

CONTRACT BETWEEN  
COMMONWEALTH OF PENNSYLVANIA  
GOVERNOR'S OFFICE OF ADMINISTRATION

AND

MCI COMMUNICATIONS SERVICES, INC.  
d/b/a VERIZON BUSINESS SERVICES

CONTRACT NO.

THIS CONTRACT is made and entered into in Harrisburg, Pennsylvania, in the County of Dauphin, Commonwealth of Pennsylvania, by and between the COMMONWEALTH OF PENNSYLVANIA, Governor's Office of Administration ("OA") and MCI Communications Services, Inc. d/b/a Verizon Business Services ("Verizon Business" or "MCI").

WHEREAS, the Department of General Services ("DGS") delegated to OA authority to issue a request for proposal (RFP) for furnishing, installing, and maintaining three related telecommunications systems that will provide payphone service for the Commonwealth of Pennsylvania and control inmate calling from the state correctional institutions; and

WHEREAS, pursuant to the RFP, OA awarded this Contract to MCI.

NOW, THEREFORE, for, and in consideration of, the following is set forth in this Contract, and the parties intending to be legally bound, mutually understand and agree that:

1. This Contract shall be effective for a sixty (60) month period commencing on the Effective Date as defined in Paragraph 1 of the Contract Terms and Conditions for Services, but may be extended beyond that period as set out in Paragraph 1 of the Contract Terms and Conditions for Services.
2. This Contract shall be governed by the laws of the Commonwealth of Pennsylvania and, for all purposes, shall be construed in accordance with those laws and decisions of the courts of the Commonwealth of Pennsylvania, and shall be binding upon the Parties and their respective successors and assigns. No amendment, or modification, of the Contract shall have any force or effect unless it is in writing and signed by the Parties.
3. The following attachments are incorporated by reference and made part of this Contract:

Attachment A:	Contract Terms and Conditions for Services
Attachment B:	RFP, including all addenda issued related thereto
Attachment C:	Final cost submittal, dated August 1, 2006
Attachment D:	

D-1: Contractor's original technical submittal, dated October 13, 2005; and

D-2: Clarifications received May 22, 2006 related to  
RFP Sections 2.5-C & 2.5-D

Attachment E: Disadvantages Business Submittal

4. The Parties agree that all legal notices pursuant to the Contract shall be in writing and mailed by certified mail, return receipt requested, and all other communications shall be in writing and mailed, prepaid first-class, to the following addresses of the respective Parties, or to such other addresses as may be designated from time to time by the Parties:

a. OA

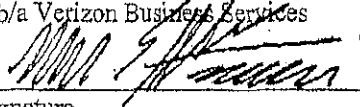
Kristen Miller  
Deputy Miller  
Office of Administration  
209 Finance Building  
Harrisburg, PA 17120

b. Verizon Business

Steve Viefhaus  
Sr. Director, Government Markets  
Verizon Business  
500 Technology Drive  
Room C2123  
Weldon Spring, MO 63304  
636-793-3457

IN WITNESS WHEREOF, the Parties to this Contract have executed it, through their respective duly-authorized representatives, as of the dates written below. Execution by OA will be through the issuance of a Purchase Order as described in Paragraph 37 of the Contract Terms and Conditions for Services.

MCI Communications Services Inc.  
d/b/a Verizon Business Services

  
\_\_\_\_\_  
Signature

Suleiman Hessami  
VP Pricing/Contract Management

Date

9-28-06

Commonwealth of Pennsylvania  
Governor's Office of Administration

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
FEIN

\_\_\_\_\_  
SAP Vendor Number

APPROVED FOR FORM AND LEGALITY

\_\_\_\_\_  
Office of Chief Counsel  
Governor's Office of Administration

\_\_\_\_\_  
Office of General Counsel

\_\_\_\_\_  
Office of Attorney General

CERTIFICATION OF FUNDS

\_\_\_\_\_  
Comptroller

\_\_\_\_\_  
Date

APPROVED



E-MAILED

2/7/07

ORIGINAL Page 1 of 3  
Contract No. 4600010915  
Contract Original Approval Date: 12/28/2006  
Contract Change Approval Date: 01/12/2007

**Purchasing Agent:**  
Name: Matthew Phillips  
Phone: 717-214-3740  
Fax: 717-214-3567

Valid from/to: 12/08/2006 - 12/07/2011

**Please Deliver To:**  
OA  
207 Finance Building  
HARRISBURG PA 17120  
USA

Your SAP Vendor Number With Us: 165236

**Supplier Name/Address:**  
MCI WORLDCOM  
COMMUNICATIONS INC  
979 E PARK DR  
HARRISBURG PA 17111-2810  
Supplier Telephone No: 717-565-7500  
Supplier Fax No.:

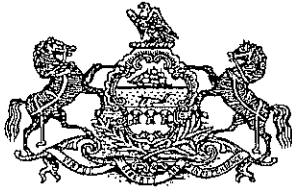
Your Quotation:            Date:  
Collective No.:  
Our Quotation:

**Payment Terms:**  
NET 30

The Commonwealth of Pennsylvania, through the Purchasing Agency, accepts the submission of the Bidder/Contractor for the awarded item(s) at the price(s) set forth below in accordance with: 1) the RFQ submitted by the Bidder/Contractor, if any; 2) the documents attached to this Contract or incorporated by reference, if any, and 3) the contract terms and conditions stored on the website address at [www.dgs.state.pa.us](http://www.dgs.state.pa.us) for this type of Contract as of the date of the RFQ, if any, or other solicitation for this Contract, all of which, as appropriate, are incorporated herein by reference. When the Bidder/Contractor receives an order or a written notice to proceed from the Purchasing Agency, the order or notice constitutes the Bidder/Contractor's authority to furnish the item(s) to the agency at the time(s) and place(s) specified in the order or notice. RFQ, as used herein, means Request for Quotations, Invitation for Bids, Invitation to Qualify, or Request for Proposals, as appropriate.

