected by the State and may be changed from time to time by the State.

Two additional full-time SATs will be assigned to serve as "floating" personnel in order to ensure responsiveness to emergencies, provide timely service to outlying facilities and to compensate for sick time, vacations, and other SAT absences. One floating SAT will handle the Central and Southern Regions and the other will be stationed in the Northeast Region to support the Northeast and Northwest Regions. On average, each SAT will be responsible for approximately 260 inmate phones.

This Service Option capitalizes on the efficiencies realized from the deployment of high-speed scanning equipment for the electronic input of the IPIN Assignment Forms. SATs will be responsible for collecting completed Assignment Forms from each of the facilities within their respective Regions. At the start of each business day, the SATs will input the forms collected from the prior workday into the centralized database using high-speed electronic scanning equipment that will be collocated with the TOM at each PRF. Upon completion of the daily scan, each SAT will fax all scanned forms to AT&T's central location. Data entry verification personnel will verify the accuracy of the scanned data by comparing the hard copy faxed form with the centralized database. Central Site personnel will adjust any input errors and, if needed, may assist with data entry. The entire registration process will be completed within one business day from the time that the form is completed. The original Assignment Form will be retained by the SAT at the PRF and the faxed copy will be retained at the Central Office for a period of time specified by the State.

Upon completion of each of the daily scanning sessions, the SATs will respond to any service issues existing at the PRF and will then proceed to visit each of the remaining facilities to collect Assignment Forms and to respond to service issues.

Staffing under this approach will include six dedicated, full-time SATs, three full-time Central Server/Database Site validation clerical personnel, and one Service Manager.

Upon contract award, the State's on-site contacts will be provided with complete contact information, including telephone and pager numbers as applicable, for the AT&T National Service Desk, the Service Manager, and the SAT(s) serving their facility.





I.7.3. Work Center Locations in New Jersey

AT&T has staff located in facilities throughout New Jersey. These personnel include technical and maintenance support personnel that will be available to support the State of New Jersey Inmate Telephone Control Project as required. AT&T has 119 business facilities in the State of New Jersey with office and lab space for 24,000 employees.

As described above, technical and support personnel will be located throughout the State to support the AT&T Inmate Calling System and solution.

I.7.4. Management Escalation List

The following table details the management escalation contacts for the services proposed by AT&T. Upon contract award and throughout the life of the contract, AT&T will provide updated escalation contact lists, including complete contact information.

Please see *Part II. Organizational Support, Experience, and Qualifications* for additional information on the resources that will support the State of New Jersey Inmate/Resident Telephone Control Service.

AT&T Project Manager
Bill Reynolds
Phone: 978-343-0724

AT&T Contract Account Manager
Tim Miller
Phone: 732-695-9614

AT&T National Director of Inmate Communications
Tom Sweeney
Phone: 813-641-0537



I.8. Training

RFP References: Sections 6.8, 7.13, and Schedule P

AT&T understands and complies.

AT&T will provide on-site system and telephone training to authorized communications coordinators in each correctional facility. AT&T will coordinate the training schedules with the DOC and JJC to meet the availability of the communication coordinators in each facility.

AT&T will provide initial training prior to cutover on the use of all equipment and functions available to the DOC, JJC, institutions, and inmates. AT&T will provide complete system training, on-site at each location, for authorized communication coordinators from each institution. The ideal training session size is five people to allow for extensive one-on-one training and exchanges. If requested, AT&T will include train-the-trainer training to allow DOC and/or JJC personnel the ability to train subsequent staff.

Training will include all inmate functions, system administration functions, report generation and use, recording/monitoring, vendor support procedures, and other appropriate subject. AT&T will provide trainees with appropriate written materials for both training and ongoing reference are required.

AT&T does not anticipate that training will be required for current and/or future inmates. The system is designed to be intuitively easy for inmate to use. Over 250 voice prompts and instructions guide the inmate through each and every phase of the call.

An overview syllabus of the training to be conducted as part of the implementation process is provided on the following page.

Most upgrades or changes will not require formal training. Complete administrative, operational, and/or user instructions, as applicable, will be issued with any upgrades or changes impacting the service or operation. In the event that additional training is required, AT&T will provide the necessary training in the most appropriate forum and manner.

If necessary, AT&T will conduct ongoing training semi-annually to each institution. The content and format of this training will be based on the extent of any system changes and the State's needs.



AT&T Inmate/Resident Telephone Control Service



Objective	Ensure designated personnel at each facility are fully trained in the administration and management of the inmate system.
Training Topics	<p>Topics to be covered in this training will include:</p> <ul style="list-style-type: none">♦ Inmate call process♦ Communicating change requests to administrators♦ Reporting Options and Queries♦ TOM Administrative Terminal security and general information♦ Call number blocking and privileged number entry♦ PIN/Debit Account Management centrally and/or locally♦ HearSay Operating Instructions and options♦ TOM and Hearsay as investigative tools♦ Trouble reporting procedure♦ Remote monitoring, remote playback, recording, and data access capabilities♦ Recording Storage Management centrally and/or locally♦ Emergencies – phone shut-down, reporting, service issues
Sessions and Format	The training sessions will be half-day sessions at each site on a mutually agreed upon date and time. The format will be an open training session using a multimedia presentation, printed materials, and a question and answer session. Each session participant will receive a binder with documentation on each training session topic.
Attendees	The sessions are targeted for site project coordinators and/or investigative staff depending on the location of the training and the needs of the State. The ideal training session size is five people to allow for extensive one-on-one training and exchanges.



I.9. Documentation

RFP References: Sections 6.9, 7.14, and Schedule P

AT&T understands and complies.

AT&T will provide system and telephone documentation and training manuals to each correctional facility. The documentation will explain the functionality and operation of the telephone control system and the telephones.

AT&T will label every telephone with an identifying code and provide a list of these codes, associated telephone numbers, and specific locations to the on-site POC.

AT&T will update this information as required for moves, additions, and/or changes.



I.10. Commission Structure

RFP References: Sections 6.10, 7.15, and Schedule Q

AT&T understands and complies.

AT&T goes beyond many vendors -- AT&T will pay commission to the State in the form of a straight percentage of all GROSS originating revenue. Unlike some other vendors, AT&T pays on uncollected (bad debt), unbillable (current CLEC issues), and all accepted calls. The commission will be applied to all charges from all telephones on each system. Uncollectible revenue will not reduce the commission amount.

On a monthly basis, AT&T will submit a commission check to the following 15 days after the end of the billing period:

Department of Treasury
c/o Division of Administration
PO Box 211
Trenton, NJ 08625

AT&T will include an itemized report listing the following information with each commission check:

- Correctional facility
- Telephone line number
- Minutes of usage
- Total charges for each line number
- Commission amount for each line number
- Number of calls

For county correctional facilities, AT&T will deliver the commission check and associated monthly report to the location(s) specified by the individual countries.



I.11. Award Date Plus 9 Days

RFP References: Section 7.16

AT&T understands and complies.

As described in Section 1.9 of this proposal, AT&T will create an Implementation Team to work with the DOC and JJC POC to develop a detailed Conversion Plan for timely and responsive implementation of the proposed service within nine days after contact award.



I.12. Award Date Plus 41 Days

RFP References: Section 7.17

AT&T understands and complies.

AT&T has developed and submitted a preliminary Implementation Plan in Section 1.9 of this proposal. This plan demonstrates AT&T's willingness and ability to meet the State's implementation requirements. AT&T will meet the State's requirements outlined in Section 7.1.7 of the RFP as follows:

- The AT&T Implementation Team will meet with the DOC and JJC team and other representatives as necessary on a regular basis to develop a schedule of events to ensure the minimal disruption of service to users.
- AT&T will present the final Implementation Plan to the DOC and JJC for review and approval.
- AT&T will not implement any service without the concurrence of the DOC and/or JJC POC.
- AT&T will implement all new service using the State's Request for Telecommunications Service (RTS). All new circuits will be thoroughly tested prior to cutover. The Implementation Plan will include a fallback strategy that includes the recovery of data or any live traffic in the event of a failure.
- The AT&T Project Manager will be on-site at each installation to ensure an effective cutover of all service.
- Circuits will be cutover based on the approved Implementation Plan. AT&T will provide full circuit information to the DOC and/or JJC POC ten days before cutover.
- AT&T will be responsible for all coordination with the Local and/or Interexchange Telephone Companies concerning installation of the service.
- AT&T will not order or place in service any type of equipment or facility that would result in charges to the State without a written order from the State.
- AT&T will be solely responsible for the compatibility of the proposed system and equipment with any and all circuits and facilities provided by the LEC or other common carriers.
- AT&T will submit weekly status reports to the DOC and/or JJC POC outlining the progress toward completing the tasks contained in the Implementation Plan during the implementation.



Part II. Organizational Support, Experience, and Qualifications

RFP Reference: Section 7.18

AT&T and the State of New Jersey have a long history of working together to design, implement, and support telecommunications solutions that solve the State's business problems and create value for its citizens. Part of the unique value offered by AT&T is the expertise of our company, our team, and our people. AT&T will deliver extraordinary value through consultation, innovation, collaboration, long-term commitment, and its continued partnership with the State of New Jersey.

Consultation. AT&T will help the DOC and JJC identify the technologies and services needed to optimize their operational processes and meet their needs.

Innovation. AT&T will leverage its industry leadership in developing and applying innovative networking capabilities to the State's advantage.

Experience. The AT&T Team will put its experience to work for the State of New Jersey.

Collaboration. AT&T will help the State by making our resources extensions of your staff and by teaming with other industry leaders to develop integrated, custom-tailored solutions to meet the needs of the DOC, JJC, inmates/residents, and the called public.

Long-Term Commitment. AT&T will serve as the State's long-term partner, committed to making the investments needed for the future.

Continued Partnership. AT&T will continue its partnership and support of the State of New Jersey.

AT&T's proposal includes a full range of support for the State of New Jersey. This support includes the resources of over 130,000 knowledgeable and skilled AT&T people around the world. It includes the knowledge gained from over 100 years of experience in the telecommunications industry and the research and development capabilities of AT&T Laboratories — a premier research and development organization that has averaged more than a patent a day for the past 65 years. It also includes the financial capabilities of a Fortune 500 company and the support of the only company to receive three Malcolm Baldrige Quality Awards for quality excellence.

AT&T, the largest telecommunications company in the world and a worldwide leader in information technology, has its roots in the Garden State. AT&T established its operational headquarters in Basking Ridge in 1975 and continues to increase its investment in New Jersey. AT&T maintains 119 business facilities in New Jersey, with office and laboratory space for more than 24,000 employees. In addition, over 8,600 AT&T retirees and more than 153,450 AT&T shareholders reside in the State.



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AT&T's economic impact on New Jersey adds up to almost \$6 billion a year. Annual purchases of goods and services from more than 4,800 New Jersey vendors amount to over \$3.5 billion. This includes more than \$264 million in purchases from women- and minority-owned businesses. It also includes AT&T Foundation gifts, community contributions, annual payroll, state and local taxes, annual pension payments, and shareholder payments.



AT&T contributes approximately \$16.4 million a day toward New Jersey's economy, helping to make New Jersey's Gross State Product the eighth largest in the nation.

Figure II-1 illustrates AT&T's commitment to its home state.

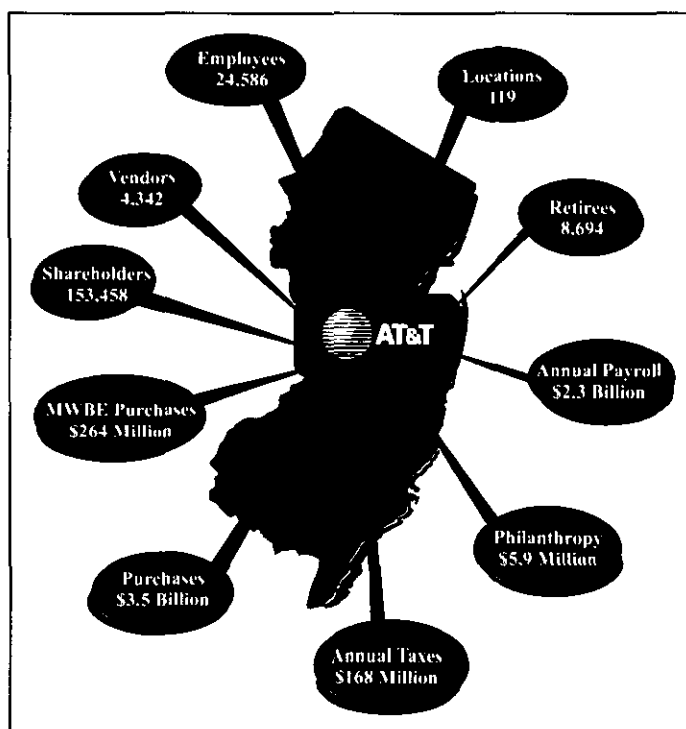


Figure II-1. What AT&T Means to New Jersey

AT&T's commitment to New Jersey extends beyond economic factors. AT&T and the AT&T Foundation are the largest charitable contributors in New Jersey, donating over \$5 million in funds and equipment to worthy causes and organizations in the State each year. AT&T philanthropy provides vitally needed private assistance for education, the arts, child and health care facilities, and other programs. Throughout the years, AT&T has contributed to cultural organizations such as the New Jersey Symphony Orchestra, the Newark Museum, the McCarter and Crossroads Theaters, and the Garden State and Princeton Ballets. In 1996, the



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Community Foundation of New Jersey presented AT&T with their highest award — "Corporate Philanthropist of the Year."

AT&T is committed to supporting education within New Jersey by employing more graduates of New Jersey schools than any other corporation. Hundreds of AT&T employees serve in elected and appointed positions in county and local governments across the State. Each year the AT&T Foundation awards grants and donates equipment to New Jersey schools.

AT&T supports a host of health care and social action agencies within New Jersey, ranging from hospitals to community-based rehabilitation groups. AT&T employees give \$1.9 million to United Way yearly and over \$88,000 to local rescue squads. Each year many AT&T employees and retirees join over 29,000 Telephone Pioneers of America in New Jersey who dedicate their time and talents to projects aiding the disadvantaged and disabled within our State.

AT&T actively supports the State's goals in a variety of projects. AT&T supported the National Governors' Conference in Princeton, contributed to the Drumthwacket Restoration Project, and responded to requests from various State agencies and departments to share AT&T's experience and expertise on specific issues. AT&T has shared its experience with early retirement programs with the State's Director of Pensions, provided the State's Director of Personnel with tours and briefings on our Outplacement Center and Skills Retraining Facility, and worked with the State's Office of Telecommunications and Information Systems on the design requirements for training facilities. Additionally, AT&T executives actively participate in the Governor's Loaned Executive Program.



AT&T has provided the State of New Jersey's telecommunication services for more than 100 years. Together, we have employed leading-edge technology to enhance the State's communications capabilities, to increase user productivity, and to reduce total communications costs.

AT&T stands committed to providing the continuing professional support and leadership that the State of New Jersey is accustomed to receiving, and continues meeting the dynamic data communications needs of the State. AT&T desires to serve the State of New Jersey as the single point of contact for providing and supporting the State's data communications requirements. AT&T has provided and will continue to provide the State with both monetary and personnel resources savings.

The following sections address specific RFP requirements and provide an overview of AT&T's organizational support, experience, and qualifications.



II.1. Office Location

RFP Reference: Section 7.18.1

The AT&T location and contact responsible for managing the State of New Jersey Inmate/Resident Telephone Control Service contract is as follows:

Mr. Timothy J. Miller

Account Manager

Office Phone: (732) 695-9614

Cell Phone:

Pager:

Email: tjmiller@att.com

Address: AT&T

340 Daniele Drive

Ocean Township, NJ 07712



II.2. Organization Chart

RFP Reference: Section 7.18.2

AT&T has assembled an outstanding team of personnel to support the State of New Jersey Inmate/Resident Telephone Control System project. This team, which is illustrated in Figure II-2, is among the most experienced and qualified in the marketplace. The team is organized along functional lines to provide responsive, end-to-end support of all aspects of the project.

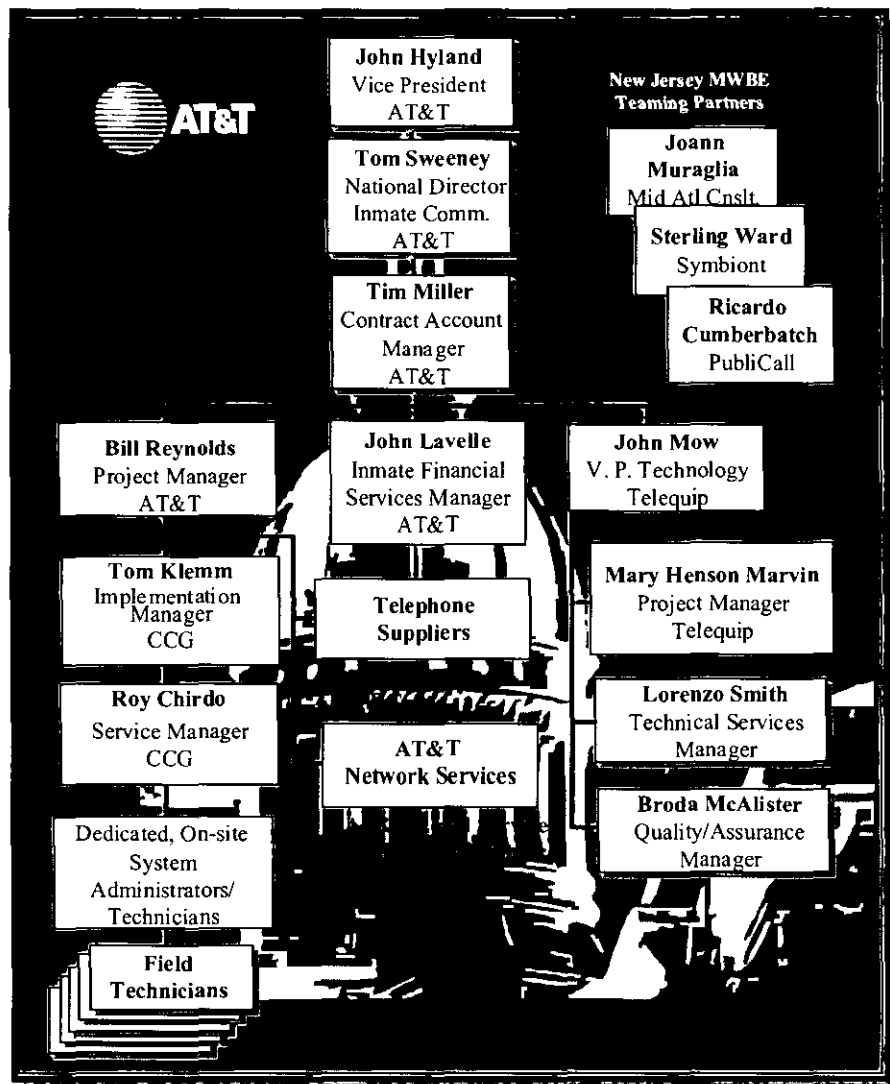


Figure II-2. The AT&T Support Team for the State of New Jersey



AT&T Inmate/Resident Telephone Control Service



The AT&T Team is extensively experienced in providing public and inmate telephone services nationwide. We will work with the State throughout the duration of the implementation, transition, and cutover processes to ensure timely and efficient transition to the proposed services. AT&T has experienced experts to manage the installation and continued maintenance of the inmate telephone system.

