

### Pre-Call Imposter Detection

The Investigator Pre-Call Imposter Detection module provides pre-call imposter screening. When an inmate initiates a call attempt, the Pre-Call Imposter Detection module compares likely imposters against the voice being provided at the time of the call initiation. Instead of the conventional approach of comparing the inmate voice against a previously recorded sample of the inmate voice, it utilizes its imposter detection system to see if an imposter is trying to make the call and alerts the facility of which inmate imposter is trying to defeat the system.

### Voice-Biometrics Enhanced Link Analysis

The Investigators QuickFind tool results take into account all the intelligence the system has acquired and returns it in easy to understand statements. Each statement represents types of calls the inmate has made or information that associates that inmate with other inmates and their outside called parties.

Categories of calls the investigator can quickly search on are:

- Completed calls made by that inmate PIN
- Any calls where a 3 way call has been detected (a means to hide contact with an unknown called party)
- Calls when the inmate used another inmate PIN (an attempt to hide the inmate identity)
- Calls made where other inmates have used this inmate's PIN (an attempt to hide their identity)



### Other Investigator System Reports

The Investigator features a number of different system reports that assists the facility investigator in focusing the attention on the most valuable calls to investigate. For investigators, the reports include: enrollment reports, pre-call imposter reports, high-value target calls for review, high-interest-group activity, and a variety of other reports that show frequent abusers of accounts, accounts being abused, and involved called parties. For leadership, the Investigator includes Management Reports to track product usage, ensure user accountability, and provide instant access to any case or inmate-sensitive call activity.

For brevity, a small sample of these reports and search screens are provided below.

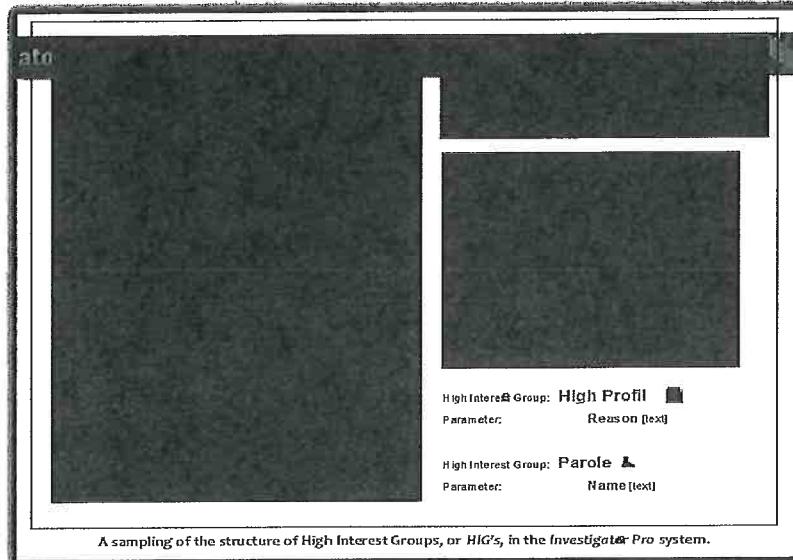
Investigators are able to quickly search for all calls with suspected of PIN abuse, by calls using a specific inmate's voice, or any other number of search criteria, as shown below:

The screenshot shows the 'The Investigator Pro' software interface. The main window is titled 'The Suspicious Call Finder'. It has a navigation bar with tabs: 'OPERATED', 'Advanced searches', 'Suspicious Call Finder', 'PIN Manager', 'Report Maker', 'Manager', 'Settings', and 'Help'. The interface is divided into several sections:

- 1. Create Report on Recorded Calls:** Includes a 'Direct' button and a 'Search' button.
- 2. Suspicious Call Report:** Shows a list of suspicious calls with columns for 'Call ID', 'Date of Call', 'Called Party Name', 'Called Phone Number', 'Station Name', and 'Call Status'. The list includes entries like 'Michael Sanogo Venter' and 'Michael Sanogo Venter'.
- 3. Most Likely Inmate Callers:** A table showing 'Inmate ID', 'Name', 'Phone Number', and 'Call Status'. It lists several inmates with their respective phone numbers and call statuses.
- 4. Search Call Records:** A search bar with 'Phone Number Called' and a 'Search' button.

The screenshot shows the 'VoiceSearch' software interface. The main window is titled 'VoiceSearch'. It has a search bar with '00011293 MICHAEL VENTOR Kalamazoo City A 10/11/200' and a 'Search' button. Below the search bar, there are options for 'Date/Time Range' and 'Advanced Search'. The interface is divided into several sections:

- 1. Search for calls with the voice of:** Shows the search criteria and a 'Search' button.
- 2. Results Based on the voice of:** Shows the search results for 'Michael Sanogo Venter' with an 'Inmate ID' of '00011293'. It indicates 'Found 3782 records total. Displaying 1 to 10. Next 10 Records to show at a time 10'.
- View:** Includes options for 'Calls using his/her PIN (9)', 'Calls where he/she was impostor (9)', 'Other calls (1)', and 'Retrieve calls with lower voice score'.
- Table:** A table with columns: 'Select', 'Voice Score', 'Play', 'Notes', 'Call ID', 'Call Hook Date/Time', 'ID of Inmate PIN used', 'Name', 'Phone number', 'Talk Score', 'Station Name', '3 Way Call', and 'Call'. The table lists several calls made by 'Michael Sanogo Venter' to various phone numbers, all with a 'Voice Score' of 100 and a 'Talk Score' of 100.