Item	Material/Service Desc	Est Qty	UOM	Net Price	Per Unit	Total
10	Phone Instrument Installation - Protel 3	0.00	Each	650.00	1 Each	0.00
20	Phone Instrument Installation - Protel 7	0.00	Each	750.00	1 Each	0.00
30	Phone Instrument Installation - Protel 3	0.00	Each	695.00	1 Each	0.00
40	Phone Instrument Installation - Protel 7	0.00	Each	795.00	1 Each	0.00
50	Pedestal Installation - Floor-mount Ped.	0.00	Each	120.00	1 Each	0.00

SEE LAST PAGE FOR ESTIMATED TOTAL VALUE INFORMATION



ORIGINAL  
Contract No. 4600010915  
Contract Original Approval Date: 12/28/2006

Page 2 of 3

Supplier Name:  
MCI WORLDCOM  
COMMUNICATIONS INC

Item	Material/Service Desc	Est Qty	UOM	Net Price	Per Unit	Total
60	Pedestal Installation - Floor-mount Ped.	0.00	Each	120.00	1 Each	0.00
70	Pedestal Installation - Wall-mount Ped.	0.00	Each	100.00	1 Each	0.00
80	Pedestal Installation - Wall-mount Ped.	0.00	Each	100.00	1 Each	0.00
90	Pedestal Installation - Floor-to-wall-mo	0.00	Each	120.00	1 Each	0.00
100	Pedestal Installation - Floor-to-wall-mo	0.00	Each	120.00	1 Each	0.00
110	Pedestal Installation - Drive-up PedIndo	0.00	Each	120.00	1 Each	0.00
120	Pedestal Installation - Drive-up PedOutd	0.00	Each	120.00	1 Each	0.00
130	Pedestal Installation - Back-toback Ped.	0.00	Each	235.00	1 Each	0.00
140	Pedestal Installation - Back-toback Ped.	0.00	Each	235.00	1 Each	0.00
150	Enclosure Installation - L31A Enc.Indoor	0.00	Each	120.00	1 Each	0.00
160	Enclosure Installation - L31A Enc.Outdoo	0.00	Each	120.00	1 Each	0.00
170	Enclosure Installation - Fortec 2000 Enc	0.00	Each	280.00	1 Each	0.00
180	Enclosure Installation - Fortec 2000 Enc.	0.00	Each	280.00	1 Each	0.00



**ORIGINAL** Page 3 of 3  
**Contract No. 4600010915**  
**Contract Original Approval Date: 12/28/2006**

**Supplier Name:**  
 MCI WORLDCOM  
 COMMUNICATIONS INC

Item	Material/Service Desc	Est Qty	UOM	Net Price	Per Unit	Total
190	Enclosure Installation - PC-1 Enc. Indoor	0.00	Each	215.00	1 Each	0.00
200	Enclosure Installation - PC-1 Enc. Outdoor	0.00	Each	215.00	1 Each	0.00
210	Enclosure Installation - Sierra 9000 Enc	0.00	Each	165.00	1 Each	0.00
220	Enclosure Installation - Sierra 9000 Enc	0.00	Each	165.00	1 Each	0.00
230	Enclosure Installation - MC-101 Enc. Ind	0.00	Each	300.00	1 Each	0.00
240	Enclosure Installation - MC-101 Enc. Out	0.00	Each	300.00	1 Each	0.00
250	Enclosure Installation - 90L Enc. Indoor	0.00	Each	475.00	1 Each	0.00
260	Enclosure Installation - 90L Enc. Outdoor	0.00	Each	475.00	1 Each	0.00
270	Mon. Recurring Coin/Card Cost	0.00	Month	160.00	1 Month	0.00
280	Inmate Telephone Services	0.00		0.00	0	0.00

**General Requirements for all Items:**

No further information for this contract.

**Estimated Total Value  
 Not Applicable**

**CONSENT TO SUBCONTRACT BY Commonwealth of PA, Governor's Office of Administration:**

The undersigned hereby consents to the subcontract of the obligations of MCI Communications Services, Inc. under the Contract to Global Tel\*Link Corp., as described above with the exception that the Commonwealth maintains that MCI Communications Services Inc remain the Prime with the associated responsibilities for all agreed upon services until consignment of the contract to GTL is executed.

By: Valerie Long

Title: OA/IT Enterprise Support Services Director

Dated: June 28, 2007

cc: Stuart M. Kuntz, Esq.

June [ 28 ], 2007

**VIA FEDERAL EXPRESS**

Ms. Valerie L. Long  
Enterprise Network Support Manager  
OIT/Bureau of Infrastructure and Operations  
Governor's Office of Administration  
1 Technology Park  
Harrisburg, PA 17110

**RE: NOTIFICATION OF SUBCONTRACT BY MCI COMMUNICATIONS SERVICES, INC. TO GLOBAL TEL\*LINK CORP.**

Dear Ms. Long:

Reference is made to that certain agreement, pursuant to RFP No. 2003-081-011, as such agreement may have been amended from time to time (the "Contract"), by and between the Commonwealth of Pennsylvania, Governor's Office of Administration (the "Commonwealth") and the Company. Capitalized terms used herein and not otherwise defined shall have the respective meanings set forth in the Contract. Pursuant to Section 20 of the Contract, the Company shall not subcontract with any person or entity to perform all or any part of the work to be performed under the Contract without the prior written consent of the Contracting Officer. The purpose of this letter is to inform you that the Company intends to subcontract with Global Tel\*Link Corp., a Delaware corporation ("GTL"), to perform the obligations of the Company under the Contract. In connection with the Contract, the Company requests that you acknowledge, and consent to, the subcontract of the Company's obligations under the Contract to GTL.

Please acknowledge consent to the subcontract of the Company's obligations under the Contract to GTL by signing this letter and returning a copy via facsimile to Stuart Kuntz, at 908-696-2063, with the original to follow by regular mail to the following address:

Verizon Communications Inc.  
Attn: Stuart Kuntz, Esq.  
One Verizon Way  
VC54S241  
Basking Ridge, NJ 07920

For your convenience, please find enclosed a self-addressed, stamped envelope addressed to the above. Thank you for your prompt attention to this matter. Please call Stuart Kuntz at 908-559-5670 if you have any questions.