AT&T offers the State the "know-how" gained from more than 115 years of experience in managing and supporting the world's largest network. AT&T has led the way in providing reliable, feature-rich services by working closely with institutional and business customers to develop the communications applications, features, and capabilities required to meet their operational and support needs.

It is important to understand the depth and breadth of knowledge, experience, and resources that the AT&T team brings to the implementation and support of the proposed public and inmate telephone service. It is these resources, combined with proven program management and implementation processes; that will ensure the smooth implementation of the network with minimal impact on ongoing operations.

The following table highlights the primary roles, responsibilities, and qualifications of key members of the AT&T support.

Name	Position	Primary Role/Responsibility	Years Experience
Tom Sweeney	AT&T National Director of Inmate Communications	Provide executive-level support to ensure proper corporate commitment and resource allocation	Over 25 years supporting inmate systems and accounts
Tim Miller	AT&T Account Manager	Ensure compliance with all contractual and administrative requirements	Over 21 years experience in planning, managing, and supporting inmate and customer accounts/projects
Bill Reynolds	AT&T Project Manager	Overall responsibility for planning, scheduling, and managing the implementation of the State of New Jersey project; ongoing responsibility for operational excellence	Over 26 years experience in installing and managing the operations of public payphone and inmate systems
Ricardo Cumbertach	PubliCall (MBE)	Implementation management and support – owner/partner of 7% of the inmate stations	Over 13 years public telecommunications infrastructure and provisioning experience



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Name	Position	Primary Role/Responsibility	Years Experience
Sterling Ward	Symbiont (MBE)	Operations management and support – subcontractor to PubliCall pending NJ certification	Over 9 years information systems management experience
Joann Muraglia	Mid Atlantic Consulting (WBE)	Customer support – owner/partner of 3% of the inmate stations	Over 20 years sales and customer support experience
Tom Klemm	Implementation Manager	Manage the personnel and systems responsible for installing the inmate systems	Over 12 years of experience in servicing and supporting smart payphones and systems with CCG
Roy Chirido	CCG Service Manager	Manage the personnel and systems responsible for maintaining the inmate systems	Over 35 years of experience in designing, managing, and supporting network and communications systems
John Lavelle	Inmate Financial Services Manager	Ensure that the State and counties receive timely and accurate commission checks and reports	Over 20 years of experience with AT&T, including over 8 years directly handling inmate telephone systems and commissions
To Be Assigned	On-site System Administrator/Technicians	Assist in implementation and provide ongoing operational and maintenance support for the inmate phones and calling platform	Trained, certified, and experienced System Administrators/Technicians will be assigned upon contract award.
John Mow	TELEQUIP Vice President of Technology	Provide executive-level support to ensure proper corporate commitment and resource allocation	Over 20 years in telecommunications in various product, marketing and operations positions
Mary Henson Marvin	TELEQUIP Project Manager	Assist the AT&T Project Manager and Implementation Manager	Accomplished project manager with experience at T-NETIX prior to joining TELEQUIP



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Name	Position	Primary Role/Responsibility	Years Experience
Broda McAlister	TELEQUIP Quality Assurance Manager	Provide quality assurance oversight of TELEQUIP products before they leave the lab	Over 6 years of experience with the TELEQUIP call control platform and over 16 years experience supporting telecommunications products
Lorenzo Smith	TELEQUIP Technical Services Manager	Provide remote technical and operational support to AT&T Technicians	Over 7 years of experience in information technology

It is important to note that these are just the key people that will be involved in the installation and maintenance of the proposed systems. Additional personnel and organizations within the AT&T Team will provide support for various implementation, operational, and maintenance functions.

The key to the successful implementation of any project is thorough planning and expert project management. The AT&T Project Manager (Bill Reynolds) will be responsible for leading the AT&T Team in the implementation of the proposed services. Bill is trained and experienced in AT&T's "Project and Implementation Management" methodology, which has been used to successfully implement hundreds of projects similar in size and scope to the State of New Jersey.

Figure II-3 on the following page outlines the primary roles and responsibilities of the AT&T Project Manager.



AT&T has the expertise and the resources to fully support the State of New Jersey. The AT&T Team for the State has access to the support resources they need to ensure that the State's needs are met – within your time frame and to your total satisfaction. The AT&T Team is committed to providing the highest level of quality support and welcomes the opportunity to partner with the State to implement the proposed solution.



AT&T Project and Implementation Management	
Project Development	<ul style="list-style-type: none">▪ Confirm project scope with the State.▪ Verify that all technical documentation is in place.▪ Assemble team members (e.g., Work Center managers, billing managers, subcontractors, and equipment vendors).▪ Verify roles and responsibilities.▪ Begin negotiating due dates with all entities and confirm equipment orders.▪ Review interface requirements of each project component.▪ Document all commitments.▪ Prepare initial timeline for total project and begin identifying critical milestones.▪ Keep the State informed of progress.▪ Establish kick-off meeting with the State.
Project Planning	<ul style="list-style-type: none">▪ Develop an Implementation Plan (draft is submitted).▪ Develop the Subcontracts Management Plan.▪ Prepare a Work Breakdown Structure (WBS) to establish the sequence of events for the project and final critical data path.▪ Identify jeopardy situations.▪ Confirm that all necessary resources/training/personnel are available for the project.▪ Identify communication status requirements.▪ Develop Cutover Plan, including:<ul style="list-style-type: none">- Sequence of activities to be performed and responsibilities- Jeopardy and escalation procedures- Contingency plan- Change control procedures
Project Implementation	<ul style="list-style-type: none">▪ Review and track orders.▪ Hold status meetings.▪ Resolve jeopardy issues as they occur.▪ Provide continuous status to the State.▪ Verify that all commitments are met and the facility is ready for cutover.▪ Execute cutover plan.▪ Invoke contingency plan if cutover cannot be completed.▪ Invoke change control.
Customer Acceptance	<ul style="list-style-type: none">▪ Verify completion of cutover.▪ Hold post project review meetings to determine customer satisfaction.▪ Provide maintenance life-cycle contacts and procedures.
Project Closure	<ul style="list-style-type: none">▪ Complete administrative documentation and ensure all inventories are updated.▪ Provide service specific Measures of Quality based on customer expectations.

Figure II-3. AT&T Project and Implementation Management Responsibilities



II.3. Key Staff Qualifications

RFP Reference: Section 7.18.3

AT&T has provided the resumes of the primary management team responsible for installation and customer service in this subsection. They include:

Tom Sweeney	National Director of Inmate Communications
Tim Miller	Contract Team Manager
Bill Reynolds	Project Manager
Roy Chirido	Service Manager
Tom Klemm	Implementation Manager
John Lavelle	Inmate Financial Services Manager
Sterling Ward	Symbiont
Ricardo Cumbertach	PubliCall
Joann Muraglia	Mid Atlantic Consulting
Sample System Administrators/Technicians Resumes	



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Thomas W. Sweeney

POSITION	NATIONAL DIRECTOR OF INMATE COMMUNICATIONS
QUALIFICATIONS SUMMARY	Tom has supported inmate systems and accounts for over 25 years. He has been directly involved in designing, installing, and maintaining large inmate systems throughout the U.S. Tom brings a unique knowledge and understanding of inmate telephone systems to the program, having worked extensively for both communications and equipment providers.
PROFESSIONAL EXPERIENCE	<div><div>National Director Inmate Communications 1999-Present AT&T Local Services, Tampa, Florida<ul style="list-style-type: none">▪ Responsible for managing inmate systems sales and service.▪ Increased inmate base by 3000 phones (cut over 50 systems in last 18 months).▪ Responsible for management of inmate system providers.</div><div>Vice President – Eastern Region 1997-1999 T-NETIX, Inc.<ul style="list-style-type: none">▪ Responsible for the sales, service, and management of inmate systems east of the Mississippi.▪ Managed direct reports responsible for installing and maintaining over 200 inmate systems.▪ Personally managed large corporate accounts.</div><div>Executive Vice President-Operations 1992-1997 T-NETIX, Inc.<ul style="list-style-type: none">▪ Responsible for maintaining over 1,000 inmate facilities.▪ Designed and managed National Service Network.▪ Managed 250 service personnel across the nation.▪ Designed and implemented sales and service procedures.</div><div>Bell Atlantic, Inc. 1971-1992<ul style="list-style-type: none">▪ Various responsibilities and titles, including 7 years experience and service specifically in the inmate marketplace as Inmate Sales Manager, Inmate Project Manager, and Inmate Product Manager.</div></div>
MILITARY	1972-1975 Presidents' Honor Guard, Ft. Myers, VA.
EDUCATION	1971-1978 University of Maryland 1970-1971 Prince George Community College



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Timothy Miller

POSITION

CONTRACT ACCOUNT MANAGER

QUALIFICATIONS SUMMARY

Over 16 years of experience with AT&T and the sales, management, and support of Operator Services, public payphone services, and solutions for the corrections market. Tim has over 21 years experience working directly with public payphone and inmate solutions.

PROFESSIONAL EXPERIENCE

Special Account Manager, AT&T Local Services (TCG) 2000 - Present

- Manage and direct the sales of AT&T 0+ Public Payphone Services to State governments and local municipalities for local and long distance services.
- Specialize in the sale of specific AT&T products to the Corrections Market.
- Responsible for managing, growing and protecting a module covering all States from Virginia to Maine and the entire Ameritech footprint.

Account Executive, AT&T Consumer Sales 1993 2000

- Specialized in the sale of specific AT&T products to the University and College Markets.
- Managed and directed the sales of AT&T 0+ Public Payphone Services to State governments and local municipalities.
- Specialized in the sale of specific AT&T products to the Corrections Market.

Card Account Manger, AT&T Consumer Sales 1991 - 1993

- Managed and directed the sales of AT&T Corporate Calling Cards to AT&T's primary network sales channels.

Account Executive, AT&T Business Network Services 1985 1991

- Managed accounts of specialized business customers, specifically in the health care and education segments.
- Planned and executed complex network based sales transactions which addressed and provided solutions to complicated business problems.

Group Manager, AT&T Operator Services 1980 - 1984

- Supervised, evaluated, and developed long distance supervisors and operators.
- Managed special communications services for AT&T and Bell of PA covering the states of Pennsylvania and Delaware.
- Managed the largest operator services team in the Eastern Region with multiple office locations.





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Bill Reynolds

POSITION

PROJECT/IMPLEMENTATION MANAGER

QUALIFICATIONS SUMMARY

William Reynolds has over 30 years of experience in the telecommunications market, including over 7 years experience in directly managing the implementation and support of inmate telephone systems. William is knowledgeable and experienced in both the communications and equipment components of inmate systems. For the past 4 years, he has managed project managers, technical resources, system administrators, and other support personnel responsible for the implementation of large, complex inmate telephone systems.

PROFESSIONAL EXPERIENCE

National Service Manager 1998-Present AT&T Local Services

Responsible for managing the implementation of Inmate systems and services (including Project Managers), providing the following:

- Coordinate new installations, moves, and disconnects with customers and contract vendors to ensure quality service for AT&T's customers.
- Interface with other AT&T departments to provide service to customers.
- Track repair reports to ensure vendors perform to contract agreements.
- Verify and process vendor invoices.
- Order equipment and monitor inventory to control costs.
- Evaluate Inmate control systems for various customer requirements.

Area Service Director 1996-1998 T-NETIX, Inc.

Responsible for all aspects of Inmate Telephone Service in the New England, New York and New Jersey areas, including:

- Primary interface and point of contact for Correctional Administrators, communications carriers, and product vendors.
- Administered service installations and resolved customer service issues.
- Directed and managed Technical, Regional, Data Center Managers, and on site Administrators.

Various Management Positions 1968 - 1995 NYNEX

- Manager - I&M and Collections. Coordinated installation of telephone inmate system at all Massachusetts Correctional facilities.
- Staff Manager Public Communications. Supported Public Communications installation and maintenance activities for the New England area. Conducted quality reviews with suppliers through the country to ensure quality products. Analyzed and published monthly service results
- Control Manager. Administered coin collection activities for the five New England states. Responsible for managing payphone installations and maintenance.
- Service Technician. Repaired and maintained business and residential communications systems.

MILITARY

US Navy. 1968 - 1972

EDUCATION

Northeastern University - Management High Tech Workshop - Certificate
Fisher College, Fitchburg - Various Computer Classes
NYNEX - Various Management/Technical Classes
AT&T - Various Management/Technical/Computer Classes





AT&T Inmate/Resident Telephone Control Service



Roy W. Chirido

POSITION

SERVICE MANAGER

QUALIFICATIONS SUMMARY

Over 35 years of managerial engineering experience with extensive telecommunications industry experience in building design and construction, network engineering, central office operations, product/service delivery and next generation technology systems engineering and implementation.

PROFESSIONAL EXPERIENCE

Director, Engineering and Plant Management **10/01-Present**
Cooper Communications Group (CCG)

Currently responsible for platform evaluation and development and integration of northeast regional inmate market segments.

VP, Voice Services **2000 - 2001**
Global Crossing

Responsible for organizational design, staffing, training, platform evaluation, engineering, implementation and integration of voice and converged services network platform infrastructure.

Division Manager, Switch Network Engineering **1999 - 2000**
AT&T Local Services

Responsible for directing and managing work group teams engaged in traffic forecasting and analysis, trunk engineering, 911/E911/LNP engineering and deployment, switch configuration and dial administration and network administration of class 4/5 EAEs. Established Southern Region Engineering Center to support expanded responsibilities of trunk engineering to include interconnection to the AT&T InterToll Network.

Director, AMA Control Center **1994 - 1999**
Teleport Communications Group

Managed various aspects of Teleport's business including switch services customer support, national switch services engineering, network software center corporate communications and network management and AMA control center.

AT&T and Bell System **1975 - 1994**

Held various positions including process re-engineering, ASA1 product manager, MultiQuest 900 product development and PBX data networking and applications development and was a member of the 1983 / 1984 divestiture task force.

EDUCATION

B.S., Engineering, Brooklyn PolyTech, 1973.





AT&T Inmate/Resident Telephone Control Service



Tom Klemm

POSITION

IMPLEMENTATION MANAGER

QUALIFICATIONS SUMMARY

Over 30 years of technical product development and service experience in telecommunications and electronics. He participated in the development of the first remotely programmable smart pay telephone in the industry. Tom has over 12 years of experience in servicing and supporting smart payphones and systems with CCG, with demonstrated expertise in product design and development, project management, marketing and sales support, technical training and documentation, technical support, and private payphone network management.

PROFESSIONAL EXPERIENCE

VP, Technical Operations 1989-Present Cooper Communications Group (CCG)

- Manage the configuration and operation of the installed Elcotel payphone base.
- Manage projects and site surveys for: airports, hospitals, prisons, and stadiums
- Develop and deliver technical training and documentation
- Design and develop Service Software Applications
- Evaluate and procure service support parts and equipment
- Certified TELEQUIP installation and training

Service/Product Manager 1987-1989 Capital Tel Systems, Inc. (OEM Distributor for Cashphone and PPO)

- Managed field service operations
- Provided technical product support
- Supported new product development and served as liaison with Engineering

Service Manager 1982-1987 American Phonemeter Corp. (R&D/OEM, Paystations and Telephony Equipment)

- Conducted field trials for new product release
- Developed functional design specifications for processor-based paystation
- Developed and delivered training and technical documentation

National Service Manager 1976-1982 Irex Corporation (R&D/OEM Diagnostic Cardiology Devices)

- National Service Manager – 3 years
- Technical Operations Manager – 2 years
- Technician – 2 years

MILITARY

U.S. Navy, Electronics Technician (Telecommunications and Microwave specialist), 1969-1975

U.S. Naval Reserves, 1975-1977

EDUCATION

AAS, State University of New York
Graduate of US Navy ETA School, Great Lakes, Illinois
Kansas State University and Farleigh Dickerson University





AT&T Inmate/Resident Telephone Control Service



John Lavelle

POSITION

INMATE FINANCIAL SERVICES MANAGER

QUALIFICATIONS SUMMARY

John Lavelle has over 20 years of experience with AT&T, including over eight years of experience in directly handling inmate telephone systems and commissions. His current responsibilities are to ensure that customers receive accurate commission checks and reports in a timely manner. He also interacts with vendors and LECs, handling the ordering of lines and customer-related issues or concerns.

PROFESSIONAL EXPERIENCE

Inmate Customer Liaison Manager **1998-Present**
AT&T Local Services

- Interfaces with customers, internal organizations, subcontractors, and suppliers to ensure contract compliance.
- Checks integrity of commission checks and reports to ensure compliance with contracts and customer commitments.
- Coordinates the configuration and ordering of communications lines.
- Serves as the customer liaison for issues and concerns.