*Sampling of the High Interest Groups (HIGs) in the Investigator Pro system*

**High Target Calls for Review** Today you reviewed 0 calls.  
There are 0 calls from today still not reviewed.

Call ID	Call Date/Time	Call Duration	Call Status	Caller Name	Phone Number	Station	Unit	Call Type
1325281	07/22/2011 15:31:54	00:05:29	Completed	Horan Ismael Jacob	1-920-319-2149	D5	3	100
1325281	07/22/2011 14:31:54	00:05:29	Completed	Horan Ismael Jacob	1-920-319-2149	D5	3	100
1452722	07/22/2011 14:52:35	00:04:58	Completed	S W Vazquez rodriz	1-414-795-8629	C	49W	100
1462122	07/19/2009 19:31:12	00:03:35	Completed	Susan Veeber	1-902-281-3652	A2	8L	100
1620275	12/05/2006 19:56:09	00:01:67	Completed	Timon John Difander	1-262-334-6171	H3	3L	100
1620473	12/05/2006 20:24:48	00:01:19	Completed	Braker Robert Jacob	1-920-324-9356	J	18E	100
1631613	12/05/2006 22:19:59	00:02:66	Completed	David Calvin Bryant	1-920-261-0200	J	53	100
1631698	12/05/2006 21:31:10	00:03:27	Completed	Barakat Helton Whatley	1-773-547-5277	C	35	100
1631717	12/05/2006 20:53:10	00:01:19	Completed	Braker Robert Jacob	1-920-324-9356	J	18E	100
1812673	11/07/2005 11:51:57	00:01:47	Completed	Hickston Russell Schmidt	1-902-381-2275	C	49W	100

*Automatic reporting on High Target Calls for Review*





*This feature is available through negotiation. Important scope of services parameters include the number of sites, use of voice biometrics, and especially wiring needs (based on sites) from visitation phones back to telco rooms.*

**(22) Contraband Cell phone detection**

*CenturyLink has provided a number of cell phone detection and control options in its response to 3.11.1.5. All options are provided through a third party provider and require discussion about NDOC's requirements and scope. Each option's impact to the financial offer is discussed in Attachment P – Cost/Commission Proposal.*

**(23) PREA Pro™ Reporting Tool**

*Provided through Argus Correctional Solutions, PREA Pro is powerful software for managing PREA compliance.*

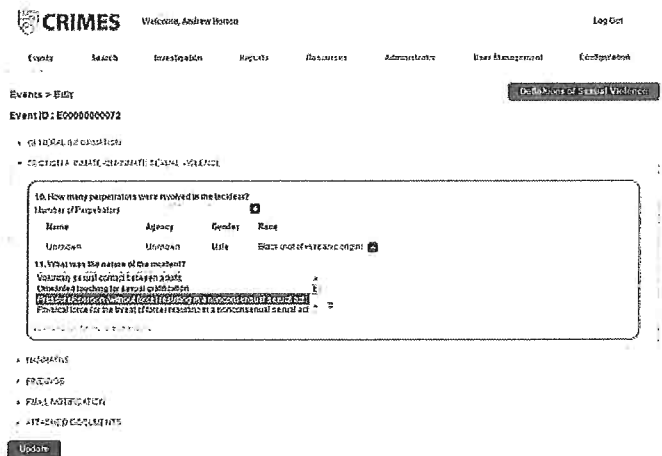
*The core of the software is event management, which provides the Department with the ability to create an unlimited number of events. Most important, the creation of events follows the natural workflow of the user.*

*The user is only presented with the fields and controls that are relevant to the type of event that he/she is creating. Additionally, the accuracy of user input is enhanced by providing definitions of sexual violence within the event interface, assisting the users in pinpointing the correct classifications for the event. The user is also presented with auto-fill fields, minimizing mistakes, while making their workflow smoother and easier to accomplish.*

**Subject Management**

*PREA Pro also provides intuitive management of the maturity of the event, tracking the date and time the event was added and its time in process, all with an easy to read and understand color scheme (event in process, becoming due, past due).*

*Additionally, the system provides the ability to add pictures, video, documents, and other electronic files to the event as well as the ability to link to subjects and*



events with a simple click of a button.

The system offers facility administrators a unique and easy to use subject management module. With the ability to manage an unlimited number of subjects, facility administrators now have the tools to manage their investigations.

Facility administrators now have the ability to link victims/perpetrators to organizations or other people all through the click of a mouse.

The system also has the ability to import subjects from private or publicly available databases as well as offender/jail management systems.