Very truly yours,  
**MCI COMMUNICATIONS SERVICES, INC.**

By: \_\_\_\_\_

Title: Director, Business Development





Global Tel\*Link Corporation  
Area Sales Director  
255 Butterfly Road  
Jackson, NJ 08527  
Work - (732) 928-7600  
Fax - (732) 928-5500

August 1, 2008

**DELIVERED VIA EMAIL & OVER NIGHT DELIVERY**

Ms. Catherine Gontkovic, Director  
Commonwealth Telecommunications Services  
OA/OIT/Bureau of Infrastructure and Operations  
CTC 1 Technology Park  
Harrisburg, PA 17110

**RE: Change Order Request Documentation – Network Conversion SOW**

Ms. Catherine Gontkovic,

Please accept this letter and the attached SOW/SLA to support Global Tel\*Link's (GTL) request to convert our existing Network and fulfill commitments to the Office of Administration (OA) and the PA Dept. of Corrections (DOC) in providing detailed documentation to any "Change Order Amendment" to the existing GTL inmate phone contract.

The attached SOW/SLA has been prepared with full agreement from the DOC, PA OA and GTL. The Scope of Work (SOW) outlines the background, Trial results, and VOIP performance. GTL-PA DOC Service Level Agreement (SLA) is embedded into SOW.

All new services provided to the PA DOC meet and/or exceed the performance of the original services installed according to the contract and will be installed at no cost to the Commonwealth.

In addition, the following statement should be added to the Change Order Amendment at time of authorization for VOIP deployment:

"GTL has agreed to eliminate the Federal Universal Fund Surcharges (FUSF) on all debit inmate calls."

Once the Change Order is approved by your office and the DOC, GTL will meet with the DOC to gain their approval for implementation timelines.



Global Tel\*Link Corporation  
Area Sales Director  
255 Butterfly Road  
Jackson, NJ 08527  
Work - (732) 928-7600  
Fax - (732) 928-5500

We wish to thank the Dept. of Corrections and Office of Administration for this opportunity to improve the technology and service on the inmate phone contract and we look forward to a successful conversion.

Please do not hesitate to contact me with any questions or concerns you may have with this documentation. Thank you.

Sincerely,

A handwritten signature in black ink that reads "Timothy Miller". The signature is written in a cursive, flowing style.

Timothy Miller  
NE Area Sales Director  
Global Tel\*link  
[tmiller@gtl.net](mailto:tmiller@gtl.net)

Cc: William Sprenkle, Executive Deputy Secretary  
Cathy Consla, PA Distributed Systems Analyst -OA  
Denise Cope, Governor's Office of Administration  
Tom Sweeney, GTL VP of Sales

## STATEMENT OF WORK

### PENNSYLVANIA DEPARTMENT OF CORRECTIONS

#### CONVERSION OF THE EXISTING NETWORK INFRASTRUCTURE TO IP EDGE TECHNOLOGY FOR INMATE TELEPHONE SERVICES (ITS) AND DATA CONNECTIVITY

Delivered by: Global Tel\*Link

July 31, 2008

#### INTRODUCTION

Global Tel\*Link (GTL) assumed responsibility of the existing PA DOC Inmate Telephone Services (ITS) Contract with its acquisition of the former Verizon/MCI Advanced Corrections Division on July 17, 2007. Between the months of April 2007 and June 2007, the Verizon/MCI proposed ITS solution was deployed at every DOC state correctional institution. In summary, the state-wide implementation/conversion consisted of the following network/equipment deployment:

- Installation of traditional digital (TDM) T1 and Frame Relay network connectivity and all supporting equipment (CSUs, routers, switches) for the transport of all inmate voice traffic and data applications between all sites in the network.
- Installation of stand alone T1 Frame Relay network connectivity and supporting equipment from key DOC locations (Central Office HQ server site, DOC HQ Security, and OPR).
- Installation of the VAC (Value Added Communications) Focus 100 Inmate Telephone System platform and associated workstations at all 27 DOC sites plus stand alone workstations HQ Security and OPR.
- Installation of a total of 1,638 new inmate telephone stations.

Prior to the acquisition of Verizon/MCI, GTL had already adopted a corporate wide strategy to replace traditional T1 and PSTN based network transport for inmate telephone traffic with a 'next generation' IP edge technology in order to align itself with the trend of all the major telecommunication providers. GTL began this transition in January of 2005 and has since successfully converted the majority of its inmate customer base to this 'now generation' IP technology – commonly referred to as "VoIP".

The paradigm shift to IP edge technology has delivered technological improvements for how telecom providers transport voice and data over the most diverse, flexible and advanced networks available today. GTL has deployed this technology to the PA DOC.

GTL will continue to deliver industry leading service to the PA DOC without sacrificing any of our obligations and commitments under our existing contract. Our recently completed VoIP Trials at two PA DOC SCI locations have proven this to be true.

#### BACKGROUND

---

In November 2007, GTL and the PA DOC agreed upon formal VoIP Performance Parameters, as represented in a "stare and compare" Excel spreadsheet, which would be used to compare various service and statistical benchmarks both before, and after, a designated VoIP trial period. These service and statistical benchmarks were measured at two PA DOC sites using the original TDM digital T1 networks compared to the proposed VoIP services during a 2 week trial period. The two sites selected for the trial were: SCI Chester (Verizon LEC) and SCI Waymart (South Canaan LEC).

GTL coordinated the conversions from traditional TDM T1 services to IP at the two trial sites. The following configurations were used:

SCI Chester: N x T1 = 3.0 Mbps of dynamic bandwidth for voice/data  
Codec g.729a  
1335 Adtran Router (T1s termination)  
IAD (Integrated Access) SIP Gateway Device

SCI Waymart: Full T1 = 1.5 Mbps of dynamic bandwidth for voice/data  
Codec g.729a  
1335 Adtran Router (T1 termination)  
IAD (Integrated Access) SIP Gateway Device

The initial trial was conducted between the dates of February 1 through February 15, 2008. While the results of this trial did meet, and in most cases exceeded, the VoIP Performance Parameters, 3 Way Call Detection during this trial did not meet the desired performance expectations. This was primarily caused by the challenges of applying traditional 3 way detection algorithms and sensitivity settings within the inmate telephone system platform to a VoIP environment using the g.729a compression standard.

Understanding the importance of 3 way call detection to the DOC as a means to control security and prevent misconduct of the inmate population, GTL approached the DOC to request a second trial period in order to resolve the challenges of 3 way detection we had learned of during the first VoIP trial.

After extensive development and testing by GTL and its partners, a second 2 week trial period at SCI Chester and SCI Waymart commenced on March 10, 2008. This time the 3 way call detection tests exceeded the Performance Parameter guidelines. Additionally, all other results during this second trial did meet, and in most cases exceeded, the VoIP Performance Parameters as stated in the stare and compare spreadsheet.