Information Systems Manager **1996-1998**
AT&T Local Services

Responsible for implementing and managing information systems for the Corporate Information Office (CIO).

- Manage the CIO system team.
- Write business requirements for the system group and approve system requirements.
- Manage and resolve user operational issues and concerns.
- Provide system training and upgrades.

Sales Service Manager **1991-1996**
AT&T

- Managed all state and local government accounts associated with Bell Atlantic and NYNEX, including all inmate accounts, in 13 states.
- Responsible for all commission checks and reports for all accounts, including inmate accounts.
- Worked with local exchange companies on provisioning and support issues, ensuring LECs made their commitments.
- Worked with internal groups and outside vendors to ensure accurate, timely commission payments and reports.

Operator Services Manager **1981 - 1991**
AT&T

- Managed a TSPS Operator Service location.
- Managed 45 operators, including comprehensive responsibilities for scheduling, performance management, human resources, training, attendance, etc.





AT&T Inmate/Resident Telephone Control Service



Sterling Ward

POSITION	SYMBIONT
QUALIFICATIONS SUMMARY	Extensive experience in strategic planning, marketing, organizational and business development, and Total Quality Management. Continued participation in the planning, organizing and control of activities associated with site surveys, proposal preparation and pricing, program/project management, contract administration, systems analysis and design, and business process reengineering.
PROFESSIONAL EXPERIENCE	<p>President, Symbiont, Inc., 1993-Present</p> <p>Direct operations and all divisions in the development and expansion of computer technology in order to position Symbiont as a leader in high technology. Plan, organize, develop, and control corporate activities to accomplish maximum profitability and growth, and to optimize the utilization of resources.</p> <p>Direct the development, and participate in the reviewing and approval of short and long range marketing, sales and operating objectives. Coordinate and integrate the individual unit plans and strategies into the overall corporation business plan to achieve maximum profit, optimum yield on invested capital, and increased earnings.</p> <p>Develop strategic plans for markets and lines of business, ensure divisional objectives are consistent with corporate strategic plans and ensure their proper execution.</p> <p>General Manager, Marriott Corporation 1988 – 1993</p> <p>Managed three Courtyard by Marriott hotels in Georgia, Texas and Maryland. Met goals for budgeted sales and profits, superior customer service, and employee satisfaction. Established operational procedures in conformance with Marriott policies, ensuring delivery of quality service in all areas of operations, maintaining responsive recruitment and staffing departments, and providing staff training.</p> <p>Reviewed, planned and incorporated the latest developments in information technology and telecommunications, including the latest in restaurant management software, various automated management systems, retail and concession leasing software, and telecommunications systems upgrades. Provided staff training on all incorporated technology. Supervised approximately 70 people.</p> <p>Instructor, Morris Brown College 1988 – 1990</p> <p>Taught various hospitality related technical and management courses.</p> <p>Manager, The Sheraton Corporation 1980 – 1988</p> <p>Provided general management support at various Four Star hotels in Washington, DC, Texas, Georgia and Missouri. Served as interim systems analyst and as manager of computer and telecommunications services. Served as point of contact for vendor provided computer and telecommunications services, ensuring 24 hour, 7 day operation for all aspects of hotel and restaurant management. Monitored vendor performance against technical requirements and overall responsiveness.</p>
EDUCATION	MS, Management, Florida International University, Miami, FL, June, 1980 BS, Morehouse College, Atlanta, GA, 1978 Information Systems Certificate – Florida International University, 1980



AT&T Inmate/Resident Telephone Control Service



Ricardo Cumbertach

POSITION	PUBLICALL
QUALIFICATIONS SUMMARY	Strong communication, organizational and analytical skills. Strong banking background through work experience.
PROFESSIONAL EXPERIENCE	<p>President/Founder 1997-Present PubliCall Telecommunications, Inc. Head of day-to-day operations. Address the majority of the company's financial requirements including developing the investment structure used to secure funding. Responsible for securing major accounts like AT&T, Cablevision, Prime Hospitality and Marriott.</p> <p>President/Founder 1991-1997 Coastal Communications of America, Inc. In charge of acquisitions and building the company from one pay phone to over 1,200. Sold the company to a publicly traded company in 1996.</p> <p>Account Officer, Communications/Media Department 1989-1991 Bank of Montreal Responsible for new business development and co-management of a loan portfolio consisting of various communications companies. Identified and evaluated business opportunities based upon the competitive environment and clients' strategic goals. Evaluated financing needs and debt structured for customers, structured loan proposals, and negotiated documentation. Performed extensive cash flow and forecasting analysis to evaluate credit worthiness of deals under consideration.</p> <p>Marine Midland Bank, NA 1983 - 1989 <u>Commercial Banking Officer</u> - Communications/Media Department. Responsibilities included the preparation of loan proposals, new business development and primary back-up officer for media customers. <u>Assistant Commercial Banking Officer</u> - Communications/Media Department. Evaluation of loan documentation, compilations of industry financial data for credit analysis use. Analysis of financial statements for Radio, and Cable TV customers on a monthly basis. <u>Administrative Assistant</u> - Communications/Media Department. Coordinated department customer base. Created and implemented various computer programs to evaluate prospective client's financial statements and projections. Established financial tracking models on the IBM PC XT, using LOTUS 123, Powerbase, and DBase II. Prepared monthly and quarterly reports on department progress for management review.</p>
EDUCATION	B.A., Political Science, Syracuse University, 1983.



AT&T Inmate/Resident Telephone Control Service



Joann Muraglia

POSITION	MID ATLANTIC CONSULTANTS
QUALIFICATIONS SUMMARY	Twenty years of sales and customer service experience at local, regional and national levels. Creative problem solver with ability to resolve conflict and work in a fast-paced environment. Persuasive communicator with well-developed negotiation skills. Excellent interpersonal, communication and project management skills.
PROFESSIONAL EXPERIENCE	<p>AT&T Sales/Broker 2001-Present</p> <p>Deliver sales proposals to County Government personnel responsible for telecommunications. Reaffirm business relationships for AT&T. Increased account base by 25% through consistent follow up.</p> <p>Science Dynamics Corporation 2001</p> <p>Business Analyst</p> <p>Analyzed business product and service offerings. Helped develop better working relationships between sales managers and clients. Presented recommendations for future product and value-added service offerings to the CEO and company personnel.</p> <p>Verizon 1978-2001</p> <p>Account Executive - Public Communications. Developed and executed corporate sales strategy to protect and grow existing revenue streams generating over \$15M annually. Developed and maintained strategic business relationships with executive level client decision-makers within the Commonwealth of Pennsylvania, State of Delaware and New Jersey. Acted as liaison with operations, business office, and repair/collection center to ensure client requirements were met. Negotiated contractual agreements with external partners to provide one-stop shopping to client. Monitored performance of external vendors/suppliers to ensure client satisfaction.</p> <p>Project Manager - Public Communications. Performed project management and support services for local and national accounts, including state/local government, health care and education markets. Coordinated the implementation of prison telephone control systems utilizing project management tools. Managed performance levels of various hardware vendors to ensure compliance with client requirements.</p> <p>Product Manager - Public & Operator Services. Responsible for life cycle management of prison telephone services with emphasis on implementation of vendor products to retain (\$30 million) market share. Managed work assignments and output of product teams. Developed a product plan in support of the prison telephone service for a five-year planning period. Responsible for contract negotiation with selected vendor for prison telephone system features. Coordinated, developed and delivered new products to clients nationally.</p> <p>Assistant Manager - Data Base Administration Center - Operator Services. Developed and implemented an emergency action and trouble reporting plan for management employees and associates.</p>
PROFESSIONAL TRAINING	Project Management, Labor Relations, Contract Negotiations, Introduction to Perpos and Power 5/20 System Administration, Forms Management course for VAX system, Time Management, Diversity Management, Technology and Competition Seminar, ATM, The Quality Process, Accountability for Personal Growth





**Sample System Administrator/Technician -
Richard Adrian**

POSITION	CCG SENIOR FIELD TECHNICIAN
QUALIFICATIONS SUMMARY	Over 18 years of varied field service experience including telecommunications, heavy machinery and electronics repair.
PROFESSIONAL EXPERIENCE	<div><div>Field Technician, Senior</div><div>Cooper Communications Group (CCG)</div><div>01/93-Present</div></div> <div><div>Currently responsible for all aspects of public pay telephone maintenance at major NY Port Authority facilities. Direct supervision of field technicians.</div></div> <div><div>Field Technician</div><div>A-Ware Systems</div><div>06/88 – 08/91</div></div> <div><div>Supervised new installations of mail conveyors, pneumatic air tubes and horizontal belt conveyors.</div></div> <div><div>Field Technician / Manager</div><div>Pevco International</div><div>01/88 – 09/88</div></div> <div><div>Supervised new installations. Maintained installed base of equipment. Managed other technicians. Helped transition to new company.</div></div> <div><div>Field Technician</div><div>Translogic Corporation</div><div>01/87 – 01/88</div></div> <div><div>Supervised new installations. Rebuilt older equipment for re-sale.</div></div> <div><div>Field Technician</div><div>Lamson Corporation</div><div>09/83 – 01/87</div></div> <div><div>Serviced conveyors and rebuilt older equipment.</div></div>



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Sample System Administrator/Technician - Edward M. Del Bove

POSITION	CCG SENIOR FIELD TECHNICIAN
QUALIFICATIONS SUMMARY	Over 28 years of field experience in the telecommunications and electronics industries.
PROFESSIONAL EXPERIENCE	<p>Field Technician, Senior 04/88 - Present Cooper Communications Group (CCG)</p> <p>Overall responsibility for ensuring that AT&T public pay telephone equipment at JFK and LaGuardia Airports are functioning. Part of team transitioning 4,000 payphones at NY/NJ Port Authority facilities. Train and oversee field technicians including teaching at in-house classes on payphone repair.</p> <p>Field Service Technician 02/80 - 4/88 Distribution Associates, Inc</p> <p>Responsible for installation and repair of closed circuit television systems, 16 and 35 MM film camera and card access systems.</p> <p>Printed Circuit Fabricator 09/77 - 02/80 Polorad Electronics, Inc.</p> <p>Operated shop for fabrication of various electronic circuit boards used in prototype development.</p>
MILITARY	<p>Sonar Technician 09/73 - 06/79 United States Navy</p> <p>4 years active duty, 2 years reserve. Assigned to guided missile cruiser Yarnell. Duties included operation and maintenance of sonar and related equipment. Achieved Secret Clearance and attained rank of Second Class Petty Officer (E-5) prior to separation.</p>
EDUCATION	<p>1973 Fleet Sonar School, US Navy 1983 Diploma in Electronics, Cleveland Institute of Electronics 1988 Diploma in TV and Video Technology, International Correspondence School 1990 Diploma in Basic Computer Programming, International Correspondence School</p>



Sample System Administrator/Technician - Richard Gangemi

POSITION	CCG SENIOR FIELD TECHNICIAN	
QUALIFICATIONS SUMMARY	Over 40 years of managerial and field experience in the telecommunications and electronics industries.	
PROFESSIONAL EXPERIENCE	Field Technician, Senior Cooper Communications Group (CCG)	09/89 - Present
	Currently responsible for ensuring AT&T equipment at Jacob Javits Convention Center, Port Authority Bus Terminal and other major facilities are functioning. Fully qualified in all aspects of public telephone installation work. Direct supervision of field technicians.	
	Service Manager RCA	02/80 - 09/89
	Responsible for managing 39 technicians. Prepared reports. Oversaw fleet maintenance.	
	Field and Bench Technician RCA	06/65 - 02/80
	Responsible for repairing consumer products in house and in the field. Installed and repaired telephone systems.	
	Electronic Technician Rockaway Refrigeration	03/63 - 06/65
	Repaired electronic controls for central air conditioning units as well as television repair.	
EDUCATION	Technician PAG Sales & Service	02/61 - 03/63
	Repaired televisions and central air conditioners.	
	1980 Certificate in Management, RCA Institute	
	1976 Diploma in Cross Bar Switch, RCA institute	
	1976 Diploma in Electronic Telephone Switches, RCA Institute	



II.4. Customer References

RFP Reference: Section 7.18.4

AT&T is highly experienced in serving the needs of the inmate and corrections market. AT&T has operated inmate telephones for the past 23 years. AT&T provides inmate calling services and solutions (including equipment) for over 300 major customers nationwide. Within this customer base, AT&T serves over 1,300 correctional facilities and provides service to more than 49,000 inmate telephone stations. AT&T has successfully completed more major service transitions during the past seven years than any other telecommunications company. AT&T holds approximately a 20% overall interLATA market share with 200 million minutes of traffic per year in the interLATA inmate market. AT&T has clearly demonstrated its ability to perform and excel in the implementation, support, and management of inmate systems.

AT&T is the prime or subcontractor for Department of Corrections (DOC) locations nationwide, including DOCs in Massachusetts, New Jersey, Maryland, Oklahoma, Kansas, Arizona, and West Virginia (recently awarded). The proposed implementation team has "installed/transitioned" over 80 inmate facilities and 2,000 inmate phones in the last 18 months.

The following table highlights AT&T's experience in the inmate calling services market.



AT&T Inmate/Resident Telephone Control Service



Highlights of AT&T Experience in Inmate Calling Services	
Number and Types of Systems	AT&T provides inmate calling services and solutions for over 300 major customers nationwide. Within this customer base, AT&T serves over 1,300 correctional facilities and provides service to more than 49,000 inmate telephone stations. AT&T has clearly demonstrated its ability to perform and excel in the implementation, support, and management of large inmate systems. Our customers include various state Department of Corrections (e.g., New Jersey, Kansas, and Oklahoma), as well as local accounts (e.g., Dade County, Georgia with 1,100 inmate stations and Fulton County, Georgia with over 400 inmate stations).
Size of Systems	AT&T supports systems of various sizes, from smaller county systems to large state systems. AT&T has provided the required customer references and can provide additional references and information on the hundreds of customers supported if desired.
Utilization of Subcontractors	AT&T utilizes subcontractors to provide specialized products, services, and resources to complement our internal capabilities. In providing services to the inmate market, AT&T subcontracts with industry-leading suppliers of inmate calling systems and with companies specializing in providing professional installation and maintenance services for inmate systems. AT&T has partnered with the proposed subcontractors on other projects to provide comprehensive, high-quality solutions that meet customers' unique requirements. As prime contractor on these projects, AT&T maintains total responsibility for the delivery and success of the project by managing the performance and deliverables provided by subcontractors according to precise and stringent standards.

AT&T takes pride in offering contract and client references for the State of New Jersey.

AT&T serves over 23,000 public pay telephones and over 211,168 inmates in over 14 State DOC facilities. AT&T is a leader in providing inmate telephone services to large corrections facilities and can do the same for the State of New Jersey.

AT&T offers the following references where AT&T is the Prime Contractor and provider of services for State DOC facilities:



AT&T Inmate/Resident Telephone Control Service



Reference: **State of Delaware, Office of Information Services**
Contact: Kay Buck, Manager
Phone: 302-739-9649
Fax: [REDACTED]
Address 801 Silver Lake Blvd.
Dover, Delaware 19904
Description: AT&T provides a full service inmate system at seven DOC facilities in Delaware.

Reference: **State of Kansas Department of Correctional Services**
Contact: Norman Bacon
Phone: 785-296-2035
Fax: [REDACTED]
Address 900 SW Jackson, 4th Floor
Topeka, Kansas 66612
Description: The installed system supports 18 facilities and over 800 inmate phones for DOC facilities. The system supports over 7,500 inmates. AT&T is contracted to provide services through the year 2003.

Reference: **State of Oklahoma Department of Correctional Services**
Contact: Dave Miller - Chief of Administrative Operations
Phone: 405-425-2721
Fax: [REDACTED]
Address 3400 Martin Luther King Ave.
Oklahoma City, Oklahoma 73136-2554
Description: The installed system supports 36 facilities and 678 phones for DOC prisons. The system supports approximately 22,000 inmates. AT&T is the prime contractor on this contract through the year 2003.

The table on the following page provides a list of some of the current large County contracts where AT&T is the prime contractor.