- Import subjects from private or publicly available databases or offender/jail management systems
- Easily and quickly add victims, perpetrators, and staff to the system
- Link subjects, add attachments (pictures, biometric information) and relate them to other subjects and events including important narratives
- Unlimited aliases per subject or organization
- Categorize subjects by people, staff, and organizations
- Unparalleled management of organizations and people linking them to relevant information across different subjects

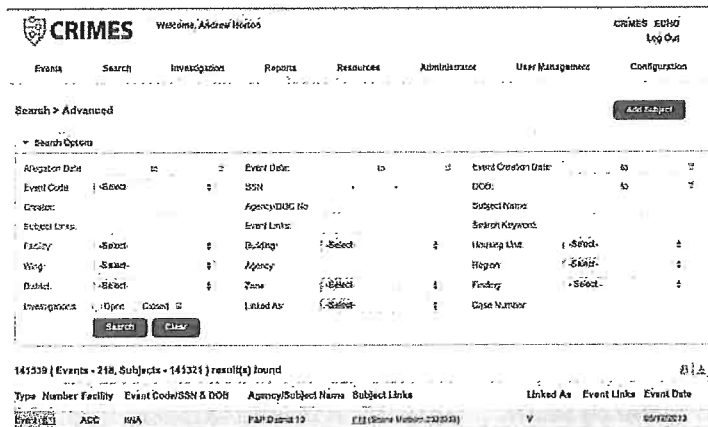
### Investigation: Case and Evidence Management

PREA Pro provides a powerful search capability that enables the user to search for events or subjects through one or a combination of multiple search criteria.

The screenshot shows the 'CRIMES' application interface. At the top, there are navigation tabs: Home, Search, Investigation, Profile, Resources, Attachment, Investigation, and Settings. Below the tabs is a search form with fields for 'Search Subjects', 'Type', 'Age', 'Sex', 'DOB', 'Race', and 'Ethnicity'. A 'Search' button is visible. Below the search form is a table of search results.

Subject ID	Subject Type	First Name	Last Name	Agency / DOCA	DOB	SSN
000000001	Person	JOHN	SMITH	000000	01/01/00	
000000002	Person	JANE	DOE	000000	02/02/00	
000000003	Person	JOHN	SMITH	000000	03/03/00	
000000004	Person	JANE	DOE	000000	04/04/00	
000000005	Person	JOHN	SMITH	000000	05/05/00	
000000006	Person	JANE	DOE	000000	06/06/00	
000000007	Person	JOHN	SMITH	000000	07/07/00	
000000008	Person	JANE	DOE	000000	08/08/00	
000000009	Person	JOHN	SMITH	000000	09/09/00	
000000010	Person	JANE	DOE	000000	10/10/00	
000000011	Person	JOHN	SMITH	000000	11/11/00	
000000012	Person	JANE	DOE	000000	12/12/00	
000000013	Person	JOHN	SMITH	000000	01/01/01	
000000014	Person	JANE	DOE	000000	02/02/01	
000000015	Person	JOHN	SMITH	000000	03/03/01	
000000016	Person	JANE	DOE	000000	04/04/01	
000000017	Person	JOHN	SMITH	000000	05/05/01	
000000018	Person	JANE	DOE	000000	06/06/01	
000000019	Person	JOHN	SMITH	000000	07/07/01	
000000020	Person	JANE	DOE	000000	08/08/01	

**An advanced search function that enables users to search for both events and subjects that meet their search criteria. Through dozens of search criteria, users can cut through silos of data to quickly find both the events and subjects related to their search parameters. Plus, rather than generate supporting results in the reports module, they can print and export the search results directly from the search tool, all at the click of a button.**



**If a user other than the creator or assigned attempts to access the event, they are asked to indicate their intended purpose, which will be recorded and reported in the dissemination log for the event. The dissemination log ensures accountability by reporting who accessed the event, when the event was accessed and what actions were taken while the user accessed the event.**

**Investigators may also filter their caseload by cases they created, cases that have been assigned to them, or all cases. The status of events is presented in an intuitive color coded manner providing an immediate visual indication of events that are becoming or are past due. This simple tool helps supervisors and investigators ensure that wherever possible, cases are investigated and closed within the timelines established by the agency.**

### **Reporting**

**PREA Pro offers an array of predefined and ad-hoc system reports. Authorized users have access to reports that display relevant information related to PREA events. Not only do the reports display events agency-wide, but the Drill Down Reporting™ tool also enables the user to view events by region, district, zone and facility. They can even drill down into activity at specific buildings and housing units. PREA events can also be viewed by code type and by date.**

**Investigators appreciate the ability to view reports that are sorted by status, findings, and contributing agency. Administrators can view investigations by duration, as well as reporting based on the system journal of actions taken by each user while in the system.**

**Advanced reporting empowers users to generate reporting that presents exactly the data they need, in precisely the way they want to see it. Even the most novice of users can create reports that include custom charting. The process is quick and easy and the report criteria can be saved so the report can be processed again without having to re-input the criteria.**

**Each user has the ability (at the discretion of the administrator) to generate their own report dashboard. They can choose what reports are presented within the dashboard and the order and sequence in which the reports appear. The user can drill down through the reports in real time to get the most recent data from the system**

**Administration**

**With the ability to create unlimited users and store a virtually unlimited amount of data, PREA Pro offers administrators a wealth of technological tools to administer the system.**

**The system controls the purging of events, ensuring that no critical data is accidentally or maliciously deleted from the system. This is further controlled through a Roles Based Access Control (RBAC) system. Administrators can control access on a need to know basis and limit users' abilities to prohibit editing, viewing, printing, exporting or grant no access at all.**