On April 18, 2008 GTL and its partners met with Deputy Secretary Sprenkle, and key DOC personnel, to review the results of the trials and to gain approval from the DOC to move forward with the conversion of all DOC sites.

This Statement of Work is the result of that meeting and its purpose is to identify the necessary steps, and to define a schedule, for completing the conversion.

## **CONVERSION PROCESS**

To complete the conversion of the remaining DOC sites, GTL is proposing a phased approach whereby key components of the 'core' IP data network will be established first, followed by the conversion of live inmate voice traffic from three larger DOC sites, and eventually converting all the remaining sites. The entire phased approach is estimated to take approximately three months to complete, from beginning to end.

Proposed Schedule Summary:

**Phase I (TBD by DOC)** – Core IP data network that supports all connectivity from the HQ Central Server location in Camp Hill to each individual site, and from the HQ Central Server location to all the supporting 'back office' GTL, and VAC locations will be installed, tested, and monitored.

**Phase II (3 weeks from first cutover above)** – SCI Camp Hill inmate traffic will be switched from the traditional TDM network to GTL VoIP network.

**Phase III (3 weeks from last site cutover)** – SCI Graterford inmate traffic will be switched from the traditional TDM network to GTL VoIP network.

**Phase IV ((3 weeks from last site cutover )** – SCI Fayette inmate traffic will be switched from the traditional TDM network to GTL VoIP network.

**Phase V (DOC to provide final approach)** – All remaining facilities will be converted during this time period. (Details of the exact schedule have been furnished under separate attachment, filename: PA DOC Transition Schedule\_042808.mp)

#### **KEY CONTACTS DURING THE CONVERSION**

The following personnel will be involved with the PA DOC conversion process:

Tom Fulton – GTL  
Field Services Manager  
610-282-3682

Tim Miller - GTL  
Sales Director  
732-928-6700

Steve Deforrest – GTL  
Implementation Manager  
251-375-8102

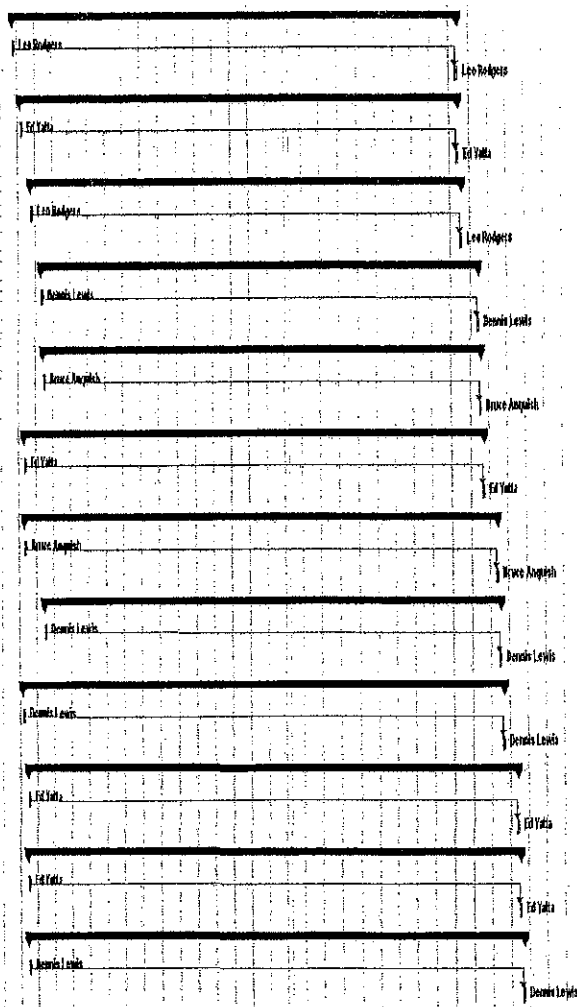
Byron Johnson - GTL  
Director Data Network Engineering  
317-558-3147

Pat Pline – GTL  
Director Field Services  
212-831-5390

**The following pages provide a snap shot of the MS Project Implementation Plan**



✓	SC1 Redwood	921 days	Fri 11/09/01	Tue 7/26/02	
✓	VO Installation & ckt activation	1 day	Fri 11/09/01	Fri 11/09/01	Lee Rodgers
✓	System cut over	1 day	Tue 7/23/02	Tue 7/23/02 05	Lee Rodgers
✓	SC1 Pine Grove Youth Center/Bar	922 days	Mon 11/05/01	Tue 7/23/02	
✓	VO Installation & ckt activation	1 day	Mon 11/05/01	Mon 11/05/01	Ed Yalla
✓	System cut over	1 day	Tue 7/23/02	Tue 7/23/02 08	Ed Yalla
✓	SC1 Dallas	119 days	Fri 11/09/01	Wed 7/24/02	
✓	VO Installation & ckt activation	1 day	Fri 11/09/01	Fri 11/09/01	Lee Rodgers
✓	System cut over	1 day	Wed 7/24/02	Wed 7/24/02 71	Lee Rodgers
✓	SC1 McKinney	921 days	Tue 11/27/01	Tue 7/23/02	
✓	VO Installation & ckt activation	1 day	Tue 11/27/01	Tue 11/27/01	Dennis Lewis
✓	System cut over	1 day	Tue 7/23/02	Tue 7/23/02 71	Dennis Lewis
✓	SC1 Mesquite	921 days	Wed 11/14/01	Wed 7/23/02	
✓	VO Installation & ckt activation	1 day	Wed 11/14/01	Wed 11/14/01	Bruce Anspach
✓	System cut over	1 day	Wed 7/23/02	Wed 7/23/02 77	Bruce Anspach
✓	SC1 Crosson	921 days	Tue 11/14/01	Tue 7/23/02	
✓	VO Installation & ckt activation	1 day	Tue 11/14/01	Tue 11/14/01	Ed Yalla
✓	System cut over	1 day	Tue 7/23/02	Tue 7/23/02 10	Ed Yalla
✓	SC1 Ocean	115 days	Tue 11/14/01	Tue 7/23/02	
✓	VO Installation & ckt activation	1 day	Tue 11/14/01	Tue 11/14/01	Bruce Anspach
✓	System cut over	1 day	Tue 11/14/01	Tue 7/23/02 03	Bruce Anspach
✓	SC1 Coal Township	921 days	Wed 11/14/01	Wed 11/14/01	
✓	VO Installation & ckt activation	1 day	Wed 11/14/01	Wed 11/14/01	Dennis Lewis
✓	System cut over	1 day	Wed 7/23/02	Wed 7/23/02 06	Dennis Lewis
✓	SC1 Beckwith	921 days	Mon 11/14/01	Tue 7/23/02	
✓	VO Installation & ckt activation	1 day	Mon 11/14/01	Mon 11/14/01	Dennis Lewis
✓	System cut over	1 day	Tue 7/23/02	Tue 7/23/02 05	Dennis Lewis
✓	SC1 Mendota	115 days	Wed 11/14/01	Tue 7/23/02	
✓	VO Installation & ckt activation	1 day	Wed 11/14/01	Wed 11/14/01	Ed Yalla
✓	System cut over	1 day	Tue 11/27/01	Tue 11/27/01 02	Ed Yalla
✓	SC1 Duckhorn Wood Camp	116 days	Wed 11/14/01	Wed 7/23/02	
✓	VO Installation & ckt activation	1 day	Wed 11/14/01	Wed 11/14/01	Ed Yalla
✓	System cut over	1 day	Wed 7/23/02	Wed 7/23/02 05	Ed Yalla
✓	SC1 Nancy Weaver's Facility	117 days	Wed 11/14/01	Tue 7/23/02	
✓	VO Installation & ckt activation	1 day	Wed 11/14/01	Wed 11/14/01	Dennis Lewis
✓	System cut over	1 day	Tue 7/23/02	Tue 7/23/02 06	Dennis Lewis