AT&T Inmate/Resident Telephone Control Service



Account	Contract Date	# Inmates # Stations	Contact Address	Telephone
Manatee County, FL	September 2001	1,100 140	Capt. Worley 14490 Harlee Road Palmetto, FL 34221	941-747-3011
St. Lucie County, FL	October 2001	800 115	Deputy Jim Mullins 900N. Rock Road Ft. Pierce, FL 34945	561-462-3433
Fulton County, GA	October 2000	2,800 400	Sgt. H. G. Mason 901 Rice Street Atlanta, GA 30318	404-853-2176
Dekalb County, GA	February 2001	1,500 400	Sheriff 4425 Memorial Drive Decatur, GA 30032	404-298-8145
Clay County, FL	July 2000	520 70	Lt. Johnny Smith 901 N. Orange Ave. Green Cove Springs, FL 32043	904-529-5912
LA County, CA	July 1999	19,578 3,000	Mr. Ward Finch 441 Baucher Street Los Angeles, CA 90012	213-893-5878
Broome County, NY	July 2000	400 40	Larry Fischer, Jail Administrator 897 Upper Front Street Binghamton, NY 13902	607-778-1911
Cattaraugus County, NY	April 2000	150 18	Sheriff Ernest Dustman 301 Court St. Little Valley, NY 14755	716-938-9191
Cayuga County, NY	December 1999	100 16	Sheriff Peter Pickney P.O. Box 518 Auburn, NY 13021	315-253-1222
Chautauqua County, NY	September 2000	300 35	Sheriff Joseph Gerace E. Chautaupua St., Box 128 Mayville, NY 14757	716-753-4900
Clinton County, NY	October 1999	130 18	Sheriff John Lawliss 25 McCarthy Drive Plattsburgh, NY 12901	518-561-0865
Genessee County, NY	June 1999	100 17	Sheriff Gary Maha 14 W. Main St., P.O. Box 151 Batavia, NY 14021	716-345-3000





AT&T Inmate/Resident Telephone Control Service



Account	Contract Date	# Inmates # Stations	Contact Address	Telephone
Livingston County, NY	June 1999	100 14	Sheriff John York 4 Court Street Geneseo, NY 14454	716-243-7104
Madison County, NY	May 2000	120 26	Sheriff Ronald Cary P.O. Box 16, N Court St. Wampsville, NY 13163	315-366-2286
Nassau County, NY	July 2000	2,200 240	Cpl. Steve Cassera 100 Carman Ave. East Meadow, NY 11501	516-572-4195
Onondaga County, NY	October 2000	600 52	Sheriff Kevin Walsh 407 S. State Street Syracuse, NY 13202	315-435-3044
Orange County, NY	November 2000	671 80	Sheriff Frank Bigger 40 Erie Street Goshen, NY 10924	914-294-3303
Oswego County, NY	August 1999	160 23	Sheriff Reuel Todd 13295 State Route 31, Suite 400 Albion, NY 14411	315-349-3307
Putnam County, NY	October 1999	124 24	Sheriff Robert Thoubboron Three County Center Carmel, NY 10512	914-225-4300
Rockland County, NY	July 2000	315 27	Sheriff James Kralik 55 New Hempstead Road New City, NY 10956	914-638-5464
Sullivan County, NY	August 1999	200 28	Sheriff Daniel Hogue 2 Bushnell Ave. Monticello, NY 12701	914-794-7100
Tioga County, NY	July 1999	100 38	Sheriff Roger Besser 103 Corporate Drive Owego, NY 13827	607-687-1010
Tompkins County, NY	July 1999	100 15	Sheriff Peter Meskill 779 Warren Road Ithaca, NY 14850	607-257-1345
Ulster County, NY	February 2000	156 42	Sheriff Richard Bockelmann 129 Schwenk Drive Kingston, NY 12401	914-340-3802





II.5. Experience with Customer Networks

RFP Reference: Section 7.18.5

No company has more networking experience than AT&T. Consider the following facts:

- ♦ AT&T pioneered the first inmate collect calling service and has led the industry in enhancements.
- ♦ AT&T introduced the first 3-way call detection capability in the early 1990s.
- ♦ The AT&T network is the largest communications network in the work with 2.75 billion circuit miles of transmission facilities, 310 network points, 140 adjuncts, and 135 4ESS switches. With Real Time Network Routing (RTNR), each switch can handle over a million calls per hour and each call is routed using the most efficient route between switches.
- ♦ The AT&T network carries more than 270 million calls on a typical business day, and over 300 million on peak days.
- ♦ The AT&T network carries 75 terabytes or 75 trillion bytes of data on an average business day — more than four times the content of the Library of Congress.
- ♦ AT&T provides long distance service from the U.S. to every country and territory in the world.
- ♦ AT&T is the market leader in private line, frame relay, and ATM services, with more than double the market share of our nearest competitor in T1.5, Frame Relay, and ATM services.
- ♦ AT&T has more than twice the nationwide SONET fiber coverage of our nearest competitor.
- ♦ AT&T has consistently won the highest reliability and overall service ratings from Data Communications Magazine's annual user survey.
- ♦ AT&T is the largest pure Internet Access Provider in the U.S., serving more than 3 million subscribers and managing the transport of more than 2 million messages per day to more than 160 countries worldwide.
- ♦ AT&T has received numerous awards as Best Internet Service Provider, including awards from PC World, SmartMoney, and Inverse Network Technology.

Percentage Backbone Facilities Owned and Type of Facilities

AT&T completely owns and controls 100% of the facilities in the backbone network. These facilities are predominately fiber cable (over 98%) and are 100% digital. AT&T owns 100% of the fiber-optic miles between POPs and in the AT&T network.



AT&T Inmate/Resident Telephone Control Service



AT&T owns 100% of the domestic Interoffice Channel (IOC) that will be used to provide network services for the State of New Jersey.



With over 53,000 route miles, AT&T has more than twice the nationwide SONET fiber coverage of our nearest competitor. AT&T covers New Jersey with approximately 600 route miles of fiber-optic cable.

AT&T has complete responsibility for and control over the quality of network maintenance and protection programs without relying on another vendor's quality programs or restoration facilities. As a result, AT&T can offer the State of New Jersey greater network reliability and availability.

AT&T takes full responsibility for everything associated with AT&T POPs, including the facilities, equipment, and maintenance. We do not delegate service or support to anyone else. Even in the case of our leased locations, AT&T holds full accountability and ensures that all facilities meet the highest standards in the industry regarding maintainability, restoration, and reliability.

AT&T has the most diverse, highest capacity network of any provider today. The physical diversity of transmission media within the AT&T network enables AT&T to deliver network services to more people and places than any other network.



AT&T has more fiber route miles than any other major interexchange carrier nationwide. The high number of circuit miles provides AT&T with the extensive alternate routing and reserve capacity capabilities needed for handling high call volumes or restoring service in the event of a major disruption or disaster.

Percentage Network Utilization

The AT&T network is routinely engineered at 50% total capacity to allow immediate expansion and disaster recovery capabilities. The AT&T network and fiber-optic facilities are constantly upgraded and expanded to meet demand.

AT&T has made substantial investments in installing new fiber facilities and further equipping existing unlit fiber pairs. In addition, we have aggressively deployed SONET technology to increase network transmission capacity and improve service restoration following fiber-optic cable failures. One of the primary benefits of AT&T's implementation of SONET technology is the increase in transmission capacity offered through Dense Wave Division Multiplexing (DWDM) technology, which allows multiple wavelengths or colors of light to be transmitted on a single fiber strand. AT&T can now transmit eight colors of light on a single fiber strand, which increases the capacity of that strand by a factor of eight. We are expanding to 16 colors and are testing an 80-wavelength system.





II.6. Quality Control, Service Locations, and Support Personnel

RFP Reference: Section 7.18.6

For more than a hundred years, AT&T has symbolized quality. AT&T people – among the pioneers of quality – helped revolutionize industrial practices and made AT&T products and services among the best in the world. In 1988, AT&T announced the goal of making AT&T *"The best in the world at delivering the benefits of information technology."* Simultaneously, AT&T made a fundamental commitment to deploying quality-based management throughout the corporation to better serve our customers. To make this a reality, AT&T implemented a "Total Quality Management" approach modeled on the same criteria for excellence used in the renowned Malcolm Baldrige Award. AT&T's Total Quality Management rests on six guiding principles:

- The customer comes first
- Quality happens through people
- All work is part of a process
- Suppliers are an integral part of our business
- Prevention is achieved through planning
- Quality improvement never ends

AT&T's overall quality goal is to become *"the most helpful company in the eyes of our customers everywhere."* AT&T puts the customer first and empowers employees with the authority and resources to enable them to focus on and satisfy customers. The best products and services come from the best workforce, therefore AT&T provides its workforce throughout the company with the resources to provide the quality of product and level of service necessary to fulfill AT&T's promise to be *"The most helpful company."* To this end, AT&T continues to commit tools and training, to delegate authority to people, and to look at new ways to reward and recognize the efforts of our people. The people of AT&T are in turn using their resources and responsibilities to go beyond customer satisfaction and into the realm of customer delight.

AT&T's Total Quality Management approach and the concept of empowerment provide substantial benefits to the State of New Jersey.



Empowerment means that the AT&T Account Team and the support personnel throughout the company have the information and the access to resources they need to do their jobs. As a result, the State of New Jersey receives better products and services.





With empowerment, AT&T employees have the authority and the responsibility to take immediate action to meet quality and customer satisfaction goals. This means that the State of New Jersey gets quality service the first time.



With empowerment, employees take ownership and accept responsibility for problems and look for ways to prevent problems from happening. Thus, the State of New Jersey can count on fewer problems and quick resolution of problems when they do occur.

AT&T will continue to actively implement its Total Quality Management approach to ensure quality on the State of New Jersey Inmate/Resident Telephone Control Service program.

Quality Control Procedures

As described throughout this proposal, AT&T has already established and implemented quality control procedures, and has identified and dedicated support personnel to every major functional area supporting the State of New Jersey.

Quality control for the State of New Jersey Inmate/Resident Telephone Services program begins with the dedicated Program Team described in the preceding section. All Program Team members are dedicated to ensuring that quality objectives and expectations are fully met. All team members bear quality assurance and control responsibility.

In addition, the Tim Miller, the AT&T Contract Team Manager will ensure that all products and services rendered to the State of New Jersey are in compliance with the contract and meet the quality standards established by AT&T. Tim will perform the following quality assurance and control functions.

- ♦ Monitor and review overall program activities to ensure timeliness, quality, and customer satisfaction with products and services provided.
- ♦ Utilize AT&T Quality Standards and AT&T Quality Improvement Processes to measure and improve the overall quality of the program.
- ♦ Conduct quality audits and reviews of key processes, including implementation activities, ongoing maintenance support, and billing to ensure quality service and support.
- ♦ Notify the Account Team of any deficiencies found in any quality audits and reviews and present recommendations for corrective action.
- ♦ Review all reports to ensure accuracy, timeliness, and quality.



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- ♦ Serve as the State's advocate in resolving problems, monitoring service levels, and interfacing with AT&T and other companies to ensure that timely and appropriate actions are taken to resolve service problems and address specific user requirements.
- ♦ Monitor all major cutover activity to ensure that standard procedures are used and agreed upon and that service dates are met.
- ♦ Review and analyze provisioning and maintenance results for data services on an ongoing basis to determine performance levels.
- ♦ Develop and implement service improvement plans as necessary.

Quality is the very foundation of the AT&T network and AT&T services. As a result, AT&T and AT&T network services have traditionally earned top quality and performance ratings when compared with competitors by magazines, journals, and trade publications.



One of the ultimate measures of quality is the prestigious Malcolm Baldrige Quality Award. AT&T, which has won this prestigious award for quality excellence three times, is the only U.S. company to win multiple Baldrige awards.

Service Locations

AT&T has 119 business facilities in the State of New Jersey with office and lab space for 24,000 employees. AT&T technical and support personnel will be located throughout the State to provide responsive support for all facilities.

The AT&T State of New Jersey Account team will continue to work with the State, calling upon various AT&T resources as necessary, to ensure the highest standards of performance, quality, and customer satisfaction are maintained.

Support Personnel Availability

AT&T has a dedicated program team that will ensure that the highest standards of quality and customer satisfaction are maintained throughout the contract. The members of the Program Team are dedicated 100% to the State of New Jersey.





II.7. Financial Capability

RFP Reference: Section 7.18.7

AT&T is a financially sound and secure company with the resources to fully support the State of New Jersey over the term of the contract. AT&T has continually provided public communications services since the first public telephone was installed in 1889 – over 110 years ago. With the selection of AT&T, the State is assured that its selected vendor has the financial, operational, and management commitment to fulfill the requirements of the contract throughout its term.

AT&T has provided a copy of its income statements and closing balance sheets for the past two years (2000 and 1999) on the following pages. Additionally, AT&T has provided its 2000 Annual Report which contains detailed financial information in *Volume II, Attachment 1*.

Audited financial reports for the year 2001 are not yet available. Unaudited financial reports (including balance sheets and income statements) are available on AT&T's web site at <http://www.att.com/ir>.



AT&T Inmate/Resident Telephone Control Service



AT&T CORP. AND SUBSIDIARIES CONSOLIDATED STATEMENTS OF INCOME For the Years Ended

	December 31,	2000	1999	1998
Dollars in millions (except per share amounts)				
Revenue		\$65,981	\$62,600	\$53,223
Operating Expenses				
Costs of services and products (excluding depreciation of \$5,457, \$4,947 and \$3,362 included below)		17,587	14,594	10,495
Access and other connection		13,518	14,686	15,328
Selling, general and administrative		13,303	13,516	12,770
Depreciation and other amortization		7,274	6,138	4,378
Amortization of goodwill, franchise costs and other purchased intangibles		2,993	1,301	251
Net restructuring and other charges		7,029	1,506	2,514
Total operating expenses		61,704	51,741	45,736
Operating income		4,277	10,859	7,487
Other income		1,514	931	1,281
Interest expense		3,183	1,765	427
Income from continuing operations before income taxes, minority interest and earnings (losses) from equity investments		2,608	10,025	8,341
Provision for income taxes		3,342	3,695	3,049
Minority interest income (expense)		4,120	(115)	21
Equity earnings (losses) from Liberty Media Group		1,488	(2,022)	—
Net losses from other equity investments		205	765	78
Income from continuing operations		4,669	3,428	5,235
Discontinued Operations				
Income from discontinued operations (net of income taxes of \$6)		—	—	10
Gain on sale of discontinued operations (net of income taxes of \$799)		—	—	1,290
Income before extraordinary loss		4,669	3,428	6,535
Extraordinary loss (net of income taxes of \$80)		—	—	137
Net income		\$4,669	\$ 3,428	\$ 6,398
AT&T Common Stock Group—per basic share:				
Income from continuing operations		\$ 0.89	\$ 1.77	\$ 1.96
Income from discontinued operations		—	—	—
Gain on sale of discontinued operations		—	—	0.48
Extraordinary loss		—	—	0.05
AT&T Common Stock Group earnings		\$ 0.89	\$ 1.77	\$ 2.39
AT&T Common Stock Group—per diluted share:				
Income from continuing operations		\$ 0.88	\$ 1.74	\$ 1.94
Income from discontinued operations		—	—	—
Gain on sale of discontinued operations		—	—	0.48
Extraordinary loss		—	—	0.05
AT&T Common Stock Group earnings		\$ 0.88	\$ 1.74	\$ 2.37
AT&T Wireless Group:				
Earnings per share: Basic and diluted		\$ 0.21	\$ —	\$ —
Liberty Media Group:				
Earnings (loss) per share: Basic and diluted		\$ 0.58	\$ (0.80)	\$ —





AT&T Inmate/Resident Telephone Control Service



AT&T CORP. AND SUBSIDIARIES CONSOLIDATED BALANCE SHEETS

	At December 31,	2000	1999
Dollars in millions			
ASSETS			
Cash and cash equivalents		\$ 126	\$ 1,024
Receivables, less allowances of \$1,379 and \$1,281		11,144	9,813
Other receivables		1,703	640
Investments		2,102	—
Deferred income taxes		812	1,287
Other current assets		1,200	1,120
TOTAL CURRENT ASSETS		17,087	13,884
Property, plant and equipment, net		51,161	39,618
Franchise costs, net of accumulated amortization of \$1,664 and \$697		48,218	32,693
Licensing costs, net of accumulated amortization of \$1,762 and \$1,491		13,626	8,548
Goodwill, net of accumulated amortization of \$850 and \$363		31,478	7,445
Investment in Liberty Media Group and related receivables, net		34,290	38,460
Other investments and related advances		34,261	19,366
Prepaid pension costs		3,003	2,464
Other assets		9,099	6,928
TOTAL ASSETS		\$242,223	\$169,406
LIABILITIES			
Accounts payable		\$ 6,455	\$ 6,771
Payroll and benefit-related liabilities		2,423	2,651
Debt maturing within one year		31,947	12,633
Liability under put options		2,564	—
Other current liabilities		7,478	6,152
TOTAL CURRENT LIABILITIES		50,867	28,207
Long-term debt		33,092	23,217
Long-term benefit-related liabilities		3,670	3,964
Deferred income taxes		36,713	24,199
Other long-term liabilities and deferred credits		5,090	3,801
TOTAL LIABILITIES		129,432	83,388
Minority Interest		4,883	2,391
Company-Obligated Convertible Quarterly Income Preferred Securities of Subsidiary Trust Holding Solely Subordinated Debt Securities of AT&T		4,710	4,700





AT&T Inmate/Resident Telephone Control Service



AT&T CORP. AND SUBSIDIARIES CONSOLIDATED BALANCE SHEETS (CONT.)

Dollars in millions	At December 31,	2000	1999
SHAREOWNERS' EQUITY			
Common Stock:			
AT&T Common Stock, \$1 par value, authorized 6,000,000,000 shares; issued and outstanding 3,760,151,185 shares (net of 416,887,452 treasury shares) at December 31, 2000, and 3,196,436,757 shares (net of 287,866,419 treasury shares) at December 31, 1999			
		3,760	3,196
AT&T Wireless Group Common Stock, \$1 par value, authorized 6,000,000,000 shares; issued and outstanding 361,802,200 shares at December 31, 2000			
		362	—
Liberty Media Group Class A Common Stock, \$1 par value, authorized 4,000,000,000 shares; issued and outstanding 2,363,738,198 shares (net of 59,512,496 treasury shares) at December 31, 2000, and 2,313,557,460 shares at December 31, 1999			
		2,364	2,314
Liberty Media Group Class B Common Stock, \$1 par value, authorized 400,000,000 shares; issued and outstanding 206,221,288 shares (net of 10,607,776 treasury shares) at December 31, 2000, and 216,842,228 shares at December 31, 1999			
		206	217
Additional paid-in capital		90,496	59,526
Guaranteed ESOP obligation		—	(17)
Retained earnings		7,408	6,712
Accumulated other comprehensive income.		(1,398)	6,979
TOTAL SHAREOWNERS' EQUITY		103,198	78,927
TOTAL LIABILITIES AND SHAREOWNERS' EQUITY		\$242,223	\$169,406





II.8. Subcontracting

RFP Reference: Section 7.18.8

AT&T has formed a team with other highly experienced companies to provide a premier solution that combines the experience, knowledge, technology, and quality services required to support the inmate telephone facilities throughout New Jersey. We have selected best-in-class subcontractors and equipment providers to provide the inmate call processing system. The AT&T Team includes the following.

