

3.15.6 The ITS will provide balance on bank account if requested at no cost to inmate.

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

This was illustrated in Subsection 3.15.4 above.

3.16 TRAINING

3.16.1 The vendor will provide training to the authorized NDOC staff's personnel at the locations where the equipment is installed. Additional training will be provided to new authorized NDOC staff assigned during the Contract period, at no cost to the NDOC, at specific NDOC facilities in the north and south. Video conferencing is acceptable.

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

Should NDOC retain CenturyLink as the provider of ITS services, training requirements and the resulting impact of staff to attend training will be almost non-existent, as the staff is already familiar with the System. Regardless, CenturyLink will provide any training required, including initial and recurring, at no cost.

3.16.2 Training manuals will be provided to the authorized NDOC staff at all training meetings at no cost to the NDOC. All manuals will become the property of the NDOC.

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

3.16.3 Informational pamphlets will be available for inmate's relatives to explain applicable features and functionalities of the ITS, when requested by the authorized NDOC staff, at no cost to the NDOC.

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

3.17 GENERAL MAINTENANCE

3.17.1 The vendor shall contact the institution for entry approval regarding maintenance and repairs.

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

CenturyLink will continue to comply with NDOC policy by requesting facility access at least 48 hours in advance and work with the appropriate NDOC staff in cases where emergency gate passes are required.

3.17.2 The vendor will provide the necessary labor, parts, materials, and transportation to maintain all proposed telephones in good working order and in compliance with the equipment manufacturer's specifications throughout the life of the Contract. No charge will be made to the NDOC for maintenance of the ITS.

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

CenturyLink will provide all labor, parts, materials and transportation to maintain the ITS in compliance with the equipment manufacturer's specifications throughout the life of the contract. It is understood that these services are provided to NDOC at no cost.

3.17.3 The vendor will have the ability to perform remote diagnostics to the ITS to determine if a problem is with the telephone or with the telephone line.

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

Additional details on remote diagnostic capabilities are contained in our response to Section 3.12.2.

3.17.4 The ITS will provide for continuous on-line diagnostics and continuous supervision, as well as local remote offline ITS control access for advanced programming and diagnostics. Access to the built-in advanced diagnostics and program control will be accessible via telephone or network by service center personnel and will provide failure reports, service history and other diagnostics.

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

Additional details on remote online and offline diagnostics are contained in our response to Section 3.12.2.

3.17.5 The vendor will provide their on-site repair time, method and proposed level of services for the facilities. Vendors will detail their ability to handle emergencies see *Attachment O, Service Level Agreement*.

Please provide an escalation plan.

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

CenturyLink will comply with all service level agreements as outlined in Attachment O and provide additional details on how emergencies are handled in Section 3.17.8.

Customer Escalation Process


Debra Lambe, the existing dedicated Program Manager, will continue to report to Barry Brinker, CenturyLink's Director of Operations, who reports to Paul Cooper, our General Manager. All service and maintenance personnel will report directly to the Program Manager. The following table details the process that will be used for escalation of DOC trouble tickets.

Escalation Plan		
Level	CenturyLink Position	Task/Role

1	<p>Nevada DOC Program Manager Debra Lambe Phone: (702) 244-6762 Cell: (702) 439-7379</p> <p><u>Debra.D.Lambe@centurylink.com</u></p>	<ul style="list-style-type: none"> • Researches history of problem and identifies personnel involved with the problem resolution. • Notifies personnel and supervisors of strategy for problem resolution. • Keeps Department and management involved in progress of problem resolution. • Escalates as necessary. • Responsible for seeing problem through to resolution. • Contacts Director Operations within 8 hours of missed performance standard.
2	<p>Director Operations Barry Brinker Phone: (503) 990-6466 Cell: (503) 269-3018 <u>Barry.E.Brinker@centurylink.com</u></p>	<ul style="list-style-type: none"> • Resolves trouble/issue or escalates further if necessary. • Contacts additional resources (CenturyLink, Vendors, LECs, IXCs, etc.) as necessary. • Keeps Department informed of ongoing activities involving problem resolution. • Contacts National Account Manager within 24 hours if issue is not resolved.
3	<p>Sr. Account Executive Victoria Johnson Phone: (888) 375-7318 Cell: (850) 212-8880 <u>Victoria.L.Johnson@enturyLink.com</u></p>	<ul style="list-style-type: none"> • Resolves trouble/issue or escalates further if necessary. • Contacts additional resources (CenturyLink, Vendors, LECs, IXCs, etc.) as necessary. • Keeps Department informed of ongoing activities involving problem resolution. • Contacts Director Sales within 36 hours if issue is not resolved.
4	<p>Director Sales and Account Management Darryl Lynn Phone: (913) 345-6343 Cell: (913) 526-6854 <u>Darryl.Lynn@centurylink.com</u></p>	<ul style="list-style-type: none"> • Resolves trouble/issue or escalates further if necessary. • Contacts additional resources (CenturyLink, Vendors, LECs, IXCs, etc.) as necessary. • Keeps Department informed of ongoing activities involving problem resolution. • Contacts General Manager within 48 hours if issue is not resolved.
5	<p>General Manager Paul Cooper Phone: (913) 534-5351 Cell: (816) 305-4764 <u>Paul.N.Cooper@centurylink.com</u></p>	<ul style="list-style-type: none"> • Escalates further if necessary.


