

The ITS must inform the call recipient of the rate. The ITS may announce the rate automatically or provide a prompt giving the call recipient the option to hear the rate.

Timing for any call shall not begin before positive acceptance of the call.

#### **4.12 Remittance of Commissions**

GTL shall pay a commission to DOC that shall be equal to 50% of the net profit generated by the system during each contract period. Annual commission payments shall be calculated each year based upon historical call volume. These payments shall be made to DOC in equal monthly installments. The initial commission for year one shall be \$940,000. At the end of each contract period GTL shall reconcile the actual commissions based on actual call volume. GTL and DOC shall determine any necessary adjustments required and the method of adjusting the annual commission payments at the end of each contract period. A reconciliation report shall be furnished to DOC within 60 days after the end of the contract period.

GTL must remit the commission monthly payments to the DOC no later than 45 days after the close of the billing month. For example, a commission monthly payment for calls made during March will be forwarded to the DOC no later than May 15<sup>th</sup>.

All commission payments and accompanying reports must be sent to the following address:

Attn: Parent Canteen Board Secretary  
Oklahoma Department of Corrections  
3400 Martin Luther King  
Oklahoma City, OK 73111

#### **4.13 Maintenance**

##### **4.13.1 Maintenance Standards**

GTL is responsible for maintenance and replacement of the ITS in its entirety or its individual components regardless of cause including, but not limited to, normal wear/use, inmate abuse, natural disaster, or inmate unrest. This system or component replacement, as necessary, will be performed at no cost to the DOC.

Equipment maintenance by GTL will be completed within eight (8) business hours after