## GTL FRAME RELAY TO IPSEC DATA CIRCUIT MIGRATION

Each site will be upgraded to a FEX T1(s) circuits. A single T1 will allow up to 40 simultaneous calls with a minimum of 512K reserved for Data to support voice recording downloads, and validation. The network router will use a QOS algorithm to manage the VOIP priority over data traffic. If all trunks are not in use, the unused T1 will be available for data traffic.

If a site requires more than 1 T1, additional T1s can be provisioned, and bonded with Multi-link point-to-point protocol (MLPPP). These circuits will combine the bandwidth of both T1s to create a summed bandwidth of the T1s.

For example, two T1s will create a combined MLPPP circuit of 3 MBps. The combined T1s will support up to 80 VoIP trunks, and have remaining bandwidth leftover for recordings and validation.

GTL will create IPSEC tunnels using 3DES MD5, and terminate tunnels to VAC and GTL data centers for validation. Each site will also have an IPSEC tunnel to the Camp Hill HQ site to support central data bases for the VAC system. Upon successful conversion, the legacy frame relay circuit will be disconnected from the site.

## **OPR AND HQ SECURITY LOCATIONS**

OPR and the HQ Security offices have stand alone system workstations with dedicated frame relay T1 circuits that allow both locations to have access to every site system in the network. Both locations will be upgraded to dedicated business Class ADSL circuits which provide 3.0 MBps of bandwidth each. The ADSL circuits will provide each site with six times the bandwidth they have today for the purposes of accessing remote systems to conduct investigative work, pull call detail records and recordings, run reports, and live monitor any inmate telephone call throughout the system. Due dates for these circuits were not yet available at the time of this submission.

## **SERVICE AND MAINTENANCE**

As stated in the Introduction to this SOW, GTL will comply with and meet all contractual responsibilities for maintaining service to the PA DOC, as stated in our original response to RFP #2005-081-011. Copies of those responses have been provided below:

RFP #2005-081-011

5. Maintenance Liquidated Damages:
  - a. Minor Emergency.

(1) The Contractor shall respond, between 8 AM and 5 PM, Monday through Friday, to a minor malfunction of the equipment and cabling within eight (8) working hours after notification between the hours of 8 AM and 5 PM. The inmate stations, location processors, the central processor, and the monitoring and recording equipment shall be repaired 24-hours a day, seven days a week, 365 days a year. Reference Attachment 3 for locations. Included in the repair of the inmate stations is the repair of the software, cards, etc. that control the operation of the inmate telephones. If the Contractor fails to respond within eight (8) working hours, the Contractor agrees to pay to the Commonwealth \$300.00 as an initial liquidated damage, and \$15.00 for each and every hour of delay after the first eight (8) working hours. All repairs or replacements shall be completed within twenty-four (24) working hours following response to notification of a minor emergency malfunction, and the Contractor must exhibit a best efforts approach to the completion of the repairs or replacement during the first twenty-four (24) working hours following response to notification. If the Contractor fails to exhibit best efforts, as determined by the using agency (DOC), with the concurrence of the Commonwealth, to complete the repairs or replacement within twenty-four (24) working hours following initial response, the Contractor agrees to pay the Commonwealth as liquidated damages the sum of \$200.00 for each and every calendar day of delay.

### **MCI Response:**

MCI has read, understands and will comply.

MCI will follow all Minor repair guidelines as set forth in 5.a.1 above. MCI understands that failure to meet the guidelines will result in the liquidated damages as also described within this section.

It is important to note that MCI's first line of service response is to remotely log into the system. MCI considers this remote access to be the initial Contractor Response to the trouble ticket. To facilitate this remote capability, MCI installs a fully networked Frame Relay infrastructure providing a high speed connection at each of the PA DOC sites. It is MCI's experience that many of the troubles can be corrected via this remote access.



- (2) For the purpose of this proposal, a minor emergency shall be defined as, or all of the following:
- (a) A failure of between 10% and 49% of the inmate stations in a bank of telephones to function as they are normally intended.
  - (b) A failure that incapacitates the monitoring and recording capability on up to 49% of the inmate lines at an SCI.
  - (c) A failure of any peripheral equipment which renders it incapable of functioning as it was intended.
  - (d) Indication of minor alarm condition in any of the processor equipment.

**MCI Response:**

MCI has read understands and agrees.