3.17.6 Vendors will provide all priority 1, 2, 3 and 4 tickets as they are opened, updated and closed by the field technicians, providing detail to show the problem and final resolution of said problem. Should the escalation plan as provided by the vendor not be followed explicitly, the vendor will be liable for lost commissions during times the telephones were in need of repair and not properly operating. The lost commission will be calculated by multiplying the average number of calls for each call type x (times) the then prevailing calling rates x (times) the commission rate. The specific commission will be calculated by

the State and the State will advise the vendor of all commissions due. The vendor will pay the calculated lost commission with the next commission payment due the State. Vendor will be allotted time between the notification and the next commission payment to validate the lost commission. See *Attachment O, Service Level Agreement*.

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

CenturyLink will comply with all service level agreements as outlined in Attachment O and provide additional details on how ticketing and escalations are handled in Section 3.17.8.

- 3.17.7 The vendor must provide the authorized NDOC staff with a complete list of business, cellular and beeper numbers for its Contractors/subcontractors, managers, administrators, technicians etc. The vendor's management home and emergency telephone numbers must also be furnished.

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

For privacy purposes, this section has been redacted because of the requirement to provide the home telephone number. However, as the incumbent, NDOC already has most of these home phone numbers on file.

CenturyLink Key Personnel Contact Information

Proprietary / Confidential Information Redacted for home phone numbers, this information is included in Part I B – Confidential Technical Proposal

- 3.17.8 The vendor will provide a copy of the company's current repair procedure policy for both normal maintenance and emergency outages as it relates to your proposal.

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

Customer Service Policies and Procedures

CenturyLink's Project Team has over 250 years of combined telecommunications experience in complex implementations and account management. CenturyLink has demonstrated the ability to understand our customer's issues and creatively adapted our approach to meet their needs. CenturyLink will continue to partner with ShawnTech Communications, Inc. to provide maintenance and repair of the new inmate calling platform. CenturyLink and Shawntech currently partner together to support four large DOC accounts, including Nevada, as well as many county accounts across the country and have a close working relationship.

The CenturyLink operations team will respond promptly to all service and maintenance situations, and is available to the DOC on a 24/7/365 basis. When a trouble condition is reported, our technicians will quickly perform diagnostic testing to isolate the problem, determine if a remote resolution is an option, and if not, quickly dispatch a field technician to the site. Should technical roadblocks or system issues prevent a trouble condition from being resolved within the timeframe contractually permitted, the issue will be immediately escalated to the Program

Manager who will discuss the situation with the DOC as appropriate. Once a resolution to the issue is achieved, acceptance testing is completed before any trouble ticket is closed. CenturyLink recognizes that an effective service program addresses all three key stakeholders: the DOC staff, the inmates and the inmates' friends and family members.