Event ID	Facility	Building	Housing Unit	Wing	Event Date	Creator	Creation Date
AJC	Building 1	1 House	A Wing	01/01/2013	Horton	08/04/2013 09:31:23	
JCC	Building 3	3 House	D Wing	03/02/2013	Horton	08/05/2013 07:20:42	
TP	Building 1	1 House	B Wing	03/11/2013	Horton	08/11/2013 07:25:58	
JJC	Building 1	1 House	A Wing	03/24/2013	Horton	08/24/2013 08:13:31	
TP	Building 2	2 House	B Wing	03/25/2013	Horton	08/25/2013 13:14:58	
JCC	Building 2	2 House	B Wing	03/01/2013	Horton	10/14/2013 08:03:08	
DOC	Building 3	1 House	C Wing	02/12/2013	Horton	11/06/2013 03:18:03	
DOC	Esda Bldg	3 Building	Bldg Wing	11/07/2013	Horton	11/11/2013 02:54:58	
DOC	Building 3	3 House	B Wing	08/14/1061	Horton	11/11/2013 03:03:05	
CRCC	A	Medical Unit	Wing	11/11/2013	Horton	11/11/2013 03:14:52	
MCC	Building 3	3 House	D Wing	11/07/2013	Horton	11/11/2013 03:22:30	
MCC	Chapel	Chapel	Chapel	11/08/2013	Horton	11/11/2013 03:33:14	
MCC	Building 2	2 House	B Wing	11/11/2013	Horton	11/11/2013 03:43:29	
MCC	Building 3	3 House	D Wing	11/11/2013	Horton	11/11/2013 03:48:00	
PLP1	Facility 1	Building 1	D Wing	11/08/2013	Horton	11/11/2013 03:48:41	
CRCC	X	B-2	Bay 2	11/07/2013	Horton	11/06/2013 23:48:40	
DOC	Building 3	3 House	B Wing	11/08/2013	Horton	11/06/2013 23:51:47	

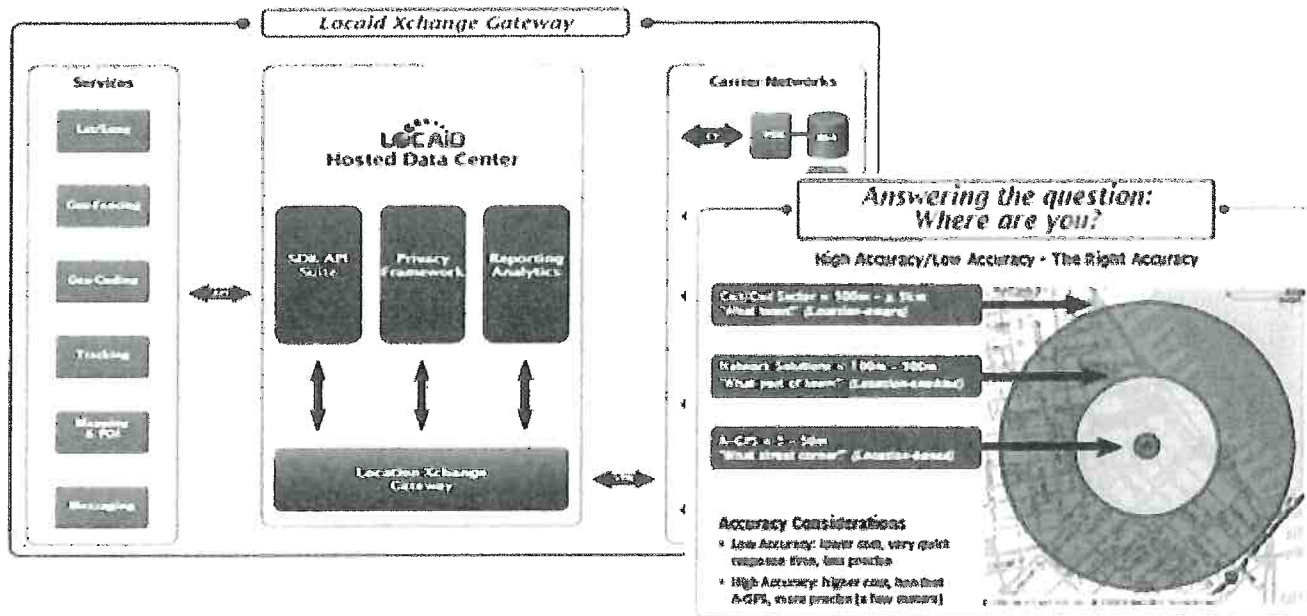
**Most important, PREA Pro has the systems in place to ensure accountability by users. Each access to events requires a purpose, and every action by the user is catalogued and monitored for future reporting. Administrators have the ability to view every action taken by the user, regardless of their role(s).**

**(24) Location of called cell phones**

**Through a partnership with LOCAID and utilizing a combination of carrier network-based location and GPS, the LOCAID Exchange Gateway™ can access the consumer location regardless of carrier or cellular device type. These Location Based Services are currently supported by all US & Canadian based cellular Carriers.**

**The capability is straightforward. In conjunction with the call delivery to the cellular device, the consumer will be prompted to allow the carrier to utilize their location (Opt In) or the call delivery greeting will be enhanced, based on carrier specifications, to notify the consumer that acceptance of this call will allow the carrier to identify their location and demand positive acceptance to proceed.**





Once positive acceptance is granted by the consumer and captured by the platform, the call is connected and the latitude/longitude coordinates are passed to the CenturyLink centralized platform and stored in the database.