MCI will respond to these types of occurrences within the time frames as set forth by the Commonwealth in 5.a.1 of this RFP Tab 8.

b. Major Emergency

- (1) The Contractor shall respond by arriving at the site on a 24-hour per day basis, 7 days per week, 365 days of the year, to a major failure (i.e., processor failure) to the equipment/software within three (3) hours after notification. If the Contractor fails to respond by arriving at the site within three (3) hours, the Contractor agrees to pay to the Commonwealth \$300.00 as initial liquidated damages and \$15.00 for each and every hour of delay after the first three (3) hours. All repairs or replacements shall be started within the first contiguous twenty-four (24) hours following response to notification of a major system failure, and the Contractor must exhibit a best efforts approach to completion of the repairs or replacement during the first contiguous twenty-four (24) hours following response to the notification. If the Contractor fails to exhibit best efforts, as determined by the using agency, with the concurrence of the Office of Administration, to complete the repairs or replacement within twenty-four (24) hours following initial response, the Contractor agrees to pay the Commonwealth as liquidated damages the sum of \$300.00 for each and every calendar day of delay.

**MCI Response:**

MCI has read, understands and will comply.

MCI will follow all Major repair guidelines as set forth in 5.b.1 above. MCI understands that failure to meet the guidelines will result in the liquidated damages as also described within this section.

It is important to note that MCI's first line of service response is to remotely log into the system. MCI considers this remote access to be the initial Contractor Response to the trouble ticket. To facilitate this remote capability, MCI installs a fully networked Frame Relay infrastructure providing a high speed connection at each of the PA DOC sites. It is MCI's experience that many of the troubles can be corrected via this remote access.

- (2) For the purpose of this RFP, a major emergency shall be defined as, but not be limited to, an occurrence of any or all of the following:
- a. Any failure of a processor or the common equipment which renders the system at a SCI incapable of performing normal functions.
  - b. A failure that incapacitates the monitoring and recording capability on 49% or more of the Inmate lines at a SCI.
  - c. A failure of 50% or more of the inmate stations in a bank of telephones to function as they are normally intended.

**MCI Response:**

MCI has read understands and agrees.

CI will respond to these types of occurrences within the time frames as set forth by the Commonwealth in 5.a.1 of this RFP Tab 8

- c. Assessment of Liquidated Damages: Liquidated damage charges specified in the preceding paragraphs shall not be assessed where performance of the Contractor's obligations are prevented or delayed by an act of God, freight embargoes, strikes, fire, or acts of government, provided the successful Contractor notifies the using agency of such circumstances and the using agency, with
- d. Concurrence of the Office of Administration, reasonably determines that the failure to perform within the specified time was beyond the control and without the fault or negligence of the Contractor.

**MCI Response:**

MCI has read understands and agrees.

- d. Maintenance Liquidated Damage Major and Minor Monthly Report: Contractor shall furnish a cumulative monthly management report, which will be emailed to the Office of Administration and the Department of Corrections. The Contractor shall provide report design in response for Systems B and C. The report shall be associated with its dispatch center(s) logging, tracking, and updating Commonwealth service calls as proposed in the RFP. The Contractor shall also manage the Commonwealth maintenance liquidated damages in the same cumulative monthly report.

**MCI Response:**

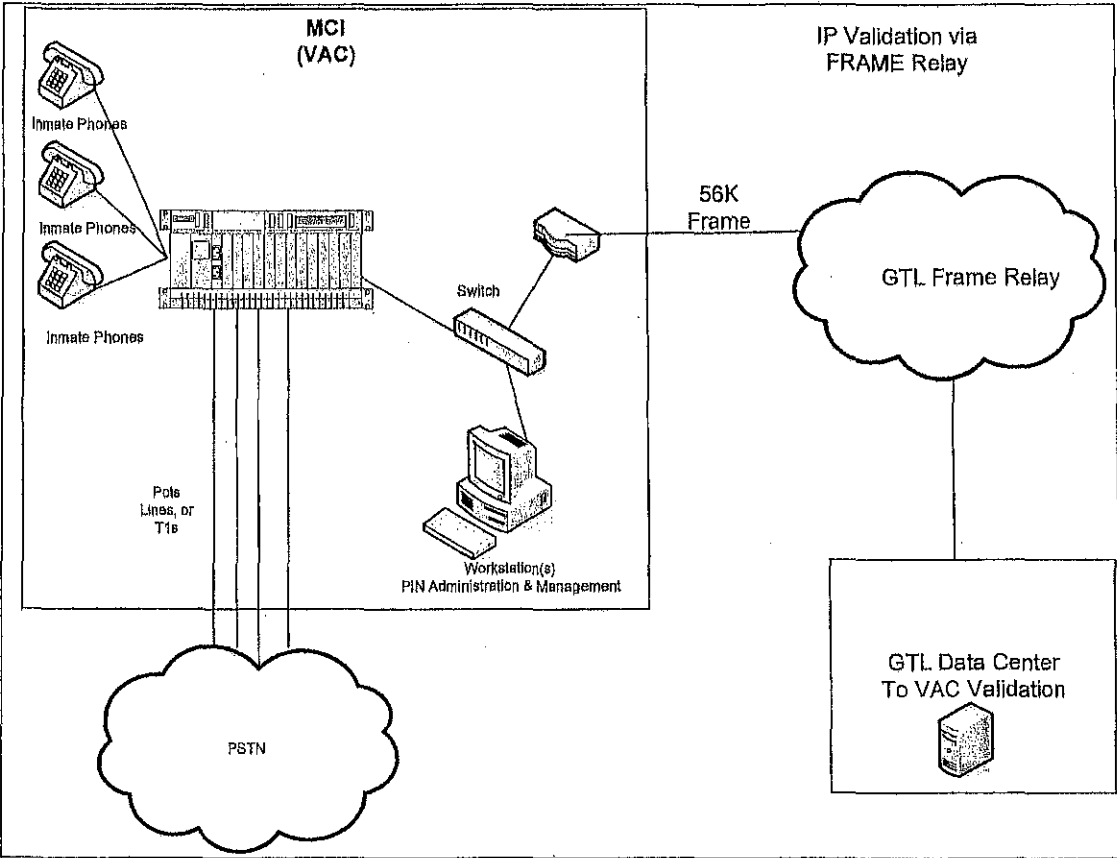
MCI has read understands and will comply.

As stated within this Section, MCI will open a trouble ticket for each and every Major and Minor trouble reported by the Commonwealth. The Ticket Manager system offers a very comprehensive suite of reports. Each month MCI will present the Commonwealth with a management report detailing each of the above requested items to include dispatches, maintenance and calculated liquidated damages.