- **Customer Service.**
 - *Our service team has many years of experience in the industry, is dedicated to gaining a deep understanding of each customer's unique issues, and is committed to delivering the most effective solutions possible. Our Program Managers provide oversight and management of the day-to-day operations of the account.*
 - *Customer service representatives in long-established, U.S.-based call centers. Many of our competitors are only now on-shoring their call centers. From experience we know that call center migrations are difficult and prone to operational failures. In short, the DOC can expect significant and immediate improvement in customer service operations.*
 - *Our blocking and unblocking rules for collect calls are clearly defined and uniformly applied to all customers, thereby reducing complaints to the DOC.*
 - *Significantly lower than industry average customer service account fees. While others in the industry use billing fees as commissioned profit centers, our philosophy is very different: provide multiple convenient no-cost options to end-users, and charge fees only when customers choose specific high-cost funding options (e.g. choosing to fund an account with a live representative rather than an automated method). This results in less customer complaints and higher call volumes.*
- **Calling platform management** *The ITS platform is engineered with maximum redundancy to ensure peak performance and minimize troubles. Further, the Network Operations Center proactively identifies potential problems by real-time central monitoring of hardware, software, and system performance.*
- **No loss of data and minimal transition time.** *Over the last four years the CenturyLink Team has successfully transitioned ten separate accounts to the proposed ITS system platform – a total of 49 sites with 2,250 inmate phones serving 27,000 inmates. Every cutover has gone smoothly with no loss of data and minimal transition time.*
- **No lost Call Detail Records (CDRs) or recordings.** *Since March 2007 we have processed over 100 million call detail records (CDRs) and audio recordings with the proposed OTS system platform. Not a single CDR or audio recording has been lost to date.*
- **Rate and audit accountability.** *As a division of a Sarbanes-Oxley compliant company, CenturyLink completes monthly audits to verify billing accuracy. Moreover, a unique feature of the OTS system platform is its on-line real-time direct rating of each call, for immediate and unalterable on-line visibility to call detail records and billing records.*
- **Payment options.**
 - *Collect calling with extensive billing and collections arrangements with incumbent local exchange companies (ILECs) and competitive local exchange companies (CLECs).*
 - **Prepaid calling with a best-in-class process to direct otherwise collect-unbillable called parties to prepaid.** *Our solution identifies unbillable parties and transfers them to live representatives during call setup, to ensure all end-users are presented*

with billing options in real-time. This is especially important given the growing number of cell phone and IP-based phone users, whose carriers do not offer collect calling options to OTS providers.

- *Debit calling through a variety of flexible options.*

Levels of Support and Escalation

Program Manager

CenturyLink will provide a Program Manager (PM) who will have overall responsibility for maintaining contract compliance and will be the primary liaison for the DOC throughout the life of the contract. Customer satisfaction will be achieved through five separate programs:

- 6) The trouble ticket process which ensures that every problem is identified, worked, tracked, and recorded for future review.*
- 7) A weekly conference call is held by the Program Manager with the field operations team to discuss outstanding tickets, chronic problems, and customer concerns.*
- 8) A weekly conference call is held by the Program Manager with OTS platform vendor personnel to discuss any tickets opened in the previous week that have not yet been closed.*
- 9) The ongoing Preventative Maintenance (PM) program, which ensures service standards are maintained. The Field Service Technicians inspect ITS equipment and inmates phones at each facility on a regular scheduled basis (weekly, monthly, or quarterly, depending on the service element). The PM plan ensures that all relevant operational data concerning all aspects of the contract (sales support, installation, project coordination, technical support, field service and maintenance, etc.) is obtained, documented, distributed, and acted upon as necessary.*
- 10) Periodic service reviews (typically conducted at customer's location quarterly) to review trouble ticket statistics, identify any chronic or major problems, discuss any future additions, deletions, or modifications (new phones, new sites, etc.), and resolve any operational, financial, or contractual concerns held by the customer. Service reviews ensure that feedback from the customer is obtained, documented, and addressed.*

Preventative Maintenance

Our On Site Technician will perform hands-on preventative maintenance inspections on the OTS calling platform and all inmate phones on a regularly scheduled basis. A trouble ticket will be established to document the preventative maintenance process, and additional trouble tickets will be opened and tracked as necessary if the need for additional repairs are identified.

Extensive preventative maintenance inspections are completed on a routine basis. Through remote access, verification of telephone and trunk usage is completed prior to arriving on site to ensure quality repairs. The inmate telephone dials and handsets are checked for functionality, usability, appearance and voice quality. All backboards, telephones and wiring are checked. System inspections include cleaning filters, fans and system internal parts. The circuit interfaces are checked for errors to ensure that all connections are clean and secure. Routine traffic analysis for stations and trunks are conducted to determine failing telephones or lines to provide proactive maintenance and reduce downtime for the phones. Ongoing remote and onsite assistance is available to all ITS users.