Through the LOCAID Gateway and operational process, CenturyLink can establish a “Geo Fence” perimeter around each facility and generate notifications or alerts to investigators when an inmate call is accepted within the designated Geo Fence perimeter.

CenturyLink would work with NDOC to implement this service so it would not impact operational efficiency or revenue generation while at the same time delivering the most valuable security information.

### 3.10 ITS INMATE IDENTIFICATION NUMBER (ID) APPLICATION

3.10.1 The vendor will establish an inmate account on the ITS that includes:

3.10.1.1 The NDOC inmate ID number will be contained within the ITS inmate ID account number.

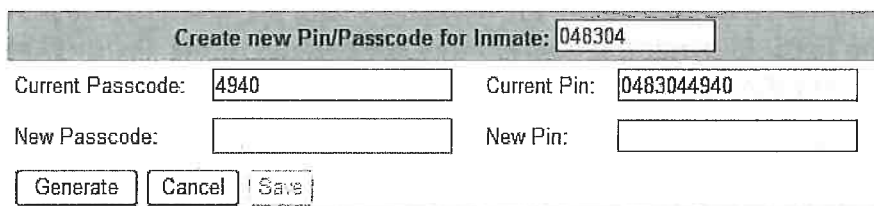
3.10.1.2 NDOC inmate ID numbers are generated by Nevada Offender Tracking Information System (NOTIS) at intake and will be provided to the ITS daily.

3.10.1.3 The ITS will provide the inmate the ability to choose a minimum of a four (4) digit password for logging into the ITS. The vendor will describe the procedures to implement and reset an inmate's password.

 **CenturyLink has read, understands and will comply.**

**As the incumbent ITS provider, CenturyLink is well-aquainted with NDOC's inmate ID and password parameters; we will continue to interface with NOTIS to automate transfer of this data to the ITS which will eliminate manual entry.**


**Resetting a password is simple. Individuals authorized to change inmate passwords will have a button labeled "Edit Pin/Passcode" on the Inmate Profile Screen. Clicking on this button will bring up a dialog box to change the password (passcode).**



The screenshot shows a dialog box titled "Create new Pin/Passcode for Inmate: 048304". It contains four input fields: "Current Passcode" with the value "4940", "Current Pin" with the value "0483044940", "New Passcode" (empty), and "New Pin" (empty). At the bottom, there are three buttons: "Generate", "Cancel", and "Save".

#### **Change Password Dialog Screen**

3.10.2 Authorized NDOC staff will have authority to modify or review any privileges or restrictions pertaining to an inmate. Level of authority should be password/user account/password-based.

 **CenturyLink has read, understands and will comply.**

**As previously discussed in Subsection 3.4.2, authority to perform the various functions of the System are based on a user account and password. The functions to which a user has access are assigned by the NDOC Site Administrator.**

**Any staff member with the appropriate authority can modify privileges and restrictions to any inmate within the NDOC system. The following screen is an example that illustrates the process to restrict an inmate’s calling privileges:**

The screenshot shows a web-based interface for managing inmate calling privileges. A dropdown menu for 'Status' is open, showing options: Active, Deny, Released, Inactive, and Restricted (which is highlighted). To the right of the dropdown is a text field for 'Location'. Below these are checkboxes for 'High Profile' and 'Passcode', with a corresponding text field for the passcode. There are buttons for 'Edit Pin / Passcode' and 'Pin Reset'. Further down are 'Recorded Name' with 'Play' and 'Erase' buttons, a 'Class' dropdown set to 'Normal', a 'Billing ID' text field, a 'Rate Group' dropdown set to 'Default', and a 'Tracking Group' dropdown set to 'No'. At the bottom, there are fields for 'Restrict' (set to 0), 'Calls Every' (set to 0), and a 'Day' dropdown. A 'VV Status: undefined' label is at the very bottom.

### ***Inmate Call Restriction***

3.10.3 The ITS inmate ID number application will work with the ITS using all the features and functionalities described herein. No calls will be made without an ITS inmate ID number.

**☼ CenturyLink has read, understands and will comply.**

3.10.4 The ITS will have the capability to provide collect, debit and pre-paid station-to-station calling utilizing an ITS inmate ID number.

**☼ CenturyLink has read, understands and will comply.**

3.10.5 The ITS must allow each ITS inmate ID number to have a “class of service” assigned. An adjustable default setting shall be provided. Setting will apply to all calls unless modified for a special ID. For example, each ITS inmate ID number will have the maximum duration of each call, etc. The proposed ITS must provide call restrictions by ITS inmate ID number and provide the following restrictions at a minimum:

3.10.5.1 Location: Inmates can only make calls from the location designated by NOTIS.

3.10.5.2 Placing of Calls: Inmates can be either approved or not approved to make telephone calls by ITS inmate ID number.

3.10.5.3 Use of Specific Telephones: Inmates, via the ITS inmate ID number, will be restricted to a specific telephone or group of

telephones, at the authorized NDOC staff's option; (i.e.: unit, wing, etc.).

- 3.10.5.4 Duration of Call: Limit the duration of the call by facility, by individual, and by type of call, (local, Interlata, etc.).
- 3.10.5.5 Time of day calling.
- 3.10.5.6 Any combination of the above.
- 3.10.5.7 Once an inmate is released, the ITS inmate ID number and password will be deactivated.