- AT&T as the Prime Contractor
- TELEQUIP Labs, Inc
- Cooper Communications Group (CCG)
- Symbiont (MBE)
- PubliCall (a New Jersey based and certified MBE)
- Mid Atlantic Consulting (a New Jersey based WBE)

AT&T, the world's communication leader, will serve as the Prime Contractor. As such, AT&T will:

- Serve as the State's single point of contact for all matters.
- Assume total responsibility and accountability for all aspects of the program, including overseeing subcontractors.
- Provide overall contract and project management for the initial implementation and throughout the life of the contract.
- Source and supply the inmate phones. AT&T will source equipment from two industry-leading suppliers: Elcotel and Phillips, Brooks, and Gladwin (PBG).
- Provision and support the network and communications facilities to support the inmate phones at all locations.

AT&T Local Services will provide the local dial tone to the AT&T public telephones and the transport facilities for local and intraLATA calls. AT&T Local Services was created when AT&T acquired Teleport Communications Group, Inc. (TCG) through a merger. The AT&T Local Services network has been in operation since 1985, and is the nation's largest competitive local network covering every major metropolitan area in the nation. AT&T currently manages a base of over 23,000 AT&T public telephones.

AT&T Long Distance Services will provide interLATA transport facilities and operator services for local, intraLATA, and interLATA calls. AT&T Long Distance Services has provided long distance and operator services to public telephones continuously since 1889.



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- Meet all the State's management and information reporting requirements, including revenue and commission reporting.

AT&T, as prime contractor, will assume total responsibility for the success of the contract, including the fulfillment of contractual obligations and the management of subcontractors. AT&T will provide the full scope of requested services, features, and functionalities for both public payphones and the inmate telephone systems.

TELEQUIP Labs Inc., a leading provider of inmate call processing and control systems, has built the inmate call processing equipment to AT&T specifications. AT&T has an exclusive arrangement for inmate call control equipment with TELEQUIP. Under this arrangement, TELEQUIP will be responsible for the manufacture of the inmate calling platform with AT&T-specified design features. TELEQUIP will continuously monitor and provide remote 2nd tier technical support for the inmate network and all facilities therein. TELEQUIP will provide the following functions and support:

- Manufacture all hardware and software, for AT&T, necessary to interface with the inmate calling platform. This includes but is not limited to automated call processing, recording and monitoring and centralized PIN database.
- Develop and support all hardware and software necessary to accomplish these functions and to meet the requirements of AT&T.
- Train and certify AT&T chosen technicians on the call control system from complete understanding of the hardware components to hands-on with the user software.
- Assist technicians remotely with any issues that may arise. TELEQUIP support personnel are available 24 hours a day, 7 days a week, 365 days a year to provide assistance to AT&T Technicians.
- Provide "hot standby" equipment with in 24 hours in the unlikely event of a total system failure.

AT&T and TELEQUIP have an exclusive partnership in which the best inmate telephone system is designed to meet the needs of the State. AT&T and TELEQUIP have developed and implemented processes and procedures for working together to meet demanding implementation, transition, and support requirements. As a result, we offer the State a proven team with the technologies, experience, resources, commitment, and expertise to ensure the success of the inmate telephone services program.

AT&T submits the following required information for TELEQUIP.



AT&T Inmate/Resident Telephone Control Service



Name	TELEQUIP Labs, Inc.
Address	1820 North Greenville Ave. Richardson, Texas 75081
Services Provided:	As described above
Registration with Division of Revenue	Certificate No. 0100869730
Registration with Department of Labor	Registration applied for 02/11/02
Personnel Resumes	AT&T has provided qualifications summaries for key TELEQUIP management personnel in Section 2 and resumes for key TELEQUIP customer service personnel in Section 3.
Similar Experience	TELEQUIP technology is currently the system of choice for ten state correctional systems, including Florida, Louisiana, Kentucky, and New York, as well as over 450 additional state and county correctional facilities throughout the U.S.

Cooper Communications Group (CCG) is AT&T's national installation and maintenance workforce and is certified to install, service, and maintain all inmate associated phones and processors.

CCG is a nationwide service company with the ability to service all types of phones and related equipment. CCG currently installs, services, collects, and maintains the entire installed base of public pay telephones and Internet terminals for AT&T. CCG has developed a propriety software network that allows the company to service these accounts with increased efficiency at greatly reduced costs.

CCG provides field services through the deployment of its own employees and through the use of qualified subcontractors. Because of the sensitive nature of some of the locations in which CCG operates, all personnel are subject to extensive background checks and are required to obtain and maintain all applicable security clearances. CCG's training programs are tailored to specifically address the specialized needs of each individual project's requirements. Extensive in-house training is provided to all personnel, including participation in OEM and customer-sponsored training as applicable, prior to the deployment of personnel to any project.

CCG will provide the following functions and support:

- Handle complaints, problem reporting, and problem escalation
- Perform routine and remedial maintenance for DOC and JJC facilities
- Execute moves, adds, and changes





AT&T Inmate/Resident Telephone Control Service



- Provide routine cleaning and functional testing
- Maintain labels and signage
- Monitor overall performance

AT&T submits the following required information for CCG.

Name	Cooper Communications Group (CCG)
Address	1101 Stewart Avenue Garden City, New York 11530
Services Provided:	As described above.
Registration with Division of Revenue	Contractor Certification # 0107620
Registration with Department of Labor	Certificate Number 620825
Personnel Resumes	AT&T has provided qualifications summaries for key CCG management personnel in Section 2 and resumes for key CCG personnel in Section 3.
Similar Experience	CCG is AT&T's national installation and maintenance workforce and is certified to install, service, and maintain all inmate associated phones and processors. CCG is a nationwide service company with the ability to service all types of phones and related equipment.

Symbiont, Inc., an minority-owned business enterprise (MBE), is an information technology solutions company that provides complete services for acquiring, storing, accessing, processing, and communicating information for government and industry. Symbiont provides a variety of technical services, including include clearing trouble tickets; moving or adding a single analog or digital line; installing multiple analog or digital lines; installing telephone instruments and equipment units (including ISDN); de-installing telephone systems; and cable removal.

AT&T submits the following required information for Symbiont.



AT&T Inmate/Resident Telephone Control Service



Name	Symbiont
Address	1325 Mass Ave Washington D.C.
Services Provided:	As described above.
Registration with Division of Revenue	Registration applied for
Registration with Department of Labor	Registration applied for
Personnel Resumes	AT&T has provided qualifications summaries for key Symbiont management personnel in Section 2
Similar Experience	Symbiont is a national service company with the ability to service all types of phones and related equipment.

PubliCall is a minority-owned business enterprises (MBE) certified in New Jersey. PubliCall has extensive experience in the telecommunication industry. Their customers include AT&T, Marriott International, Prime Hospitality, Cablevision, Madison Square Garden, and Radio City Music Hall. The company also has a contract in place to deliver Internet Access and Payphones to the Pennsylvania Convention Center. PubliCall specializes in cabling including Cat3, Cat5, fiber buried, and aerial.

AT&T submits the following required information for PubliCall.

Name	PubliCall
Address	24 Dorset Court Somerset NJ
Services Provided:	As described above.
Registration with Division of Revenue	Registration applied for
Registration with Department of Labor	Registration applied for
Personnel Resumes	AT&T has provided qualifications summaries for key PubliCall management personnel in Section 2.
Similar Experience	PubliCall, a New Jersey certified MBE, is a regional service company with the ability to service all types of phones and related equipment.



AT&T Inmate/Resident Telephone Control Service



Mid-Atlantic Consultants, LLC offers full cycle business-to-business consulting, sales broker, account management, and project management. AT&T Local Service has an agreement with Mid-Atlantic Consultants to be a sales broker in the Pennsylvania and New Jersey Territory. In addition, Mid-Atlantic Consultants will oversee the implementation of the City of Philadelphia public and inmate telephone system installation for AT&T.

AT&T submits the following required information for Mid Atlantic Consultants.

Name	Mid Atlantic Consultants
Address	47 Alexander Court Marlton, NJ 08053
Services Provided:	As described above.
Registration with Division of Revenue	Registration applied for
Registration with Department of Labor	Registration applied for
Personnel Resumes	AT&T has provided qualifications summaries for key Mid Atlantic Consultants management personnel in Section 2
Similar Experience	Mid Atlantic Consultants is a New Jersey based small business and will be certified as a WBE.

It is important to note that AT&T will meet and exceed the State's MBE and WBE objectives. Please reference Volume II, Attachment 2 for additional information on AT&T's commitment to the utilization and advancement of small business enterprises.



AT&T's industry-leading networking and project management expertise combined with TELEQUIP's inmate processing system and the installation and maintenance support of CCG and our selected MBEs and WBE offer an unequalled system of network, call processing, and operational excellence for the State of New Jersey. Together, the AT&T Team combines the experience, knowledge, resources, and quality service and support needed for the smooth implementation, transition, and ongoing operation of the inmate phone service.





Part III. Cost Proposal

The attached schedules provide AT&T's cost proposal for the proposed AT&T Inmate/Resident Telephone Control Service.



Inmate/Resident Telephone Control Service Schedule A

System Network

Willingness to accept the terms as set forth by the State.
Please initial response.

		YES	NO
7.6.2	Fraudulent Calls		
	No charge for fraudulent calls	<u>T.M.</u>	<u> </u>
7.6.3	Call Routing		
	No charge for mis-routed calls	<u>T.M.</u>	<u> </u>
7.6.4	Quality of Service		
	Network designed using a P.01 grade of service	<u>T.M.</u>	<u> </u>

Comments: AT&T meets all required specifications and looks forward to demonstrating our proposed solution. Please reference the following proposal sections for complete responses to these requirements:

Section I.1.2 – Fraudulent Calls
Section I.1.3 – Call Routing
Section I.1.4 – Quality of Service



Inmate/Resident Telephone Control Service Schedule B

7.6.5 On Site System Equipment

Willingness for the Contractor to provide only new system and telephone equipment and retain ownership for all materials, supplies and equipment. Please initial response.

YES

NO

New equipment only

T.M.

Lightning and surge protection to be provided

T.M.

Contractor retain ownership

T.M.

Provide information in detail to the following questions:

What equipment will be located on site?

Please reference Section I.1, On-Site System Equipment for a complete list of on-site equipment.

What will be the electrical requirements for this equipment?

Please reference Section I.1, On-Site System Equipment for complete specifications of electrical and space requirements.

Will this on site equipment improve the quality of service and if yes, how?

Yes AT&T owns the proposed solution design. Therefore, the system is adaptable to application changes and evolving specifications as requirements change or evolve over the term of the contract. AT&T's proposed scanner solution will also dramatically improve IPIN turnaround/input performance. Additionally, AT&T's "one vendor" solution will simplify operations and administration for the State and ensure that there is no "finger pointing" in responsibility or accountability, which in turn will greatly improve the quality of service for the State.



Inmate/Resident Telephone Control Service Schedule C

7.6.6 Dialing Plan

Response for compliance to the Dialing Plan Standards. Please initial response.

YES

NO

North American Dialing Plan

T.M.

Response to no charge to the State for Dialing Plan expansions
and upgrades. Please initial response.

YES

NO

Free Dialing Plan expansions and
upgrades

T.M.

Comments: With AT&T, there are no hidden charges or fees!
AT&T succeeds when the system is functional and
the customer is satisfied. Dialing plan expansion
and upgrades are critical to functionality of the
system and no charges of any kind will be asked of
the State for dialing plan expansions.

Any charges not identified will not be paid by the State.



Inmate/Resident Telephone Control Service Schedule D

7.6.7 Non-recurring Charges

Willingness to accept the terms of no charge for the following issues as set forth by the State. Please initial response.

	YES	NO
Equipment additions, changes and/or deletions	<u>T.M.</u>	<u> </u>
Maintenance on equipment, service and/or wiring	<u>T.M.</u>	<u> </u>
Record keeping or report generation	<u>T.M.</u>	<u> </u>
Service or system upgrades	<u>T.M.</u>	<u> </u>
System software additions, changes and/or deletions	<u>T.M.</u>	<u> </u>
System software information bubble forms	<u>T.M.</u>	<u> </u>

Provide the rate and conditions that charges would apply for State initiated activity.

	Flat Rate	Time & Material
State initiated activity	<u> </u>	<u> </u>

Comments: There is no charge for the system to perform as specified.
AT&T does not charge for normal changes and moves.

Any charges not identified will not be paid by the State.



Inmate/Resident Telephone Control Service Schedule E

7.6.8 System Evaluation

Willingness to install a fully operational system and telephones, prior to the contract award, in both a DOC and JJC correctional facility for evaluation. Please initial response.

YES

NO

Install a system and telephones in a
DOC correctional facility

T.M.

Install a system and telephones in a
JJC correctional facility

T.M.

Comments:

AT&T looks forward to demonstrating our superior proposed solution. Our demonstration will show that all aspects of our proposed solution meet the State's specifications.



Inmate/Resident Telephone Control Service Schedule F

7.7.2 States Performance Standards (SPS)

Willingness to accept the terms as set forth by the State. Please initial response.

	YES	NO
Network Performance Standards		
Meet or exceed 99.999% performance level	<u>T.M.</u>	
Maintenance and Provisioning Response Time		
72 hour prior notification of scheduled shutdowns	<u>T.M.</u>	
Mean time to Respond	<u>T.M.</u>	
Mean time to Repair	<u>T.M.</u>	
Provisioning due dates	<u>T.M.</u>	
24 hour software additions and/or changes	<u>T.M.</u>	
Failure reporting process	<u>T.M.</u>	

Comments:

AT&T's Inmate/Resident Services
solution will meet the State's Performance
Standards as described in Section 1.2.2 of
this proposal.



Inmate/Resident Telephone Control Service Schedule G (REV 1)

NOTE: To provide the State maximum flexibility in balancing low call billing rates for call recipients and high commissions to the State, AT&T is offering four options. These options (noted as Option A-High, Option B-Medium, Option C-Low, and Option D-Zero) provide different levels of rates and associated commissions. Billing rates are the same for both AT&T's primary offer and our Option A solution. The corresponding commission rates for the four options are provided in Schedule Q.

7.7.3 Call Billing

Provide the description and charges for the component parts to be applied to all inmate/resident station to station collect calls and the measurement of time for these charges.

	Option A High	Option B Medium	Option C Low	Option D Zero
Local rate				
Service Charge	\$2.50	\$1.00	\$0.95	\$0.95
Transport per Minute	\$0.05	\$0.05	\$0.05	\$0.03
IntraLATA rate				
Service Charge	\$2.50	\$1.95	\$1.25	\$1.00
Transport per Minute	\$0.20	\$0.15	\$0.15	\$0.10
InterLATA rate				
Service Charge	\$2.50	\$1.95	\$1.25	\$1.00
Transport per Minute	\$0.40	\$0.25	\$0.15	\$0.10
Interstate rate				
Service Charge	\$2.50	\$2.50	\$2.50	\$1.00
Transport per Minute	\$0.89	\$0.69	\$0.59	\$0.25

Comments:

All collect calls billed in 1-minute increments. Service charges are one-time, non-recurring per call. Transport charges are duration sensitive.



Inmate/Resident Telephone Control Service Schedule G

7.7.3 Call Billing (continued)

Provide a postalized transport charge, flat rate service charge and any additional surcharges for a call of 5 minutes placed at any time period, as collect station to station from NPA-NXX 609-292 to the following:

	Call Charge Option A High	Call Charge Option B Medium	Call Charge Option C Low	Call Charge Option D Zero
Trenton – NPA-NXX 609-292				
Transport charge	\$0.25	\$0.25	\$0.25	\$0.15
Service charge	\$2.50	\$1.00	\$0.95	\$0.95
BPU/FCC surcharge	\$0	\$0	\$0	\$0
Atlantic City – NPA-NXX 609-441				
Transport charge	\$2.00	\$1.25	\$0.75	\$0.50
Service charge	\$2.50	\$1.95	\$1.25	\$1.00
BPU/FCC surcharge	\$0	\$0	\$0	\$0
Jersey City – NPA-NXX 201-795				
Transport charge	\$2.00	\$1.25	\$0.75	\$0.50
Service charge	\$2.50	\$1.95	\$1.25	\$1.00
BPU/FCC surcharge	\$0	\$0	\$0	\$0
Red Bank – NPA-NXX 732-741				
Transport charge	\$2.00	\$1.25	\$0.75	\$0.50
Service charge	\$2.50	\$1.95	\$1.25	\$1.00
BPU/FCC surcharge	\$0	\$0	\$0	\$0
Camden – NPA-NXX 856-614				
Transport charge	\$1.00	\$0.75	\$0.75	\$0.50
Service charge	\$2.50	\$1.95	\$1.25	\$1.00
BPU/FCC surcharge	\$0	\$0	\$0	\$0



Inmate/Resident Telephone Control Service Schedule G

7.7.3 Call Billing (continued)

	Call Charge Option A High	Call Charge Option B Medium	Call Charge Option C Low	Call Charge Option D Zero
Elizabeth – NPA-NXX 908-820				
Transport charge	\$2.00	\$1.25	\$0.75	\$0.50
Service charge	\$2.50	\$1.95	\$1.25	\$1.00
BPU/FCC surcharge	\$0	\$0	\$0	\$0
Newark – NPA-NXX 973-648				
Transport charge	\$2.00	\$1.25	\$0.75	\$0.50
Service charge	\$2.50	\$1.95	\$1.25	\$1.00
BPU/FCC surcharge	\$0	\$0	\$0	\$0
New York City, NY – NPA-NXX 212-425				
Transport charge	\$4.45	\$3.45	\$2.95	\$1.25
Service charge	\$2.50	\$2.50	\$2.50	\$1.00
BPU/FCC surcharge	\$0	\$0	\$0	\$0
Philadelphia, PA – NPA-NXX 215-965				
Transport charge	\$4.45	\$3.45	\$2.95	\$1.25
Service charge	\$2.50	\$2.50	\$2.50	\$1.00
BPU/FCC surcharge	\$0	\$0	\$0	\$0
San Juan, Puerto Rico – NPA-NXX 787-725				
Transport charge	\$4.45	\$3.45	\$2.95	\$1.25
Service charge	\$2.50	\$2.50	\$2.50	\$1.00
BPU/FCC surcharge	\$0	\$0	\$0	\$0

Any charges not identified will not be paid.