I: Inmate Phones	
1. Check - Dial pads. (Listen for tones on all keys)	<i>Monthly</i>
2. Check - Handset cords	<i>Monthly</i>
3. Check - Hook switch	<i>Monthly</i>
4. Check - Handset for voice clarity	<i>Monthly</i>
5. Check - Missing or loose screws on phones and enclosures	<i>Monthly</i>
6. Check - Manual cut off switches	<i>Monthly</i>
7. Check - TDD device – Make a test call	<i>Monthly</i>
8. Check - Lightning protection properly grounded, if applicable	<i>Monthly</i>
9. Check - The signage on each phone and replace if needed	<i>Monthly</i>
10. Verify - Station ID list that is on the OTS	<i>Monthly</i>
11. Check with the site point of contact to insure all issues are documented	<i>Monthly</i>
II: Call Control Equipment	
1. Check - Check that all trunks are fully operational	<i>Monthly</i>
2. Check - System resource levels.	<i>Monthly</i>
3. Check - Hard drive usage.	<i>Monthly</i>
4. Check - UPS is fully charged and operational & not in alarm	<i>Bimonthly</i>
5. Check - Analog (B1) lines connected to Inmate Phone System. Perform dial-up test.	<i>Monthly</i>
6. Check - Backup files. Insure that system is backing up files properly.	<i>Monthly</i>
7. Check - All system clocks are updated properly	<i>Monthly</i>
8. Vacuum dust filters in the Inmate Phone System	<i>Monthly</i>
9. Rinse dust filters in the Inmate Phone System	<i>Quarterly</i>
10. Vacuum cooling fans on all systems, if applicable	<i>Quarterly</i>
11. Generate a monthly trunk usage report	<i>Monthly</i>
III. Network Components	
1. Check – CSU/DSU Unit for errors. Log errors in service report and clear memory buffer.	<i>Quarterly</i>
IV: Software Checks & Tests	
1. Check - Replication.	<i>Monthly</i>

2. Check - Inmate Phone System - Check/Verify system settings are correct and modules are operational.	Monthly
3. Check - Facility branding	Monthly
4. Check - Calls for proper start/stop, origination, destination, PIN numbers	Monthly
5. Check - Verify each type of call (Local, Intra-lata, Inter-Lata, Inter State)	Monthly

Additional Staffing

In addition to the field operations support team, our Program Manager Debra Lambe will have a strong back office support team, with system development skills, exceptional financial accounting and reconciliation abilities, and comprehensive network knowledge. This team has been together for many years, and will be ready to support our system implementation for the DOC.

The following chart details CenturyLink's proposed support organization: Staffing Roles and Responsibilities

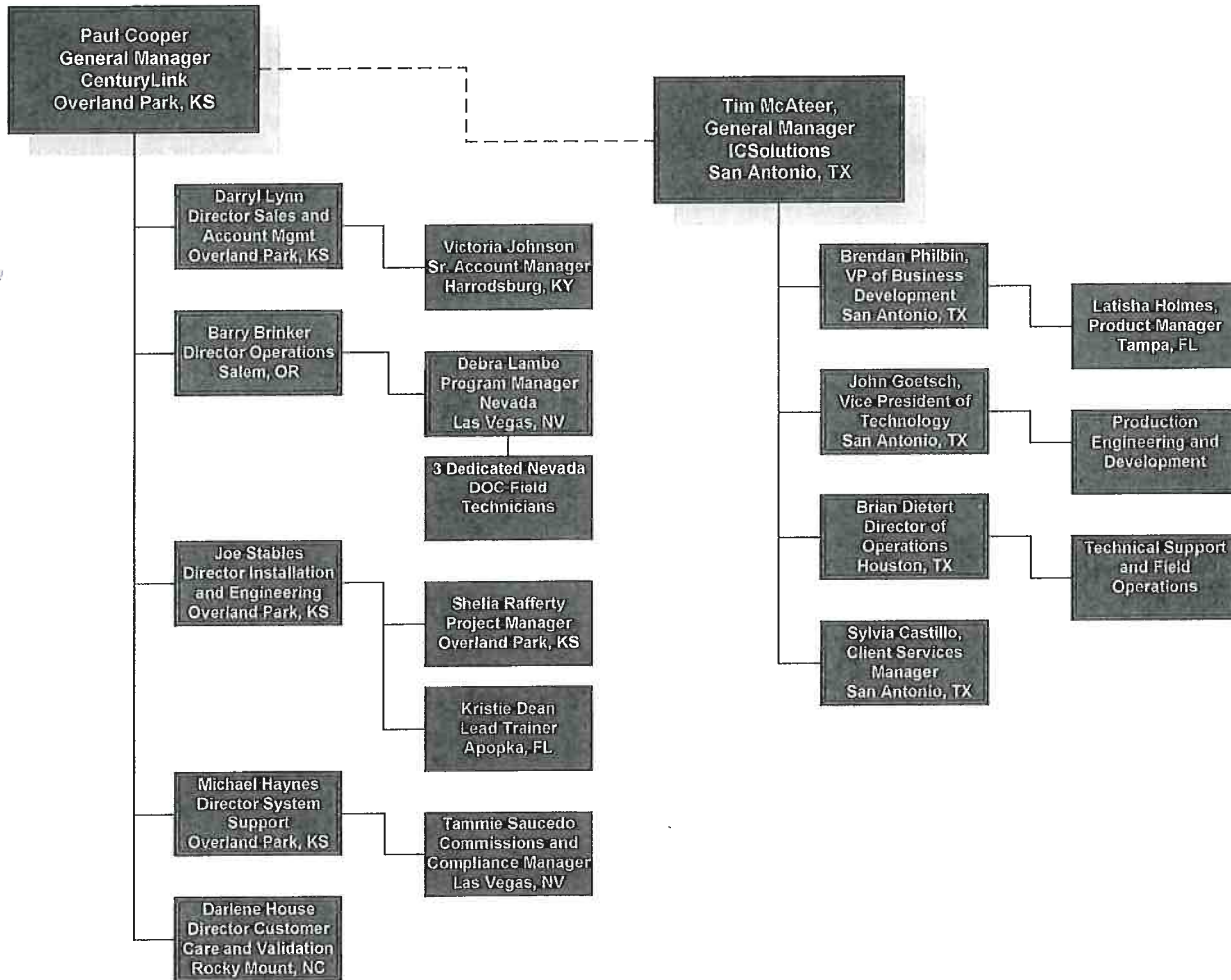
Name, Title	Location	Manager	Primary Responsibility
Paul Cooper, General Manager	Overland Park, KS	Bill Cheek, President Wholesale Operations	Contract Execution; Fiscal Authorization; Product Roadmap; Escalations
Barry Brinker, Director Operations	Salem, OR	Paul Cooper, General Manager	Implementation; Ongoing Maintenance and Operations; Feature Development; Escalations; Vendor Management
Debra Lambe, Program Manager	Las Vegas, NV	Barry Brinker, Director Operations	Implementation; Ongoing Maintenance and Operations; Program Management; Escalations
Bill Hally, Field Service Technician	Ely, NV	Debra Lambe, Program Manager	Implementation; Ongoing Maintenance and Operations
Randy Wanser, Field Service Technician	Reno, NV	Debra Lambe, Program Manager	Implementation; Ongoing Maintenance and Operations
Rudy Petallano, Field Service Technician	Las Vegas, NV	Debra Lambe, Program Manager	Implementation; Ongoing Maintenance and Operations