 **CenturyLink has read, understands and will comply.**

**Inmates can be given customized calling privileges and restrictions according to a variety of criteria based on their inmate PIN. Inmates calling privileges can be customized in the following ways:**

- **Restricting calling to specific facilities or from individual phones or groups of phones**
- **Restricting the number of calls an inmate can place in a specific timeframe (days, weeks, months)**
- **Restricting calling to a specific set of phone numbers (i.e., PAN lists)**
- **Restricting the number of free calls an inmate can make**
- **And more!**

**As shown in the screen below, more specific restrictions can be set from the Inmate Account Profile. Once the Status of the inmate account is changed to "Restricted" in the Inmate Account Profile, authorized users may customize calling restrictions; note the "Restrict \_\_\_ Calls Every \_\_\_ (Day/Week/Month)," and "Free Calls Allowed" fields below.**

**Inmate Account Profile**

**To block calls only from a specific inmate to a particular number add the number to that inmate's PAN (Personal Allowed Number List) and select the check box in the "Block" column as shown below.**

**PANs (Personal Allowed/Blocked Numbers)**

Inmate ID: B70414 GREGORY SMITH

(3 digit speed dials must start with a "1" for PANS)

PAN Num	Phone Number	Speed Dial	Name	Relationship	Description	Block	In use	Call Type	Date Updated	Updated By	Detail (+) Delete (-)
1	1-312-301-9014	<input type="checkbox"/>	GATORS, DEBRA	FRIEND	CHICAGO IL	<input type="checkbox"/>	1	All	04/20/2010	enf	+ -
2	1-440-787-0357	<input type="checkbox"/>	SMITH, TYRONE	BROTHER		<input type="checkbox"/>	1	All	04/20/2010	enf	+ -
3	1-773-261-1704	<input type="checkbox"/>	SMITH, OC	UNCLE	CHICAGO, IL	<input checked="" type="checkbox"/>	1	All	04/20/2010	enf	+ -
4	1-773-265-1315	<input type="checkbox"/>	HALL, TIMKO	WIFE		<input type="checkbox"/>	1	All	04/20/2010	enf	+ -
5	1-773-276-5025	<input type="checkbox"/>	HARMON, LANNETTE	SPOUSE	CHICAGO, IL	<input type="checkbox"/>	3	All	04/20/2010	enf	+ -

**Edit PAN- Add Inmate-Specific Call Block**

**Location and Use of Specific Telephones**

Each individual inmate's PIN is linked to their unique set of calling privileges which include the ability to place calls only from a specific facility and their assigned station groups (their housing unit, common areas etc.) Location can be edited in the Inmate Profile or a direct interface with the JMS. Restrictions to specific phones can be edited by authorized users at any time by selecting the Station Groups option on the Inmate Account page.

**Allowed Station Groups for Inmate**

Inmate ID: 072320 RODNEY CLARK

Station Group Name	Allowed For Inmate
All Stations	<input type="checkbox"/> Allow
APACHE A	<input type="checkbox"/> Allow
APACHE B	<input checked="" type="checkbox"/> Allow
APACHE C	<input type="checkbox"/> Allow
APACHE D	<input checked="" type="checkbox"/> Allow
NAVAJO A	<input type="checkbox"/> Allow
NAVAJO B	<input type="checkbox"/> Allow
NAVAJO C	<input type="checkbox"/> Allow
COCOPA A	<input type="checkbox"/> Allow
COCOPA B	<input type="checkbox"/> Allow

**Inmate Phone Restriction Screen**



**Placing of Calls**

*Inmates can be approved or not approved to make phone calls. This call restriction is defined under the inmate's PIN. Restrictions may be customized in many ways. The ITS supports the suspension of inmate calling privileges by PIN. Authorized personnel may enter a timeframe (i.e. 24 hours) or a specific date/time when the suspension is to end. At that point, the suspended inmate may only call legal counsel until the suspension period ends. When the suspension is over, calling privileges are automatically restored by the system.*

**Suspensions**  
 Inmate ID: 3278378 ICS TEST

Start	End or Duration
Date: <input type="text" value="Asap"/>	End: <input type="text"/>
<input type="button" value="Create"/>	
<input type="radio"/> Duration:	
<input type="radio"/> Full (no calls)	
<input checked="" type="radio"/> Standard (Allow calls to Global Numbers with 'privileged' checked)	
Note/comment: <input type="text"/>	

(current and future suspensions are red, historical suspensions are white)

user	date created	start date/time	end date/time	duration	type	Disabled	notes
theam	04/27/2010 17:26	04/28/2010 17:24	04/29/2010 12:00	18 hours 35 minutes	Standard	<input type="button" value="Disable"/>	test

**Suspend Inmate Calling Privileges**

*There are two categories of Suspension. Full means the inmate will not be allowed to place any calls, including calls to attorneys or free numbers. Standard is the default setting and allows the inmate to place calls only to attorneys or numbers that are identified as privileged numbers. The user can click the Notes/Comments tab and add any needed information, then click Create Suspension. To make a Suspension active, click Save Changes.*