Inmate/Resident Telephone Control Service Schedule H

7.7.5 System Administrator

Availability of Full Time on Site System Administrator(s). Please initial response.

	YES	NO
Single Administrator Availability	<u>T.M.</u>	<u> </u>
Multiple Administrator Availability	<u>T.M.</u>	<u> </u>
Transportation Availability	<u>T.M.</u>	<u> </u>

Number of System Administrator(s) included with each system.

System Administrator(s) included	As described in Section I.7.2 of this proposal, AT&T is proposing two Service Plan Options. 1. AT&T's Decentralized Option includes 13 System Administrators and a Service Manager. 2. AT&T's Centralized Option includes 6 System Administrators, 3 Clerical Personnel, and a Service Manager.
----------------------------------	---

Percentage of monthly commission to be reduced to provide on-site System Administrator(s) and options available.

Daily Rate	<u>NA-see below</u>
Weekly Rate	<u>NA-see below</u>
Monthly Rate	<u>NA-see below</u>
Yearly Rate	<u>NA-see below</u>
Multiple Administrator Discount	<u>NA-see below</u>
Transportation Rate	<u>NA-see below</u>

Comments: AT&T is proposing two Service Plan options as described in Section I.7.2 of this proposal. The proposed commission rate includes the 13 System Administrators and one Service Manager as described in the Decentralized Option. If the State selects the Centralized Option, AT&T will increase the State's commission by 2% for all rate categories/options as described in Schedule Q.

Any charges not identified will not be paid by the State.



Inmate/Resident Telephone Control Service Schedule I

7.8 Inmate/Resident Telephone Control System

Willingness to accept the terms of no charge to the State for the following issues.
Please initial response.

	YES	NO
Administer all software additions/changes	<u>T.M.</u>	<u> </u>
Design software to accept all information provided	<u>T.M.</u>	<u> </u>
Provide and administer PIN system	<u>T.M.</u>	<u> </u>
Provide software compatible with existing numbers previously assigned	<u>T.M.</u>	<u> </u>
Provide software out going only-collect calls	<u>T.M.</u>	<u> </u>
Provide 24 hour completion of all software requests	<u>T.M.</u>	<u> </u>
Provide shorter than 24 hour software completion interval if required	<u>T.M.</u>	<u> </u>
Provide bubble forms for software input	<u>T.M.</u>	<u> </u>
Provide scanners with toll free access to system software	<u>T.M.</u>	<u> </u>
Provide daily reports of successful and failure transmittals	<u>T.M.</u>	<u> </u>



Inmate/Resident Telephone Control Service Schedule I

7.8 Inmate/Resident Telephone Control System (continued)

Ability to provide and maintain a debit call option for each inmate and/or resident. Please initial response.

YES

NO

Provide and maintain a debit call
option

T.M.

Software additions/changes will not
require down time

T.M.

Comments:

Please reference Section I.3 for a complete
description of AT&T's proposed
Inmate/Resident Telephone Control System.

Any charges not identified will not be paid by the State.



Inmate/Resident Telephone Control Service Schedule J

7.8.1 Authorized System Features

Ability to provide Authorized System Features for each data base. Please initial response.

	YES	NO
All dialing instructions, warnings and messages in English and Spanish	<u>T.M.</u>	<u> </u>
All telephones turned on and off at predetermined hours	<u>T.M.</u>	<u> </u>
Announcement of call monitoring and/or recording with exceptions	<u>T.M.</u>	<u> </u>
Announcement of no monitoring or recording of legal or Ombudsman	<u>T.M.</u>	<u> </u>
Automated voice announcement to called party	<u>T.M.</u>	<u> </u>
Call splitting of calling party from called party	<u>T.M.</u>	<u> </u>
Caller ID info passed to called party after call splitting	<u>T.M.</u>	<u> </u>
Capability to monitor and record all calls on each line	<u>T.M.</u>	<u> </u>
Cutoff keys on all system telephone lines	<u>T.M.</u>	<u> </u>
Interactive acceptance or denial of call	<u>T.M.</u>	<u> </u>
Monitoring and recording capability without detection	<u>T.M.</u>	<u> </u>



Inmate/Resident Telephone Control Service Schedule J

7.8.1 Authorized System Features (continued)

	YES	NO
On demand statewide blocked numbers	<u>T.M.</u>	<u> </u>
Permit outgoing collect calls	<u>T.M.</u>	<u> </u>
Prompts for dialing instructions	<u>T.M.</u>	<u> </u>
Provide appropriate messages	<u>T.M.</u>	<u> </u>
Recording discs available for review and/or permanent storage	<u>T.M.</u>	<u> </u>
Recording equipment to be compatible with existing system	<u>T.M.</u>	<u> </u>
Security announcement instructing switch hook operation terminates call	<u>T.M.</u>	<u> </u>
Service to interface with both touch tone and rotary service	<u>T.M.</u>	<u> </u>
System must be DTMF dialing	<u>T.M.</u>	<u> </u>
System must limit access to one call per connection	<u>T.M.</u>	<u> </u>
Telephone switch hook operation indicates disconnect of call	<u>T.M.</u>	<u> </u>

Comments: **AT&T meets all the mandatory and preferred Authorized System Features requirements as described in Section I.3.1 of this proposal. In many cases, AT&T exceeds the requirements and/or offers additional value-added features.**



Inmate/Resident Telephone Control Service Schedule K

7.8.2 System Controls and Restrictions

Ability to provide System Controls and Restrictions for each data base. Please initial response.

	YES	NO
Block call forwarding from originally called number	<u>T.M.</u>	<u> </u>
Fifteen minute time limit on every call with warning tone	<u>T.M.</u>	<u> </u>
No access to an operator	<u>T.M.</u>	<u> </u>
No call waiting acceptance	<u>T.M.</u>	<u> </u>
No collect calls accepted to inmates and/or residents	<u>T.M.</u>	<u> </u>
No credit card calls	<u>T.M.</u>	<u> </u>
No incoming calls	<u>T.M.</u>	<u> </u>
No partial service during system failures	<u>T.M.</u>	<u> </u>
No person to person calls	<u>T.M.</u>	<u> </u>
No pulse dialing	<u>T.M.</u>	<u> </u>
No third party billing of calls	<u>T.M.</u>	<u> </u>
No third party conference calls	<u>T.M.</u>	<u> </u>
No transfer of calls	<u>T.M.</u>	<u> </u>
No two telephones can be connected to the same line at the same time	<u>T.M.</u>	<u> </u>



Inmate/Resident Telephone Control Service Schedule K

7.8.2 System Controls and Restrictions (continued)

	YES	NO
Ten time call limit on any authorized number per day	<u>T.M.</u>	<u> </u>
Time limit on total minutes per month	<u>T.M.</u>	<u> </u>
Time of day restrictions on a called number	<u>T.M.</u>	<u> </u>

Comments: **AT&T meets all the mandatory and preferred System Controls and Restrictions requirements as described in Section I.3.2 of this proposal. In many cases, AT&T exceeds the requirements and/or offers additional value-added features.**



Inmate/Resident Telephone Control Service Schedule L

7.8.3 Usage Studies

Willingness to provide Usage Studies. Please initial response.

YES

NO

Usage Study(s) Availability

T.M.

List the type of reports available, their limitations and duration from request to completion

Reports and Retention

YES

NO

Monthly reports available

T.M.

On demand reports available within
thirty (30) minutes

T.M.

Retain records for the life of the
contract

T.M.

Comments: AT&T meets all Usage Studies and reporting requirements as described in Section I.3.3 of this proposal. AT&T has provided sample reports in Volume II.

Also attach examples of additional reports available.



Inmate/Resident Telephone Control Service Schedule M

7.9 Inmate/Resident Telephones

Ability to meet the specifications for inmate/resident telephones. Please initial response.

	YES	NO
All ringers must be disabled	<u>T.M.</u>	<u> </u>
All telephones equipped with sealed calling instruction card	<u>T.M.</u>	<u> </u>
All telephones hearing aid compatible	<u>T.M.</u>	<u> </u>
All telephones line powered	<u>T.M.</u>	<u> </u>
All telephones made with heavy gauge steel and no coin slots	<u>T.M.</u>	<u> </u>
All telephones surfaced mounted	<u>T.M.</u>	<u> </u>
One telephone in each group to meet handicap requirements	<u>T.M.</u>	<u> </u>
Telephone dials made of heavy duty metal and water proof	<u>T.M.</u>	<u> </u>
Telephone handset cords made of heavy duty stainless steel cable	<u>T.M.</u>	<u> </u>
Telephone handsets made of heavy duty molded construction with removable parts	<u>T.M.</u>	<u> </u>
Provide analog trim line telephones with same features and restrictions	<u>T.M.</u>	<u> </u>
Provide telephone devices for the deaf with same features and restrictions	<u>T.M.</u>	<u> </u>



Inmate/Resident Telephone Control Service Schedule N

7.10 Wiring

Willingness to accept the Wiring terms as set forth by the State. Please initial response.

	YES	NO
Contractor to be responsible for all new and existing wiring	<u>T.M.</u>	<u> </u>
All cabling to be properly labeled at every terminating point	<u>T.M.</u>	<u> </u>
Share communication cables and conduit facilities	<u>T.M.</u>	<u> </u>
Install separate clearly labeled wiring blocks	<u>T.M.</u>	<u> </u>
New cable to be install in conduit at the Contractors expense and meet all environmental, safety and security regulations	<u>T.M.</u>	<u> </u>
New cable may be shared by other communications suppliers	<u>T.M.</u>	<u> </u>

Comments: **AT&T meets the State's requirements as described in Section I.5 of this proposal.**



Inmate/Resident Telephone Control Service Schedule O

7.11 Maintenance

Willingness to accept the Maintenance terms as set forth by the State. Please initial response.

	YES	NO
Contractor to be responsible for all system software and materials	<u>T.M.</u>	<u> </u>
Contractor to be responsible for all telephones and replacement parts	<u>T.M.</u>	<u> </u>
Contractor to be responsible for all wiring and materials	<u>T.M.</u>	<u> </u>
Contractor to perform all maintenance at no charge to the State	<u>T.M.</u>	<u> </u>
Contractor to meet all clearing times as set forth in the States Performance Standards	<u>T.M.</u>	<u> </u>

Comments: **AT&T will meet the State's maintenance requirements as described in Sections I.1, I.2, and I.6 of this proposal.**



Inmate/Resident Telephone Control Service Schedule P

7.13 Training and 7.14 Documentation

Willingness to accept the Training and Documentation required by the State.
Please initial response.

YES

NO

Training

Contractor to provide on site system
and telephone training to authorized
communication coordinators in each
correctional facility

T.M.

Documentation

Contractor to provide on site
documentation of the functionality and
operation of the system and telephones
at each correctional facility

T.M.

Contractor to provide on site training
manuals to each correctional facility

T.M.

Telephone labeling information

Label each telephone and provide
required information and updates

T.M.

Comments: AT&T will meet the State's training and
documentation requirements as described in
Sections I.8 and I.9 of this proposal, respectively.



Inmate/Resident Telephone Control Service Schedule Q (Rev 1)

7.15 Commission Structure

Percentage rate to be applied to the total billable revenue for each year of the contract.

	Local	InterLATA	IntraLATA	Interstate
Oct. 1, 2002 – Sept. 30, 2003	_____			_____
Oct. 1, 2003 – Sept. 30, 2004	_____	SEE BELOW		_____
Oct. 1, 2004 – Sept. 30, 2005	_____			_____
Oct. 1, 2005 – Sept. 30, 2006	_____	_____	_____	_____
Oct. 1, 2006 – Sept. 30, 2007	_____	_____	_____	_____

One year renewal terms at the State's option

Oct. 1, 2007 – Sept. 30, 2008	_____	SEE BELOW	_____
Oct. 1, 2008 – Sept. 30, 2009	_____	_____	_____

Ability to provide commission check and the required information to State Treasurer's office. Please initial response.

	YES	NO
Send to State Treasurer's office each month within fifteen days	<u>T.M.</u>	_____

Comments:

As described in response to Schedule G, to provide the State maximum flexibility in balancing low call billing rates for call recipients and high commissions to the State, AT&T is offering four options. These options (noted as Option A-High, Option B-Medium, Option C-Low, and Option D-Zero) provide different levels of commissions and billing rates. The corresponding call billing rates for the four options are provided in Schedule G. The commission rates for these four options are provided on the following page.



Inmate/Resident Telephone Control Service Schedule Q (Rev 1) - Continued

Following are the proposed commission rates based on the four proposed Rate/Commission Options, the two proposed platforms (Primary Platform and Option A Platform), and the two proposed Service Plans (Centralized and Decentralized).

	Primary Platform		Option A Platform	
	Decentralized Service Plan	Centralized Service Plan	Decentralized Service Plan	Centralized Service Plan
Option A - High	51%	53%	47%	49%
Option B - Medium	38%	40%	33%	35%
Option C - Low	20%	22%	15%	17%
Option D - Zero	0%	2%	0%	2%



Part IV. AT&T Option A Solution

As described in Part I, Technical Proposal, AT&T is offering the State of New Jersey an alternative solution as an option. With this option, the inmate call control system will be provided by Value-Added Communications, Inc. (VAC).

With this option, each correctional facility will house inmate telephones, call processing equipment including integrated call recording and monitoring, scanners, and an administrative workstation. These components will then be interconnected with a Central Server/Database Site at a State facility, as well as the Inmate Services Control Center. AT&T will bring the Central Server/Database online in conjunction with the first facility installation. Each additional facility will be connected as part of the installation process. Interconnectivity will be accomplished via the industry-leading AT&T network.

AT&T's proposed Option A - Inmate Calling System is illustrated in Figure IV-1 and described below.

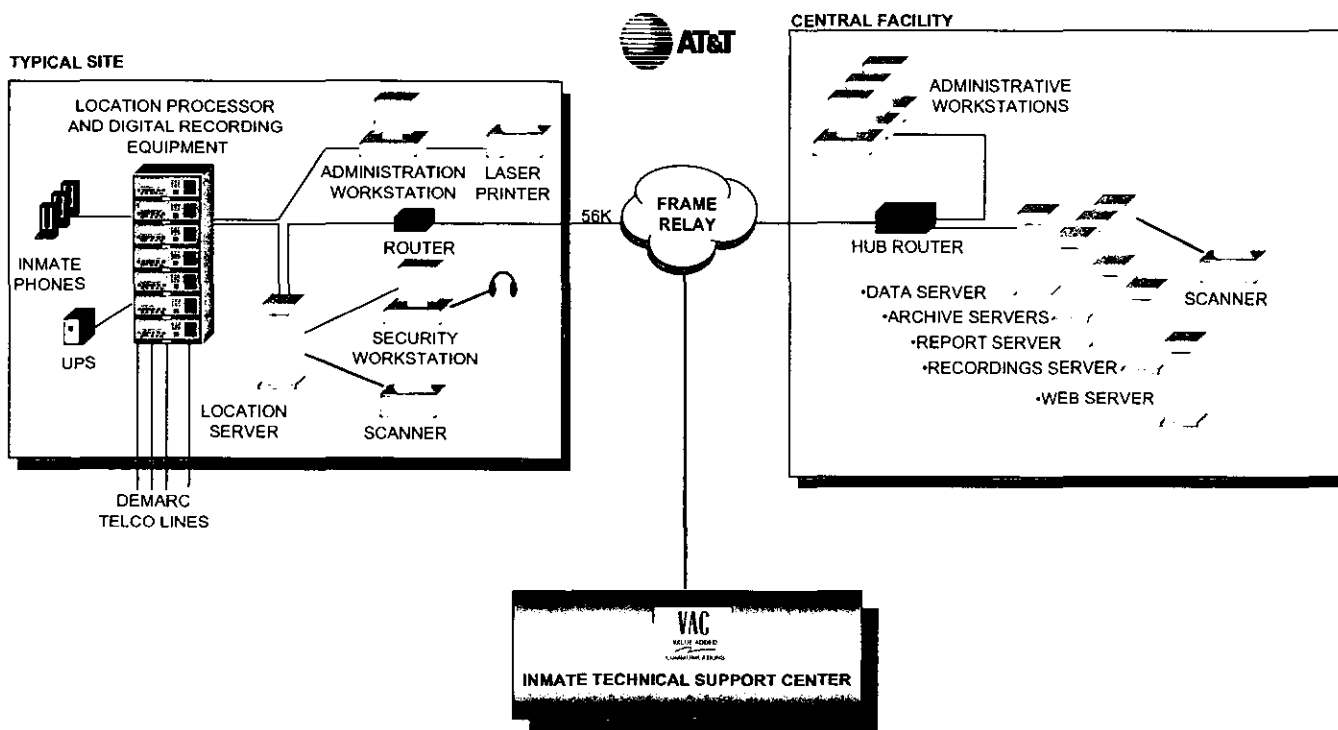


Figure IV-1. AT&T Option A Solution



Inmate Telephones

AT&T proposes to replace the existing inmate telephone sets with the GO-7090 SS (or similar equipment), which is manufactured and provided by PBG specifically for the inmate market. AT&T will install, service, and maintain the GO-7090 SS inmate phone sets for the life of the contract. The GO-7090 SS is specially designed to operate in prisons, inmate facilities, and other high traffic, high vandalism areas. Features of the GO-7090 SS include:

- Heavy duty 14-gauge stainless steel housing
- Built-in volume control and background noise reduction circuitry
- Designed for durable and maintenance free operation
- Line powered
- Wall mounts in any location, including outdoors

Call Control System

Major components of the call control system include:

- System 100 Inmate Call Processor
- Administrative Workstation and Printer
- Shadow Full Channel Monitoring and Recording
- Panasonic KV-SS25D Scanners

System 100 Inmate Call Processor. The System 100 – a site-based, self-contained inmate call processing and data management switch – will be installed in all correctional facilities. The System 100 features a digital and analog voice network interface, digital audio recording and monitoring capability, and fully scalable CDR and audio storage capacity. The System 100 will be configured with the capacity to accommodate current inmate/resident telephone needs and room for expansion as necessitated by inmate/resident population changes.