Darryl Lynn, Director Sales and Account Management	Overland Park, KS	Paul Cooper, General Manager	Sales; Customer Contract Negotiation; Ongoing Account Management; Escalations
Victoria Johnson, Sr. Account Manager	Harrodsburg, KY	Darryl Lynn, Director Sales and Account Management	Sales; Customer Contract Negotiation; Ongoing Account Management
Joe Stables, Director Installation and Engineering	Overland Park, KS	Paul Cooper, General Manager	Implementation; System Engineering; Network
Mike Haynes, Director, Systems Support	Overland Park, KS	Paul Cooper, General Manager	Operation of Information Systems; Back Office Support
Darlene House, Director Customer Care and Verification	Rocky Mount, NC	Paul Cooper, General Manager	Attorney Verifications; Collect Billing Inquiries
Tammie Saucedo, Commissions and Compliance Manager	Las Vegas, NV	Mike Haynes, Director, Systems Support	Monthly Commission and Rate Audits
Kristie Dean, Lead Trainer	Apopka, FL	Joe Stables Director Installation and Engineering	Implementation; Training
Shelia Rafferty, Project Manager	Overland Park, KS	Joe Stables Director Installation and Engineering	Implementation; Project Management
Tim McAteer, General Manager ICSolutions	San Antonio, TX	Nathan Schulte, President Keefe Group	Escalations; Overall Management
Brendan Philbin, VP Business / Product Development ICSolutions	San Antonio, TX	Tim McAteer, General Manager	Business / Product Development

John Goetsch, VP Technology ICSolutions	San Antonio, TX	Tim McAteer, General Manager	Production Engineering; Development
Brian Dietert, Director of Operations ICSolutions	Houston, TX	Tim McAteer, General Manager	Technical Support; Field Operations
Sylvia Castillo, Manager Client Services ICSolutions	San Antonio, TX	Tim McAteer, General Manager	Call Center Support
Latisha Holmes, Product Manager ICSolutions	Tampa, FL	Brendan Philbin, VP Business / Product Development	Lead Subject Matter Expert for new features; Training

Organizational Chart

Nevada DOC Support Team



Customer Escalation Process

Debra Lambe, the existing dedicated Program Manager, will continue to report to Barry Brinker, CenturyLink's Director of Operations, who reports to Paul Cooper, our General Manager. All service and maintenance personnel will report directly to the Program Manager.