**Personal Allowed Number list**

*While currently not in use at NDOC, inmates can be restricted to calling only specific numbers using the Personal Allowed Number list feature. The proposed ITS system may be configured to require a list of Personal Allowed Numbers or PANs. This is a list of defined telephone numbers that each inmate is permitted to call. Each time the NDOC activates the PAN feature for an inmate, you can select a maximum number of PANs to allow on an inmate's list. If you leave the field blank the default value is 20, but there is no practical limit to the number of PANs that may be assigned.*

Status	Location	Last Name	First Name	Middle Name
Active		CLARK	LARRY	
<b>ALERTS</b>				
PIN: 23456		<input type="checkbox"/> Email Address(es):		
ID: 23456	Passcode: 23456	<input type="checkbox"/> Pager Number(s):		
Recorded Name: <input type="button" value="Play"/> <input type="button" value="Erase"/>		<input type="checkbox"/> Monitor Number(s):		
Class: Normal	Billing ID:	<input type="checkbox"/> General		
Restrict: 0	Calls Every 0	Max PANs Allowed:	Default: 20	PANs enabled <input type="checkbox"/>
		Free Calls: Allowed 0	Remaining: 0	Disabled <input type="checkbox"/> Last Reset: none
		<input type="button" value="Cancel Changes"/> <input type="button" value="Save Changes"/>		
Click here to skip down to: <a href="#">Notes</a> <a href="#">Suspensions</a> <a href="#">Station Groups</a> <a href="#">PANs</a>				

**Inmate Profile Screen – PANs Allowed**

**Duration of Call**

The ITS is configured with a master call duration setting, which can be programmed with each facility's maximum duration time. In addition, the system rate files include call duration override settings for situations that require duration changes for local calls or specific destination numbers.

Number: 1-210-710-0235	Speed Dial:	Name:
All Sites	<input type="button" value="Add Site"/>	Description:
Call Type: All	<input type="checkbox"/> Email Alert(s):	
	<input type="checkbox"/> Page Alert(s):	
	<input type="checkbox"/> Monitor Alert(s):	
	<input type="checkbox"/> General Alert:	
	Dial pattern:	Rate File:
	<input type="checkbox"/> Hide Recording <input type="checkbox"/> Hide CDRs	
Max Duration (minutes):	<input type="checkbox"/> Ignore DTMF	Digits: 0 Time frame (secs): 0
Default is 15	<input type="checkbox"/> Ignore Silence	Seconds: 0
Notes:		
<input type="button" value="Delete"/> <input type="button" value="Cancel Changes"/> <input type="button" value="Save Changes"/>		

**Global Number Edit - Override Global Duration Limit for Specific Number**

When a call has reached the "one minute remaining" status on the duration limit, the system will prompt the parties with a voice message that states "You have one minute remaining for this call." At the end of the call duration, the system informs both parties that their time has elapsed and the call is terminated.

**Time of Day Calling**

The ITS's Phone Scheduler feature lets you pre-set any on/off times for the phones that you choose. The ITS can accommodate different schedules for days of the week, dates of the month and year, etc. Hours can be set as follows:

- *By phone or group of phones (booking area, living units, infirmary, recreation, etc. may each have unique operating hours.)*
- *For all phones in the facility*
- *Unique hours for defined holidays*
- *Unique hours by day of week*
- *Unique hours for specified called numbers*

*The Phone Schedule option under Site Administration on control bar (top of diagram below) allows authorized users to set Schedules for individual phones or groups of phones.*

Weekly Phone Schedule

Groupname	Day	Schedule	Edit		
Default	Mon	0:00-24:00	on all day	off all day	
Default	Tue	0:00-24:00	on all day	off all day	
Default	Wed	0:00-24:00	on all day	off all day	
Default	Thu	0:00-24:00	on all day	off all day	
Default	Fri	0:00-24:00	on all day	off all day	
Default	Sat	0:00-24:00	on all day	off all day	
Default	Sun	0:00-24:00	on all day	off all day	
Default	Hol	0:00-24:00	on all day	off all day	regular service

**Phone Schedule - program service times for phones or groups**

**Inmate Status**

*The system can be configured to create the PINs at time of booking and eliminated at time of discharge. Once the inmate is released, the Inmate ID will be set to an inactive status. In addition, the system supports the retention of specific inmate PINs where the inmate is incarcerated in absentia due to, for example, trial or hospitalization at a separate location. The Inmate ID function reflects the status of the inmate, whether released, transferred, active, etc. based on the status in the booking system*

The screenshot shows a web interface for managing inmate profiles. At the top, there is a navigation bar with links: Inmate, Global Numbers, Monitor Phones, Call Info, Reports, Tools, and Logout. Below this is a search bar for 'Inmate Id: (type name for suggestion)' with the value '00016020' and a 'Find' button. The main profile area is divided into several sections:

- Status:** A dropdown menu currently set to 'Released'.
- Location:** An empty text input field.
- Name:** Fields for Last Name (smith), First Name (aaron), and Middle Name (ray).
- Alerts:** A section with a title 'ALERTS' and several checkboxes:
  - Email Address(es):
  - Pager Number(s):
  - Monitor Number(s):
  - Payment Email(s):
  - General
  - CVV Failures Only
- Identification:** Fields for PIN (000160205392), ID (00016020), and Passcode (5392). There is an 'Edit Pin / Passcode' button.
- Class:** A dropdown menu set to 'Normal'.
- Restrict:** Fields for 'Restrict: 0', 'Calls Every 0', and 'Day'.
- VV Status:** A field for 'VV Status'.
- Call Settings:** Fields for 'Max PANs Allowed: 0', 'Default: 20', 'PANs enabled' (checkbox), 'Free Calls: Allowed 0', 'Remaining: 0', 'Disabled' (checkbox), and 'Last Reset: none'.
- Voice Settings:** Fields for 'Voice Id: Enabled', 'Status: Not Trained', and 'Threshold: default: 0.042'.