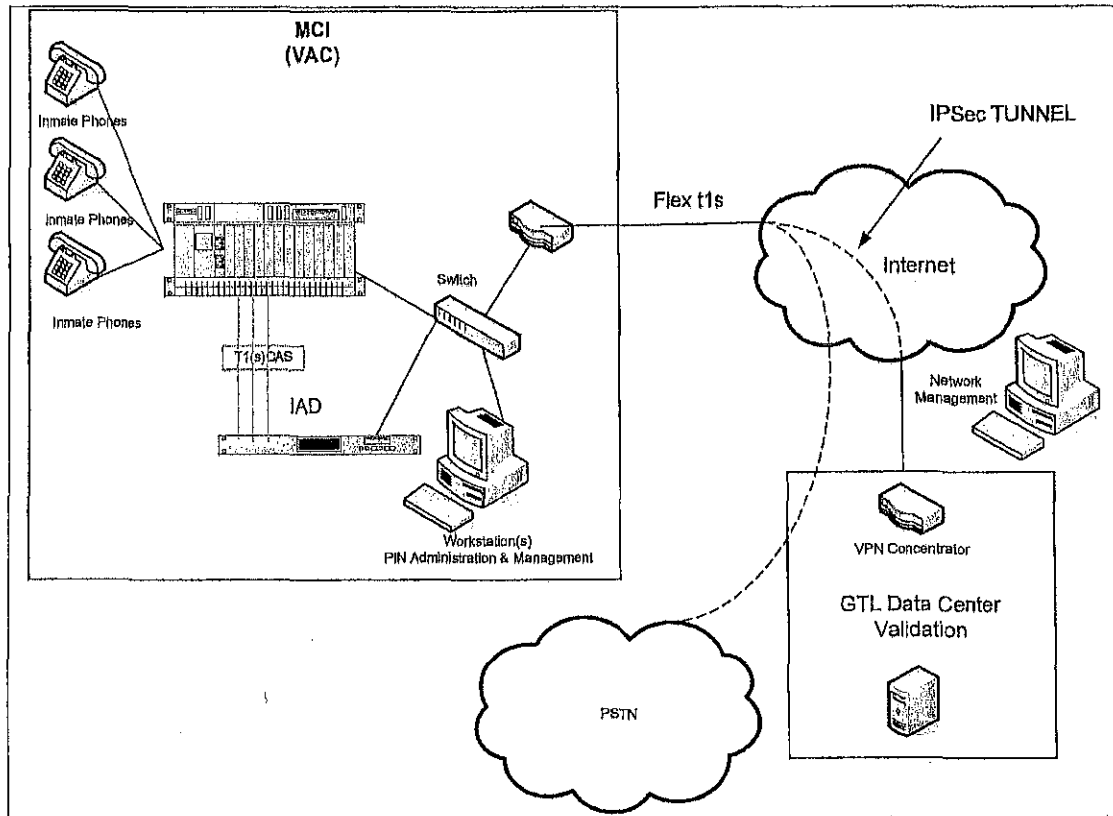
In addition to the monthly reporting, MCI will provide selected PA DOC personnel with access to MCI's Ticket Manager System. At any time, the PA DOC can view active tickets ticket, view history reports or a host of other helpful and informative information. MCI will provide training of the DOC staff at any time during the contract term.

- End of RFP Reference -

**EXISTING NETWORK CONFIGURATION AT A TYPICAL SITE**



# PROPOSED NETWORK CONFIGURATION AFTER CONVERSION



**GTL / PADO**  
**Data Circuit Activation & VoIP Conversion**

**INSTALLATION/ACTIVATION OF DATA CIRCUIT**

- 1) Voip Conversion Equipment list
  - A) Adtran Model 1335 Router/switch
  - B) 4 Port IAD Voip Gateway
  - C) Category 5 cables
  
- 2) GTL confirms installation of data circuit
  - A) If needed, GTL sends tech onsite to extend cabling from point of demarcation to final location of premise equipment
  - B) GTL tests circuits prior to activation to confirm equipment is visible from behind extended cabling
  
- 3) GTL joins conference bridge, given prior to date/time of circuit activation
  - A) Install Equipment
    - i) GTL connects router/switch up to data circuit (reference hardware PDF)
    - ii) GTL connects IAD[s] to router/switch (reference hardware PDF)
  - B) Data Circuit Activation
    - i) GTL turns up the data circuit
    - ii) GTL confirms clean, error free connectivity to all equipment (router/switch/IAD[s])
  - C) Equipment Configuration
    - i) GTL configures router to include full access credentials for GTL to view/modify router configurations
      - a) \*NOTE: router configurations, not including GTL HQ routing changes, should take place at this time.
    - ii) GTL configures IAD[s] on, a site specific basis, to ensure calls can be made from the site
    - iii) GTL adds devices to SNMP Network Monitoring
  - D) Testing
    - i) GTL will test to confirm data circuit can handle traffic in direct relation to the size of the data pipe
    - ii) GTL will test to confirm a call can be made from IAD[s] to a number given by GTL
    - iii) Security: GTL Network engineering will apply access control list to limit the access to sites by only GTL data centers. The circuit will be tested to assure that the ACL blocks all other access.
  
- 4) Troubleshooting
  - A) Circuit
    - i) In the event that the circuit fails to meet clean data traffic, either idle or under stress, GTL will work directly

with GTL project coordinator and field techs to resolve any circuit issues

- a Confirm cabling
- b Dispatching LEC tech for head to head testing
- c Other troubleshooting procedures

B) Router

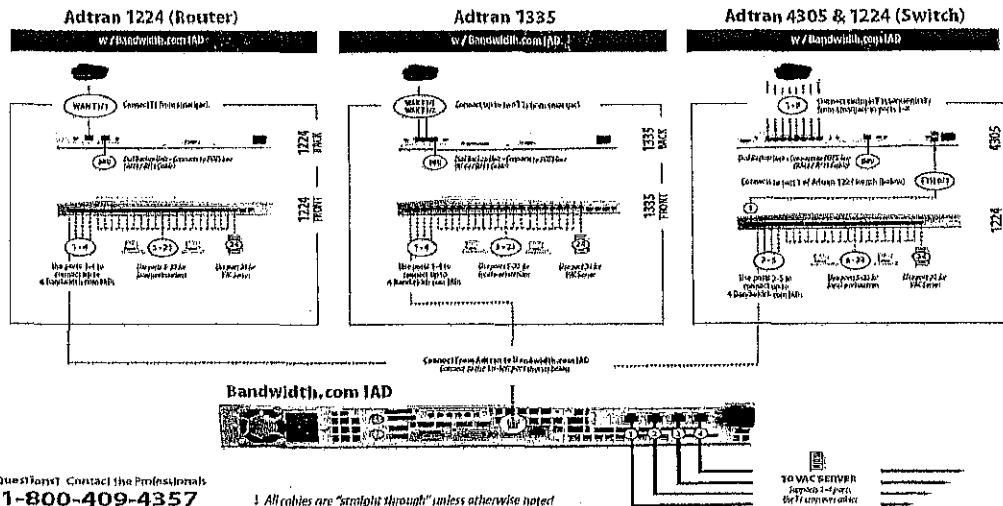
- i) In the event that the router fails to stay within its parameters for passing clean, error free traffic through any of its interfaces, GTL will work with router admin, project coordinator, and field tech to resolve any issues
  - a Cabling
  - b Configuration
  - c Interfaces
  - d Other troubleshooting procedures