The following table details the process that will be used for escalation of DOC trouble tickets.

Escalation Plan		
Level	CenturyLink Position	Task/Role
1	<p>Nevada DOC Program Manager Debra Lambe Phone: (702) 244-6762 Cell: (702) 439-7379 <u>Debra.D.Lambe@centurylink.com</u></p>	<ul style="list-style-type: none"> • <i>Researches history of problem and identifies personnel involved with the problem resolution.</i> • <i>Notifies personnel and supervisors of strategy for problem resolution.</i> • <i>Keeps Department and management involved in progress of problem resolution.</i> • <i>Escalates as necessary.</i> • <i>Responsible for seeing problem through to resolution.</i> • <i>Contacts Director Operations within 8 hours of missed performance standard.</i>
2	<p>Director Operations Barry Brinker Phone: (503) 990-6466 Cell: (503) 269-3018 <u>Barry.E.Brinker@centurylink.com</u></p>	<ul style="list-style-type: none"> • <i>Resolves trouble/issue or escalates further if necessary.</i> • <i>Contacts additional resources (CenturyLink, Vendors, LECs, IXCs, etc.) as necessary.</i> • <i>Keeps Department informed of ongoing activities involving problem resolution.</i> • <i>Contacts National Account Manager within 24 hours if issue is not resolved.</i>
3	<p>Sr. Account Executive Victoria Johnson Phone: (888) 375-7318 Cell: (850) 212-8880 <u>Victoria.L.Johnson@enturyLink.com</u></p>	<ul style="list-style-type: none"> • <i>Resolves trouble/issue or escalates further if necessary.</i> • <i>Contacts additional resources (CenturyLink, Vendors, LECs, IXCs, etc.) as necessary.</i> • <i>Keeps Department informed of ongoing activities involving problem resolution.</i> • <i>Contacts Director Sales within 36 hours if issue is not resolved.</i>
4	<p>Director Sales and Account Management Darryl Lynn Phone: (913) 345-6343 Cell: (913) 526-6854 <u>Darryl.Lynn@centurylink.com</u></p>	<ul style="list-style-type: none"> • <i>Resolves trouble/issue or escalates further if necessary.</i> • <i>Contacts additional resources (CenturyLink, Vendors, LECs, IXCs, etc.) as necessary.</i> • <i>Keeps Department informed of ongoing activities involving problem resolution.</i> • <i>Contacts General Manager within 48 hours if issue is not resolved.</i>

5	General Manager Paul Cooper Phone: (913) 534-5351 Cell: (816) 305-4764 <u>Paul.N.Cooper@centurylink.com</u>	• Escalates further if necessary.
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Problem Logging and Resolution

CenturyLink's proposal includes full support, repair, maintenance, and component replacement as necessary to maintain continuous operation of OTS. Our commitment extends to all systems, telephones, software, and peripheral hardware. This level of support is part of our turn-key proposal to each customer. As such, there will be no cost whatsoever to the customer for this service.

The Shawntech Customer Service Team uses state-of-the-art trouble ticketing software (Wennsoft/Great Plains) for all trouble ticketing management. This is an on-line, user-friendly platform with simplistic requirements for entering data on a ticket condition. The most unique feature of this ticketing platform are "Time Stamps", which capture nine critical sequential events in the life of any trouble ticket;

- 1) the date and time it was opened,**
- 2) the date and time it was assigned to a technician,**
- 3) the date and time the facility was contacted regarding the condition,**
- 4) the date and time access clearance was obtained,**
- 5) the date and time the technician arrived on site,**
- 6) the date and time the trouble was repaired,**
- 7) the date and time of any delays in service or escalation (i.e. weather conditions, waiting on parts),**
- 8) the date and time the customer was notified, and lastly**
- 9) the date and time the ticket was closed.**

Capturing all of these events in a trouble ticket allows the Customer Service Team to closely monitor all activities related to a ticket, and ensure that there are no unnecessary delays missed in resolving the ticket promptly.

The Customer Service Team is in constant communication with the technical field organization so that that all tickets are being worked in a timely manner. They are accountable for trouble tickets throughout the entire trouble-shooting process, making sure that every detail concerning that trouble resolution is documented, and that the ticket activity is progressing toward timely trouble resolution, and subsequent closure.

Repair Times – Service Level Agreements (SLA)

CenturyLink will comply with the Priority Level's 1-4 as outlined in Attachment O.