Administrative Workstation. The Administrative Workstation includes color monitor, keyboard, mouse, printer, software, and WAN connection to provide for near real-time feature administration and report generation. The Site Administrator via scanners will utilize the Administrative Workstation for inmate form input and report generation. This workstation will also be available for use by facility management and/or investigative personnel to review call recordings or monitor live inmate conversations.

Shadow Full Channel Monitoring and Recording. Shadow is a revolutionary telephone conversation monitoring, recording, exporting, and playback capability for use in the judicial correction environment. Shadow provides the ability to:

- ♦ Monitor real-time inmate telephone conversations
- ♦ Digitally record, store, and playback the conversations



- ♦ Export 3DES encrypted conversations to CD and to play the conversations stored on CD back using a MS Windows compatible player provided by VAC

Panasonic KV-SS25D Scanners. The Panasonic duplex scanner is ideal for the input of the State's bubble forms. The 20 page per minute scanner features superb paper handling capabilities and a small footprint.

Please reference *Volume II, Option A Documentation, Attachments 1-5* for complete descriptions of these system components.

Network Connectivity

AT&T proposes a wide area network (WAN) for the State of New Jersey that will provide connectivity between all facilities with inmate telephones. WAN connectivity will also be provided at a central database located in one of the switching sites as well as at the Inmate Services Control Center. This network will consist of AT&T Frame Relay Service and AT&T provided CPE equipment at each corrections facility. The proposed network will provide the high speed data links necessary for full database redundancy for all inmate telephone systems within the State. In addition, the WAN will be used to transport call detail records, LIDB queries, and responses for call validation as well as system configuration and maintenance functions required by the State.

AT&T will provide full Frame Relay service to all State corrections facilities utilizing dedicated T-1 access to the nearest AT&T Point of Presence (POP). The network equipment at each node will consist of CSUs and Cisco routers. Additional Frame Relay connectivity will be provisioned to the Inmate Services Control Center for monitoring, database management, maintenance activities, and line validation functionality.

AT&T will also provide complete dial-backup services to the State utilizing LEC provided analog lines and 56 Kbps modems. This dial-backup capability will allow the State and AT&T administrators to have access to all facilities in the unlikely event of network failure or a failure of the LEC facilities providing the primary WAN services. These dial-backup lines would also be used for call validation to the LIDB database in case of WAN failure. AT&T will provision the necessary number of LEC lines and modems to provide this dial-backup service to all correctional facilities.

All calls will be carried over the AT&T Worldwide Intelligent network, which offers the highest levels of call quality, performance, redundancy, and reliability in the industry. The AT&T network has an extraordinary track record for reliability—so that users throughout the State count on superior services whenever they need them most, even in the most extreme situations. No other communications network incorporates as many sophisticated design features and backup systems to ensure reliability as the AT&T network. With the unparalleled reliability, dependability, and quality of the AT&T network, the State can count on the AT&T network to get calls through faster, clearer, and more reliably than any other carrier. AT&T





AT&T Inmate/Resident Telephone Control Service



has earned and maintains its tradition of unsurpassed performance and reliability as a result of the following factors:

- ◆ The AT&T network provides industry-leading call completion rates (99.991%) and call setup times (less than 2 seconds).
- ◆ Over 300 million voice calls and 675 terabytes of data are carried over the AT&T network every day.
- ◆ AT&T's exclusive Real Time Network Routing (RTNR) technology provides real-time, diverse alternate routing with 100 ways to route any call—thus making it nearly impossible for a call not to get through.
- ◆ Over 800 Points of Presence (POPs) lower access costs and increase access reliability. AT&T's stringent operational and performance standards for POPs, facilities, and local access services ensure end-to-end reliability.
- ◆ Automatic rerouting and service restoral in minutes with AT&T's exclusive FASTAR system and within milliseconds with FASTAR II ensure continuous service availability.
- ◆ International reach to over 280 locations worldwide.
- ◆ The AT&T network includes the world's largest CSS7 signaling network to ensure administrative and operational activities do not interfere with calls. The entire signaling network is backed by a second, physically separate signaling network—the Alternate Signal Transfer Network (ASTN)—to ensure continued network availability even under the most adverse conditions.
- ◆ AT&T's world-renowned Global Network Operations Center monitors and controls the AT&T network in real-time with total precision to ensure continuous network availability.
- ◆ AT&T's next-generation network infrastructure uses enhanced SONET and ATM technologies.
- ◆ AT&T offers the most extensive disaster recovery capabilities and resources in the industry. AT&T's full-time professional National Disaster Recovery Team and formal disaster recovery plans protect the AT&T network and its customers.

AT&T has addressed the State's RFP requirements for Option A in this attachment. To avoid excessive redundancy, AT&T has referenced responses in the ***Part I, Technical Proposal*** and ***Part II, Organizational Proposal*** where appropriate.





IV.A. Technical Proposal

IV.1. General

IV.1.1. Disaster Recovery Plan

RFP References: Sections 6.1.1 and 7.6.1

AT&T understands and complies. AT&T will provide and support a comprehensive disaster recovery plan as described in *Part I, Section I.1.1*.

IV.1.2. Fraudulent Calls

RFP References: Sections 6.1.2, 7.6.2, and Schedule A

AT&T understands and complies. AT&T will not hold the State responsible or liable for any fraudulent calls originating externally, traversing its facilities, and gaining egress to the AT&T network. To ensure that inmate calling does not produce fraud, AT&T manages all inmate phone access.

IV.1.3. Call Routing

RFP References: Sections 6.1.3, 7.6.3, and Schedule A

AT&T understands and complies. In the event that there are any miss-routed calls (e.g., those resulting from improperly programmed inmate/resident approved telephone numbers), AT&T will bear all costs of those calls. The State will not be held responsible or liable for any miss-routed calls.

IV.1.4. Quality of Service

RFP References: Sections 6.1.4, 7.6.4, and Schedule A

AT&T understands and complies. Please reference complete response in *Part I, Section I.1.4*.

IV.1.5. On Site System Equipment

RFP References: Sections 6.1.5, 7.6.5, and Schedule B

AT&T understands and complies.

AT&T will provide all new on-site systems and telephone equipment, including all appropriate lightning and electrical surge protection equipment, in each correctional



AT&T Inmate/Resident Telephone Control Service



facility. AT&T will install all equipment in a DOC and/or JJC approved, secured space and location. No control or wiring equipment will be exposed to the general population of any correctional facility.

AT&T will protect and secure all materials, supplies, and equipment. AT&T will retain ownership of all equipment. At the completion of any installation and/or maintenance activity, AT&T will clean up and remove all debris and packaging material from the premises.

Each Inmate Facility

The GO 7090 SS Inmate Telephone Sets, which are manufactured and provided by PBG specifically for the inmate market.

A System 100 Inmate Call Processor installed in the facility's telephone equipment room.

A System Administrative Workstation, which includes a color monitor, keyboard, mouse, printer, and software.

A Scanner for processing inmate bubble forms.

An internal Uninterruptible Power Supply (UPS) to provide protection against lightning, electrical surges, and other common power fluctuations.

Dial Backup Capabilities (with modems) to provide dial backup capabilities for the System 100 and Administrative Workstation in the unlikely event of a network failure.

Connectivity (via T1s and routers) into AT&T's Frame Relay network. This network provides interconnectivity for each facility with the Central Server/Database Site for system administration and archiving and with the Inmate Services Control Center for LIDB lookup, call authorization and control, system administration, and diagnostics.

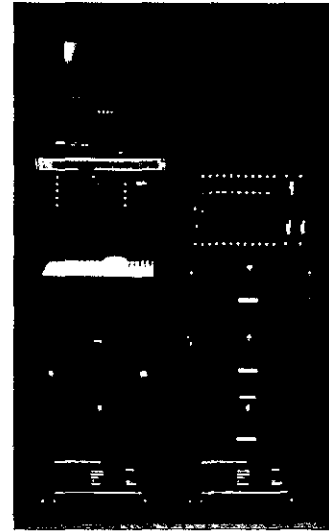
Connectivity (via DSU/CSUs and T1s) to AT&T Local and Long Distance networks to provide call completion capabilities.

Central Server/Database Site

The Central Server/Database will be housed in a State facility. The central database will contain all pertinent inmate information, including but not limited to name, ID Code/PIN, location (facility, building, block, etc.) and allowed call list, if any. The centralized database will also hold all call detail records for use by investigators and analysts as deemed necessary.



Electrical and Space Requirements. While the equipment operates best within the optimal temperature (0-95 degrees F) and humidity ranges, the System 100 operates reliably in all but the most extreme conditions. As illustrated, the System 100 is housed in a space-efficient cabinet which contains all system components and provides easy access to system wiring.



IV.1.6. Dialing Plan

RFP References: Sections 6.1.6, 7.6.6, and Schedule C

AT&T understands and complies. Please reference complete response in *Part I, Section I.1.6.*

IV.1.7. Non-Recurring Charges

RFP References: Sections 6.1.7, 7.6.7, and Schedule D

AT&T understands and complies. Please reference complete response in *Part I, Section I.1.7.*

IV.1.8. System Evaluation

RFP References: Sections 6.1.8, 7.6.8, and Schedule E

AT&T understands and complies. Please reference complete response in *Part I, Section I.1.8.*

IV.1.9. Implementation Plan

RFP References: Sections 6.1.9 and 7.6.9

AT&T understands and complies. Please reference complete response in *Part I, Section I.1.9.*

Upon award, VAC will assign a Project Manager and appropriate support personnel as part of the AT&T Implementation Team. These personnel would replace the TELEQUIP personnel described in *Part I, Section I.1.9.* The Project Manager and



VAC support personnel will assist in meeting the implementation goals and objectives (as well as the timeline) specified in *Part I, Section I.19*. VAC offers extensive experience in the cutover of large inmate calling systems such as the Colorado Department of Corrections and the Federal Bureau of Prisons.

IV.2. Basic Service

IV.2.1. Reliability/Availability

RFP References: Sections 6.2.1 and 7.7.1

AT&T understands and complies. Please reference complete response in *Part I, Section I.2.1*.

IV.2.2. State's Performance Standards

RFP References: Sections 6.2.2, 7.7.2, and Schedule F

AT&T understands and complies. Please reference complete response in *Part I, Section I.2.2*.

IV.2.3. Call Billing

RFP References: Sections 6.2.5, 7.7.3, and Schedule G

AT&T understands and complies. Please reference complete response in *Part I, Section I.2.3*.

IV.2.4. Remote Access Software Arrangements

RFP References: Sections 6.2.6 and 7.7.4

AT&T understands and complies. The proposed System 100 solution will be installed in a WAN configuration. Each individual site database will operate independently and will be accessible via the WAN or via remote communications based on DOC-defined, password protected user levels. The workstations at each site are Windows based applications with standard, menu-driven user interface.

Training will be provided to the appropriate coordinators and site administrators involved in remote access functions.



IV.2.5. System Administrator

RFP References: Sections 6.2.7, 7.7.5, Schedule H

AT&T understands and complies. Please reference complete response in *Part I, Section I.2.5.*

IV.3. Inmate/Resident Telephone Control Service

RFP References: Sections 6.2.4, 6.3, 7.8, and Schedule I

AT&T understands and complies.

The proposed System 100 inmate call processor offers an extensive array of features and is designed to meet the needs of a multi-site application such as the State New Jersey DOC and JJC. The system will be activated with the inmate PIN feature. As specified, each inmate and resident will be associated with the pre-existing identification number or PIN as defined at the time of conversion.

Each facility will be equipped with a bubble form scanner utilized for on-going input of inmate data at the time of intake. The resulting files will then be read into the inmate database of the System 100. On a daily basis, the system will generate an activity report detailing successful and unsuccessful forms. Modifications to the inmate database are made online without any interruption of call processing or administrative system functions. System data changes will be made upon presentation, and in no event will require more than 24 hours for completion.

VAC will call upon its past experience with the use of "bubble" forms for inmate data entry involving similar technology utilized as part of the Federal Bureau of Prisons project. The interface between the proposed Panasonic KV-SS25D scanner and the VAC workstation will occur via the Local Area Network at each site. Specialized TELEFORM Elite software purchased from ScanTron Imaging will interpret the scanned forms and output the necessary data to the VAC inmate call processing software.

The proposed System 100 technology also offers debit calling as an option. If at any time during the contract, the DOC and/or JJC elects to activate the debit calling feature, the system software can be easily modified to accommodate this calling option. If Debit is activated, the same PIN assigned for collect calling is utilized to identify the inmate/resident's debit account. Deposits are entered into the system using any one of the Windows-based workstations provided with the System. Calls placed using the debit feature automatically verify the availability of adequate funds prior to call placement. In addition, the System 100 offers a full accounting of debit calling activity and fund tracking – both on an individual PIN basis and in summary by facility.

VAC currently provides the debit option in many of its customers and has a great deal of experience implementing this effective calling alternative.



IV.3.1. System Features

RFP References: Sections 6.3.1, 7.8.1, and Schedule J

AT&T understands and complies. AT&T and the proposed inmate/resident telephone system will meet the State's requirements for mandatory and preferred system features as described in the following subsections.

IV.3.1.1. Mandatory Requirements

RFP Reference: Sections 6.3.1.1

AT&T understands and complies. The proposed system meets the mandatory requirements as outlined below.

Requirement	Response
All dialing instructions, warnings and messages should be available in English and Spanish for each data base.	When a call is placed, the inmate/resident is given the option of either English or Spanish voice prompts. "For English, press 1. For Spanish, press 2." Once the selection is made, all voice prompts for the balance of the call process are given in the desired language. In addition, a language preference may be selected at the time each allowed number is added to the system. Once added in this manner, calls placed to that number will utilize the specified language automatically.
All telephones turned on and off at predetermined hours	The system offers controlled operating hours for each inmate telephone or group of phones installed at each site within this project. These hours are controlled using the system administrative workstation with the appropriate user authorization level.
Announcement on each call, except legal or Ombudsman, that call may be subject to monitoring and/or recording.	Each call will be provided with an announcement pertaining to the call recording/monitoring status. "This call may be monitored and/or recorded." This announcement will not be played on "exempt" calls to legal counsel, ombudsman, or other specified numbers.



AT&T Inmate/Resident Telephone Control Service



Requirement	Response
Announcement on legal or Ombudsman calls that they are not monitored or recorded.	Each call will be provided with an announcement pertaining to the call recording/monitoring status. Calls to identified legal counsel/ombudsmen will be notified that "This call will not be recorded or monitored." Such identification of legal counsel is provided for in the inmate database.
Automated voice announcement to called party identifying Correctional Facility name, city and a prerecorded Inmate/Resident name.	Facility name/Inmate Name announcement – Each facility system will be provided with a custom voice prompt announcing the name and address of the facility as well as the inmate's pre-recorded name. "You have a collect call from the Smith Correctional Facility in Oak Park, New Jersey. To accept a call from 'John Doe' dial 55 now..." The system is programmed to permit the inmate to record their name during the process of placing the first phone call. All future calls placed using that PIN will utilize the pre-recorded name in the called party greeting.
Call splitting to isolate calling party from called party during call setup.	Once the inmate has entered all necessary call information (PIN, telephone number, language selection) they are placed on "hold" while the call is processed. The inmate cannot hear or communicate with the called party until the called party positively accepts the call by dialing 55.
Cutoff keys will be installed at a DOC and JJC approved location, on every inmate/resident telephone line in each facility. These keys will enable the DOC and JJC to separately cut off service to any and all lines serving any area.	AT&T will install cutoff keys at DOC and JJC approved locations on all inmate/resident telephone lines at all facilities. The cutoff keys will enable the DOC and JJC to separately cut off service to any and all lines serving any area.



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Requirement	Response
Interactive acceptance or denial of call by called party.	Each call is presented to the called party along with the following options: "To accept the call, Dial 55, To Decline the call, hang up. For rate information, dial 88." In addition, at the option of the DOC/JJC, the system can offer the called party the option to block all future calls by dialing another code.
On demand system wide blocked numbers.	In addition to the ability to control inmate/resident calling through specified allowed calling lists per PIN, the System 100 offers the ability to block calls to specified telephone numbers on a global basis. Blocks of this kind can be enabled on a facility-specific basis or for State-wide control for all facilities.
Permit outgoing station to station collect calls only and billed to the called party.	Upon installation, calls will be limited to collect, Station-to-Station only. All such calls are billed to the called party. The only exception to this restriction would involve the addition of the Debit calling option at the sole discretion of the NJ DOC/JJC.
Provide inmate/resident with a message that call can not be completed as dialed	If a call placement error is made, the inmate/resident will receive an informational announcement explaining why the call did not go through.
Security announcement instructing switch hook operation from either party to terminate call.	In the event an inmate switchhook depression is detected, the call will be terminated. Upon detection of a switchhook event by the called party, a warning announcement will be played indicating that such activity will result in call disconnection.
Service must provide a capability to interface with both touch tone and rotary telephones at the called party location.	The System 100 accepts both touch tone and rotary dial phone acceptance for collect calls.



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Requirement	Response
System must be DTMF dialing only.	All system dialing is DTMF.
System must limit access to one call per connection.	The System 100 limits calls to one call per connection. The inmate/resident must go through the entire call process for each number dialed. Attempts to "flash-hook" will force the system back to the initial voice prompt – and thus forcing the inmate through the full calling process.
Telephone switch hook operation will indicated disconnect of call only.	Depression of the switch-hook on the inmate phone signals call disconnection and resets the phone to an on-hook condition. The caller must start over and go through the entire process of call placement following switch-hook depression.
The DOC and JJC will have the capability to monitor and record all calls on each line as needed from a central point in each facility without Inmate/Resident or called party detection.	<p>The System 100 will be configured with the VAC Shadow Full Channel Monitoring and Recording feature. Shadow is an integrated feature of the System 100 and is a digital recording and monitoring solution. On-site storage on the Shadow Server at each facility will be sized to accommodate 90 days of recording activity. In addition, call recordings utilized for evidentiary purposes may be archived on CDRs for long term storage. Once archived, recorded CDs may be played on any sound capable PC with a CD drive. Encryption is available to protect and secure the recording files.</p> <p>The Spy feature offers real-time audio call monitoring of non-restricted calls (i.e. non-attorney calls.) From the administrative workstation, the authorized user may view all active conversations by phone, select a phone call to monitor, or scan all active conversations in a user-programmable time pattern. Once a call is</p>



Requirement	Response
	being monitored, the user may initiate recording or cause a disconnect of the call, or simply monitor the conversation. Recorded call files can be retrieved and played upon call completion. During playback, call segments can be marked and notes added to the recording file for future reference or evidentiary use.