At the bottom right, there are two buttons: 'Cancel Changes' and 'Save Changes'.

***Inmate Status in the Inmate Profile screen***

3.10.6 The ITS will interface with the NDOC NOTIS system to ensure the NDOC inmate ID will be automatically transferred to the ITS.

 ***CenturyLink has read, understands and will comply.***

***As the incumbent, CenturyLink has been successfully interfacing with NOTIS for several years.***

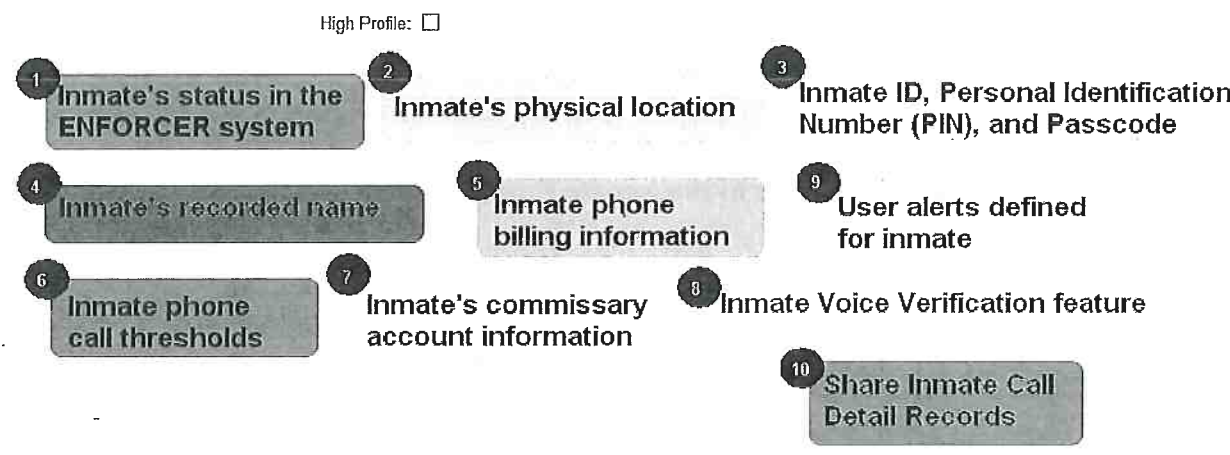
3.10.7 The ITS inmate ID numbers will be accessible to authorized NDOC staff.

 ***CenturyLink has read, understands and will comply.***

***The inmate ID number is always available to NDOC. The following screen shows the Inmate Profile Screen and the various fields displayed, the fields labeled “3” is where the inmate PIN, ID, and passcode will be found. The ID field is the inmate ID, the PIN and password fields are the personal identification number and password used for inmate calling.***

The screenshot shows an 'Inmate Profile' form with the following fields and sections:

- 1** Status: Inactive
- 2** Location: C58308
- 10** (Share Inmate Call Detail Records)
- Last Name: CLARKE, First Name: MICHAEL, Middle Name: (empty)
- 9** ALERTS section with checkboxes for Email Address(es), Pager Number(s), Monitor Number(s), Payment Email(s), and General.
- 3** PIN: 0583082822, High Profile: , TDD:
- 3** ID: 058308, Passcode: 2822
- Edit Pin / Passcode, Pin Reset
- 4** Recorded Name: (empty), Play, Erase
- 5** Class: Normal, Billing ID: 4866
- Rate Group: Default, Tracking Group: No
- 6** Restrict: 0, Calls Every: 0, Day: (empty)
- 8** VV Status: Enrolled, Reject
- 7** (Inmate's commissary account information)
- Max PANs Allowed: (empty), Default: 20, PANs enabled:
- Free Calls: Allowed: 0, Remaining: 0, Disabled: , Last Reset: none
- Commissary: Blocked, Voice Id: Disabled, Status: Enrolled
- Dollars per day: (empty), default: \$10.00, Threshold: (empty), default: 0.03, Reject
- Buttons: Cancel Changes, Save Changes



**Inmate Profile Screen**

3.10.8 The vendor's ITS will document any changes to an individual ITS inmate ID number.

**CenturyLink has read, understands and will comply.**

*The ITS logs all updates, modifications and/or details for a PIN in the Inmate Profile (i.e.: user name, modification made, time/date stamp, etc.), allowing facility personnel to view changes and run reports on this information. These reports can help users keep track of their own activity and allow authorized system administrators to track any changes or updates to inmate PINs, providing complete and verifiable records.*

*All changes are automatically logged under the Inmate Notes heading on the Inmate Profile. The system automatically logs the User ID who performed the change, the date and time the change was made, and what kind of change was made, as shown in the screen below.*