Severity Level	Definition	Response Time	Resolution Action	Performance measure/Consequences
1 Urgent	<p>a) Major system failure; ITS is down.</p> <p>b) The security system crashes or freezes when a particular action is executed.</p>	Vendor will respond by telephone to the NDOC within one (1) hour of initial notification by the requestor.	Vendor will provide best efforts to effect a resolution within twenty-four (24) hours of the initial notification. Failing the above, vendor will provide an action plan to address the issue within 48 hours.	After 48 hours of the initial notification of an urgent level issue, vendor will begin to reimburse the NDOC day for day lost, the average daily commission from the prior 30 days.
2 Very High	<p>Failure at one or more locations within an institution resulting in a complete loss of functionality or in which a requirement is not met and there is no feasible workaround.</p> <p>Examples:</p> <p>a) The ITS will not upload NOTIS inmate file</p> <p>b) Security call tracking is not working and calls are not being monitored.</p>	Vendor will respond by telephone or electronic means to the NDOC within two (2) hours of initial notification by the requestor.	Vendor will provide best efforts to effect a resolution within seventy-two (72) hours of initial notification by requestor.	After 72 hours of the initial notification of an urgent level issue, vendor will begin to reimburse the NDOC day for day lost, the average daily commission from the prior 30 days, or the NDOC may impose liquidated damages in the amount of \$2,500.00 per day
3 High	<p>Defect in which a requirement or functionality is not met but an acceptable workaround is available.</p> <p>Example:</p> <p>a) Automatic inmate status uploads from NOTIS are not working updating inmate information, but</p>	Vendor will respond by telephone or electronic means to the NDOC within four (4) hours of initial by requestor.	Vendor will provide reasonable endeavor efforts to effect a resolution within thirty (30) days of initial notification or according to the agreed release schedule.	<p>If this level of issue has no direct effect on NDOC ITS, such that all authorized NDOC staff can continue their work; inmates, and friends and family calls, are not effected, and NDOC call commissions remain intact, there is no monetary consequence.</p> <p>Should this level effect the ability of the NDOC to manage inmates, calls, or</p>

Severity Level	Definition	Response Time	Resolution Action	Performance measure/Consequences
	<i>the vendor can manually correct the inmate's status through a screen.</i>			<i>commissions, the NDOC may impose liquidated damages in the amount of \$2,500.00 per NDOC facility.</i>
4 Medium	<p><i>Defect in which the fault or limitation does not materially affect the operation of the system or the business process in which it is identified.</i></p> <p><i>Examples:</i></p> <p><i>a) On saving a record the 'commit successfully complete' confirmation popup has to be clicked 3 times by the user before they can continue.</i></p> <p><i>b) The sort order of a row of records is incorrect.</i></p>	<i>Vendor will respond by telephone or electronic means to the NDOC within eight (8) hours of initial by requestor</i>	<i>Vendor will provide reasonable efforts to effect a resolution within a support or technological release.</i>	<i>None</i>

Friends and Family Support

CenturyLink's Friends and Family customer service is the best in the inmate communications business. Access to a live representative is always readily available to friends and family members. Our year-to-date average speed of answer on collect call inquiries is 55 seconds; for prepaid inquiries we have achieved 23 seconds. Of course online inquiries and assistance is also available.


Our collect billing center can be reached at 888-664-7839 and our prepaid center can be reached at 888-506-8407. We invite the Department to place test calls to our centers as well as other providers to more fully appreciate the service we provide.

3.17.9 Either party will report to the other party any misuse, destruction, damage, vandalism, liability, etc. to the ITS.

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

3.17.10 All issues surrounding the ITS will be reported by the vendor to the authorized NDOC staff. See *Attachment O, Service Level Agreement*.

Describe method of dealing with problems, complaints and response time.

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

CenturyLink will report all issues to authorized DOC staff and comply with all service level agreements as outlined in Attachment O. Additional details on how problems, complaints and response times are handled can be found in Section 3.17.8.

3.18 TRANSITION PLAN

3.18.1 The vendor will work with the authorized NDOC staff and the incumbent vendor to ensure an orderly transition of the ITS and responsibilities under the Contract and ensure the continuity of the ITS required by the NDOC.

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

As the current provider of the NDOC ITS, our familiarity with the State's processes and procedures will minimize the time staff will need to spend with a new provider to transition systems. While we are proposing to replace the premise-based system with a centralized platform, much of our existing infrastructure will remain in place, reducing the time that another provider will need to replace our components with their components.