IV.3.1.2. Preferred Requirements

RFP Reference: Sections 6.3.1.2

AT&T understands and complies. The proposed system meets the preferred requirements as outlined below.

Requirement	Response
Caller ID information passed to called party after call splitting	The equipment will not suppress the caller ID signaling generated by the outgoing trunks utilized for this project.
Prompts inmate/resident through dialing instructions.	Both the inmate/resident and the called party are prompted through the call process with easy-to-understand instructions for call placement as well as call acceptance.
Provide inmate/resident with appropriate message (i.e., "call not accepted", "call blocked").	If a call placement error is made, the inmate/resident will receive an informational announcement explaining why the call did not go through.

IV.3.2. System Controls and Restrictions

RFP References: Sections 6.3.2, 7.8.2, and Schedule K

AT&T understands and complies. AT&T and the proposed inmate/resident telephone system will meet the State's mandatory and preferred requirements for system controls and restrictions as described in the following subsections.

**IV.3.2.1. Mandatory Requirements**

RFP Reference: Sections 6.3.2.1

AT&T understands and complies. The proposed system meets the mandatory requirements as outlined below.

Requirement	Response
Block call forwarding from originally called party	Detected call forwarding attempts will result in call disconnection. The system cannot detect Central Office-based call forwarding that occurs without producing any identifiable signal or sound event.
No access to an Operator	Live operator access is prohibited by the system at all times.
No call waiting acceptance	Call waiting acceptance will result in call disconnect.
No credit card calls	The System 100 only permits automated collect calls (and automated debit calls upon request.)
No incoming calls	Incoming calls are blocked by the System 100.
No partial service during system failure	Partial service will not be provided during a system failure.
No person to person calls	Person to person calls are not permitted by the System 100.
No pulse dialing	The System 100 only permits and outputs DTMF touch tone dialing.
No third party billing of calls	Third party billed calls are prohibited.
No third party conference calls	The System 100 3-way call detection feature detects and disconnects and/or detects and notates third party conference call attempts. How such calls are treated when detected is up to the DOC and/or JJC.
No transfer of calls	The System 100 3-way call detection feature detects and disconnects and/or detects and notates third party conference call attempts. How such calls are treated when detected is up to the DOC and/or JJC.



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Requirement	Response
No two telephones can be connected to the same line at the same time (i.e. Maximum Security)	Each call is connected to a unique line – two calls cannot be connected to the same outgoing line at the same time.
Ten time call limit, per facility, on any authorized number per day except for the four approved general population numbers.	Call volume limitations may be set using the system workstation as desired.
Time limit may be set on total minutes per month for all calls, per inmate/resident excluding the approved general population numbers	Calls will be limited to a specified duration per call as specified.
Time limit on every authorized call with a warning tone thirty seconds to termination	The System 100 will provide the inmate with a tone warning thirty seconds prior to expiration of time and call termination. If desired a warning may also be provided one minute prior to termination.

IV.3.2.2. Preferred Requirements

RFP Reference: Sections 6.3.2.2

The proposed system will control call duration, call frequency, and time of day for calls by inmate class of service.

The proposed system also offers the following additional features.

Feature	Description
Suspension	The System 100 has the capacity to temporarily <i>Suspend</i> an inmate's calling privileges via the Administrative Workstation. During this period, an inmate will be unable to make calls. Suspensions are set in either 24-Hour (expires 24 hours from when the suspension is imposed) or Day increments (expires at Midnight on the day the suspension is set to expire). Once a suspension has expired, the inmate's account will automatically be accessible again. All accounts that are suspended are listed on the <i>Suspended Telephone Accounts Report</i> .



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Feature	Description
Comments	The VAC system permits the user to enter inmate-specific comments up to 250 characters long.
Call Access Controls	Call Access Controls option determines the maximum number of calls allowed per day, week, or month. These limits are separated for Collect, Debit, and both types of calls. They also control how many total cumulative minutes are allowed within those times. <i>Minutes per Call</i> determines the maximum duration for each call type. If <i>Minutes Between Calls</i> is greater than zero, inmates must wait that many minutes before placing another Collect or Debit call. The default is zero (0) minutes between calls.
Call Schedule	Call Schedule option determines when the inmate may use the phone system. This schedule will only appear if the staff requesting this schedule has the appropriate user level. For each day of the week, the staff can make a selection from the <i>Day</i> drop-down list. There is a checkbox for each half-hour period. For each selection, calls are allowed to begin during that half-hour. For example, if 9:30 pm is selected, calls will begin anytime between 9:30 pm and 9:59 pm.
Facility Telephone Number Control (Specific to each facility)	<p>Provides authorized staff with the ability to define a list of numbers that supersedes the inmate's personal telephone number list for Collect and/or Debit numbers at the facility level. The facility can block telephone numbers for all inmates, which will prevent the call from processing even if the number is on the inmate's personal list (e.g., facility employees telephone numbers). The facility can also approve telephone numbers for all inmates at the facility, in which case the call will go through even if it is not on the inmate's personal list (e.g., a snitch telephone number or maintenance telephone number for inmates to use when reporting phone problems).</p> <p>The quantity of <i>Extra Dialed Digits</i> for the facility, if any, may be defined as well.</p> <p>The number of days a telephone number is actively on the list may also be set. Setting <i>Number of days</i> to zero (0) causes the number to be active on the list indefinitely. Any number greater than zero (0) will cause the number to only be active for that number days, starting from when the number was added to the list as indicated by <i>Date</i>. All numbers entered remain in the database until removed or changed.</p>



Feature	Description
The Customer-defined Special List (System-wide for all facilities)	<p>Numbers on this list can either be <i>Blocked</i> or <i>Approved</i>. Numbers can be <i>Blocked</i> for all inmates at all facilities, in which case calls to that number will not go through even if they are on an inmate's personal list. Numbers may also be <i>Approved</i> for all inmates at all facilities, in which case the call will go through even if it is not on the inmate's personal list. For more information regarding the Approved List, please refer to Facility Telephone Number Control. The number of <i>Extra Dialed Digits</i> allowed, if any, can be defined as well.</p> <p>The facility can also define the number of days a number is actively on the list. Setting <i>Number of days</i> to zero (0) causes the number to be active on the list indefinitely. Any number greater than zero (0) causes the number to be active only for that number days, starting from when the number was added to the list as indicated by <i>Date</i>.</p> <p>A brief Comment may also be included describing the number or the reason it is on the list. The <i>User</i> field indicates the User Security Level needed to add/edit a number on this screen. This field cannot be modified.</p>

IV.3.3. Usage Studies

RFP References: Sections 6.3.3, 7.8.3, and Schedule L

AT&T understands and complies. AT&T will provide detailed usage information on a monthly basis to the DOC and JJC at no charge to the State. Additionally, the AT&T System Administrators/Technicians will provide on demand administrative reports within 30 minutes of a request as required.

The System 100 Administrative workstation offers an extensive array of query-based report options that meet or exceed those required by the RFP. Reports can be generated and viewed and/or printed on demand for a single facility or across all facilities within user-defined date parameters. The word/phrase identification and reporting capability is currently under development and will be made available to the DOC upon release. Sample usage studies/reports are provided in *Volume II, Option A Documentation, Attachment 1*. These reports include:

Financial Reports

- ♦ Call Refund Report
- ♦ Daily Call Charges
- ♦ Financial Transactions



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- ♦ Inmate Deposit
- ♦ Inmate Reconciliation

Maintenance Reports

- ♦ City by NPA-NXX Search
- ♦ Local Exchanges
- ♦ Non Area Code/Exchange Attempts
- ♦ Percentage Grade of Blocking
- ♦ State by NPA Search

Investigative Reports

- ♦ Account Telephone Number List
- ♦ Alert Notification
- ♦ Approved Telephone Numbers Search
- ♦ Call Detail Report
- ♦ Calls from PIN Not at Facility
- ♦ Chronological List of Calls
- ♦ Currently Suspended Telephone Accounts
- ♦ Extra Dialed Digits
- ♦ Inmate Directory
- ♦ Inmate History Report
- ♦ Inmate Transfers
- ♦ Invalid PIN Attempts
- ♦ Locally Blocked Telephone Numbers
- ♦ New Inmates Report
- ♦ Quantity of Calls Placed
- ♦ Quantity of Minutes Called
- ♦ Release Inmates
- ♦ System Wide Blocked Telephone
- ♦ Telephone Numbers Called by More Than One Inmate
- ♦ Telephone Numbers Listed in More Than One Account
- ♦ Telephone Number Usage
- ♦ Toll Free Numbers Called by Inmate
- ♦ Toll Free Phone Numbers on Inmate's List
- ♦ 3 Way Call Detect Report

Each report can be customized for a particular date range and further defined based on individual report-specific parameters.





IV.4. Inmate/Resident Telephones

RFP References: Sections 6.4, 7.9, and Schedule M

AT&T understands and complies. Please reference complete response in *Section 4, Part I.*

IV.5. Wiring

RFP References: Sections 6.5, 7.10, and Schedule N

AT&T understands and complies. Please reference complete response in *Section 5, Part I.*

IV.6. Maintenance

RFP References: Sections 6.6, 7.11, and Schedule O

AT&T understands and complies. Please reference complete response in *Section 6, Part I.*

IV.7. Personnel

RFP References: Sections 6.7 and 7.12

AT&T understands and complies.

Please reference *Section 7, Part I.* VAC will be a platform provider much like TELEQUIP and will provide the appropriate Tier 2 support.

IV.8. Training

RFP References: Sections 6.8, 7.13, and Schedule P

AT&T understands and complies.

AT&T will provide on-site system and telephone training to authorized communications coordinators in each correctional facility. AT&T will coordinate the training schedules with the DOC and JJC to meet the availability of the communication coordinators in each facility.

The training is designed to cover the following topics as applicable to each facility..



I. Workstation Access Control

Overview
User ID Management
Security Level Access Management
User Alerts

II. System Administration

Overview
Class of Service Maintenance
Living Unit Maintenance
Telephone Location Maintenance
Facility Telephone Number Control
NPA/NXX Blocking
Telephone List Update
Enable/Disable Telephones
Account Overview
Add a New Inmate Account
Update Inmate Information
Update Inmate Phone List
Transfer inmate between facilities (multi-site applications only)

III. Reporting/Investigative Functions

View Calls in Progress (PIN based systems only)
Monitor calls in progress (PIN based systems only)
Recording and Archive Functions
General Reporting Capabilities
Defining Report Parameters
Save & Reprint Reports
Financial Reports
Maintenance Reports
Investigative Reports
Monthly Revenue Reports (Debit Option)

IV. Calling Process

Placing a Call
Dialing Instructions
Direct Dialed Calls
Collect Calls
Local Calls
International Calls (as applicable)
Call Results (Successful, Blocked, and Terminated calls.)



In addition to on-site training and telephone assistance, the System 100 workstation includes on-line, context-specific help function which can be accessed from any screen within the program. Pressing the F1 key, displays help for the current screen.

IV.9. Documentation

RFP References: Sections 6.9, 7.14, and Schedule P

AT&T understands and complies.

AT&T will provide each facility with system operation and user manuals to complement the training program. For projects of this complexity, the manual is customized to fit the particular configuration. A copy of a sample System 100 User Manual and the SHADOW Monitoring and Recording feature manual are provided in *Volume II, Attachments 2, 3, and 4.*

Each telephone is provided with an identifying number that is entered into the system workstation database and maintained as changes occur. In addition, each telephone is "assigned" in the system to a particular living unit as defined by the facility. A printout of all telephone data can be generated at any time using the system workstation.

IV.10. Commission Structure

RFP References: Sections 6.10, 7.15, and Schedule Q

AT&T understands and complies. Please reference complete response in *Section 10, Part I.*

IV.11. Award Date Plus 9 Days

RFP References: Section 7.16

AT&T understands and complies. Please reference complete response in *Section 11, Part I.*

IV.12. Award Date Plus 41 Days

RFP References: Section 7.17

AT&T understands and complies. Please reference complete response in *Section 13, Part I.*



IV.B. Organizational Support, Experience, and Qualifications

RFP Reference: Section 7.18

Please reference complete AT&T response in *Part II*.

IV.13. Office Location

RFP Reference: Section 7.18.1

Please reference complete AT&T response in *Section II.1, Part II*.

IV.14. Organization Chart

RFP Reference: Section 7.18.2

AT&T has provided a complete Organization Chart in Part II, Section II.2. The following VAC personnel will replace the TELEQUIP personnel in that chart.

VAC Project Implementation Manager – Toni Long

VAC Project Configuration Manager – Ron Wade

VAC Support Group Manager – Mary Ann Moore

Please reference AT&T response in *Section II.2, Part II* for additional information.

IV.15. Key Staff Qualifications

RFP Reference: Section 7.18.3

AT&T has provided the resumes of the primary management team responsible for installation and customer service in *Section II.3, Part II*. These include:

Tom Sweeney National Director of Inmate Communications

Tim Miller Contract Team Manager

Bill Reynolds Project Manager

Roy Chirido Service Manager

Tom Klemm Implementation Manager

John Lavelle Inmate Financial Services Manager

Sample System Administrators/Technicians Resumes



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Under this option, the following key VAC personnel will replace the TELEQUIP personnel named in *Part II, Section II.3*.

Toni Long	VAC Project Implementation Manager
Ron Wade	VAC Project Configuration Manager
Mary Ann Moore	VAC Support Group Manager

Their qualifications are as follows:

VAC Project Implementation Manager

Toni Long

Toni Long has over 12 years experience with Value-Added Communications in positions ranging from technical support to training to Project Manager. Toni has extensive product knowledge, is well versed in circuit provisioning, installation planning, and large project coordination. Her experience includes the implementation of large inmate communication system projects including the FBOP and Colorado DOC.

VAC Project Configuration Manager

Ron Wade

Ron Wade has more than 25 years experience in the telecommunications industry working with a wide variety of equipment platforms. Mr. Wade has been working with inmate phone technology for over ten (10) years. His job duties have included, but were not limited to product design and implementation, project management, topology design and implementation, product installation and training, hardware selection and procurement, personnel selection and training, server design installation and administration, product integration, system troubleshooting, and database administration.

Mr. Wade has been employed with VAC since April 1990.

VAC Technical Assistance Center Manager

Mary Ann Moore

Mary Ann Moore has worked in telecommunications her entire career. The first 21 years were spent with Southwestern Bell, where she managed day-to-day operations of central offices and later became involved in the development of technical training programs. Ms. Moore was then hired by DSC Communications/Alcatel where she provided technical training and later managed the installation technical support group for the company's worldwide operations. Before joining Value-Added Communications, Inc., she worked for a start-up company called Broadband Gateways, Inc. where she ran the technical assistance



center. Ms. Moore is responsible for providing remote technical and installation support along with training our customer base.

Ms. Moore has extensive experience in customer service, support, technical training and general management. She holds an Associate of Arts & Sciences degree from the University of Texas at Austin.

IV.16. Customer References

RFP Reference: Section 7.18.4

As described in *Section II.4, Part II*, AT&T is highly experienced in serving the needs of the inmate and corrections market.

IV.17. Experience with Customer Networks

RFP Reference: Section 7.18.5

No company has more networking experience than AT&T. Please reference *Section II.5, Part II* for complete details.

IV.18. Quality Control, Service Locations, and Support Personnel

RFP Reference: Section 7.18.6

Please reference *Section II.6, Part II* for complete details.

IV.19. Financial Capability

RFP Reference: Section 7.18.7

AT&T is a financially sound and secure company with the resources to fully support the State of New Jersey over the term of the contract. Please reference *Section II.7, Part II* for complete details.

IV.20. Subcontracting

RFP Reference: Section 7.18.8

With this option, VAC will serve as the inmate call control system provider (in place of TELEQUIP). All other subcontractors remain the same. AT&T submits the following information on behalf of VAC.



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Name and Address	Value-Added Communications, Inc. 3001 Summit Avenue, Ste. 400 Plano, TX 75074
Services to be Provided	<p>VAC will assume full responsibility for designing, manufacturing, installing, and testing the proposed inmate call processing technology for the New Jersey DOC and JJC. As the evaluation and award process moves forward, VAC will be participating in the following activities:</p> <p>Upon notification that AT&T has been approved to progress to Phase II of the evaluation process, VAC will install the test system as specified at the Garden State Youth</p>
Proof of Registration with the Division of Revenue	VAC has been registered with the New Jersey Department of Revenue since 1992. Business ID number 0100515499
Registration with the Department of Labor	Value-Added Communications, Inc. filed its registration with the Department of Labor on 2/26/02.
Subcontractor Personnel Resumes	Resumes/qualifications summaries of key VAC project personnel are provided in <i>Section IV.13.3, Key Staff Qualifications</i> .
Experience	<p>VAC has extensive experience in planning and executing large-scale inmate call technology projects such as that which under evaluation by the New Jersey DOC/JJC. VAC has served in a similar role with the Federal Bureau of Prisons contract which involved the installation and support of over 100 correctional facilities throughout the United States. In addition to the technology itself, VAC designed a WAN connecting all of the FBOP facilities and a Central Office Facility for purpose of secure data movement, system maintenance, and call record management. Today, VAC continues to support all installed equipment for this project through its TAC center and is involved in on-going projects for specialized feature development for the FBOP.</p> <p>In addition, VAC provides the technology for another large-scale project, the Colorado Department of Corrections. This multi-site, WAN based system has been in place for nearly five years and is currently in the process of being upgraded to the System 100 technology.</p>