3.18.2 The vendor will propose a transition plan that minimizes lost revenue to the NDOC for a smooth "cutover" to the new ITS.

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

CenturyLink can assure NDOC of minimal to no down time at each facility that is cut over to our new centralized ITS system. We will leave our existing system on-site for a minimum of a week after cutover to the new system; if a problem occurs we can move the inmate phones back to the old platform in a few minutes.

A preliminary Transition Plan Gantt chart has been developed and is included in Tab IX – Other Informational Material. This plan will be discussed with NDOC immediately after contract award, and modified as required. A finalized plan will be submitted to NDOC within the timeframe specified below in Section 3.18.4.

3.18.3 The vendor will maintain the current ITS database information including inmate profiles and call records. These will be retained during conversion to the new ITS. The vendor shall explain how database is maintained.

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

Prior to cutover to the new centralized platform, CenturyLink will copy all existing data, including inmate profiles and call records from the onsite platform to the centralized platform making the new platform the master database. This new master database will point to all the call recordings at each on-site location until the call recordings have been moved to the new system. In addition,

all existing recorded conversations on the current system will be moved to the new system will be retained for use by NDOC.

- 3.18.4 Within fifteen (15) days after Contract approval by the Nevada Board of Examiners (BOE), the vendor must provide a detailed Transition Plan with fixed deadlines provided to authorized NDOC staff in Carson City. The installation and transition to the new ITS must be completed within one hundred twenty (120) days.

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

CenturyLink has provided a preliminary Transition Plan Gantt chart in Tab IX – Other Informational Material. This plan will be formalized within 15 days after contract approval.

- 3.18.5 Upon expiration, termination, or cancellation of the Contract, the vendor will cooperate in an orderly transfer of responsibility and/or the continuity of the services required under the terms of the Contract to an organization designated by the authorized NDOC staff. The vendor will provide and/or perform any or all of the responsibilities outlined in ***Sections 3.18.6 through 3.18.11*** below.

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

- 3.18.6 The Vendor acknowledges the call records, call recording, documentation, reports, data, etc., contained in the ITS are the property of the NDOC. The Vendor is responsible for providing all call records, call recordings, documentation, data, etc., in a format that authorized NDOC staff can maintain and utilize as an operational database and is designated by the authorized NDOC staff.

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

- 3.18.7 Upon termination, all call detail records, call recordings, documentation, reports, data, etc. will be provided to the authorized NDOC staff by the vendor within one hundred twenty (120) days of request or termination of the Contract. The data will be in a workable, software-compatible format, to be determined by authorized NDOC staff, at no cost to the NDOC.

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

- 3.18.8 Upon termination, the vendor will discontinue providing service or accepting new assignments under the terms of the Contract, on a date specified by the authorized NDOC staff. The vendor agrees to continue providing all of the services in accordance with the terms and conditions, requirements and specifications of the Contract for a period not to exceed one hundred twenty (120) calendar days after the expiration, termination or cancellation date.

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

3.18.9 All commissions will be due and payable by the vendor to the NDOC at the compensation rate provided in the Contract until collect, debit and/or pre-paid calls are no longer handled by the vendor. Not to exceed one hundred twenty (120) days.

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

3.18.10 Commissions will be paid by the 15th of the following month.

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

3.18.11 The vendor will provide a plan for rendering restitution in the event agreed upon commissions are not paid to NDOC at mutually agreed time periods and/or in the event of ITS malfunctions.

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

As the incumbent provider of inmate telephone services to NDOC for the last six years, we believe we have an enviable record of paying commissions on time and providing restitution for any lost commissions. We would ask that the Evaluators contact the appropriate NDOC group to verify our performance in this regard.

Regardless, CenturyLink will follow the requirements of Section 3.17.6 which details the calculation for lost commissions. For commissions that are not paid within the mutually agreed upon time period, CenturyLink will provide restitution that NDOC feels is appropriate.

3.19 BILLING

3.19.1 As facilities complete the “ITS functionality testing”, authorized NDOC staff will determine the billing start date. This start date may vary from facility to facility depending on the completion of the “ITS functionality testing”.

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

3.19.2 The commission paid to the NDOC will be based on gross revenue. Gross revenue is defined as revenue for all accepted calls without exception.

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

3.19.3 The vendor will assume sole responsibility for billing called parties receiving collect calls and for the collection of payment for these calls. The vendor will not deduct fraudulent, uncollectible or unbillable calls from the gross revenue prior to applying the commission percentage rate for the NDOC.

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

3.19.3.1 Notwithstanding the above, gross revenues will not include taxes charged by an appropriate governmental entity. The monthly