C) Failed Router

- i) GTL will ship out new router to replace faulty router
- ii) GTL receives new router
  - a GTL schedules installation of new router.
  - b GTL (router admin, project coordinator, field tech) join conference bridge at scheduled date/time
  - c GTL connects router (reference hardware PDF)

D) IAD

- i) No Connectivity
  - a GTL will work with field tech to resolve
    - Cabling
    - Configuration
- ii) Calls cannot complete
  - a GTL will work with IAD configuration to ensure calls can complete from the site
- iii) Latency / packet loss
  - a GTL will perform ICMP test verification of the circuits to determine Latency is less than 100ms, and no packet loss.
  - b GTL router engineer will work with GTL field tech
    - Cabling
    - Configuration
- iv) Failed IAD
  - a GTL will ship out new IAD to replace faulty IAD
    - GTL schedules installation of new IAD
    - GTL hooks up IAD (reference hardware PDF)



VoIP Cutover (scheduled once circuit confirmed stable)

- 1) GTL and VAC join conference bridge, given prior to date/time of scheduled conversion
- 2) Configuration / Cabling
  - A) GTL completes route changes
    - i) GTL adds IPSEC policies to Adtran 1335 at site (VAC BQ, and Camp hill)
    - ii) VAC adds IPSEC polices to VAC VPN concentrator.
    - iii) GTL removes Frame relay route from core routers.
  - B) GTL configures/confirms VPN tunnels are up and passing traffic without errors
  - C) GTL field tech moves VAC cabling \*NOTE: This will bring down the existing call flow
    - i) Network connection cable (reference hardware PDF)
    - ii) Voice T1 cables (reference hardware PDF)
  - D) VAC confirms equipment connectivity/access through VPN
  - E) GTL confirms workstation[s] connectivity access through VPN
- 3) Testing
  - A) GTL verifies that circuit meets maximum 100mS latency and jitter values of circuit.
  - B) GTL "hammers" the IAD[s] with calls on a predetermined T1:call ratio of 1:40. While hammer is in effect, GTL makes numerous test calls from behind VAC platform
    - i) Duration
    - ii) Quality
    - iii) callerID
    - iv) Codec
    - v) Local/LD
    - vi) Any other call scenario that might be site specific
- 4) Troubleshooting
  - A) Call Quality

- i) GTL network engineer will work with router/switch/IAD configuration and GTL field tech
  - a Configuration
  - b Test calls
- B) Call Duration
  - i) GTL network engineer will work with router/switch/IAD configuration and GTL field tech
    - a Configuration
    - b Test calls
- C) CallerID / Codec / Etc.
  - i) GTL network engineer will work on IAD configuration to resolve any issues



Carrier	Solution	Account Name	Opportunity Name	Subject	Carrier Circuit ID	LEC Circuit ID (Point A)
Bandwidth.com Powered By Qwest OOR	N x T1 3 Mbps	GTL PA DOC	PA05 - PA DOC - SCI Coal Township - Poets 30830	Installation: Data - PA05 - PA DOC - SCI Coal Township - Poets 30830	DS1NT-12924754.02	12HCGS525280PA
Bandwidth.com Powered By Qwest OOR	Full T1(IP)	GTL PA DOC	PA06 - PA DOC - SCI Cresson - Poets 30833	Installation: Data - PA06 - PA DOC - SCI Cresson - Poets 30833	DS1IT-12900398	14HCGS513550PA
Bandwidth.com Powered By Qwest OOR	N x T1 3 Mbps	GTL PA DOC	PA07 - PA DOC - SCI Dallas - Poets 30835	Installation: Data - PA07 - PA DOC - SCI Dallas - Poets 30835	DS1NT-12906782.01	DS1001551PA
Bandwidth.com Powered By Qwest OOR	N x T1 3 Mbps	GTL PA DOC	PA09 - PA DOC - SCI Forest - Poets 30838	Installation: Data - PA09 - PA DOC - SCI Forest - Poets 30838	DS1NT-12982906	14HCGS513679PA
Bandwidth.com Powered By Qwest OOR	N x T1 3 Mbps	GTL PA DOC	PA13 - PA DOC - Greene - Poets 30845	Installation: Data - PA13 - PA DOC - Greene - Poets 30845	DS1NT-12924765	15HCGS579J15PA 15HCGS579016PA
Bandwidth.com Powered By AT&T	Full T1(IP)	GTL PA DOC	PA12 - PA DOC - Greensburg - Poets 30848	Installation: Data - PA12 - PA DOC - Greensburg - Poets 30848	DHEC.217947...ATI	15HCGS577096PA
Bandwidth.com Powered By Qwest OOR	Full T1(IP)	GTL PA DOC	PA21 - PA DOC - Quehanna Bootcamp - Poets 30857	Installation: Data - PA21 - PA DOC - Quehanna Bootcamp - Poets 30857	DS1IT-12908613	14HCGS513681PA
Bandwidth.com Powered By Qwest OOR	Full T1(IP)	GTL PA DOC	PA22 - PA DOC - SCI Retreat - Poets 30858	Installation: Data - PA22 - PA DOC - SCI Retreat - Poets 30858	DS1IT-13040044	12/HCGS/526586
Bandwidth.com Powered By Qwest OOR	N x T1 3 Mbps	GTL PA DOC	PA23 - PA DOC - Rockview - Poets 30859	Installation: Data - PA23 - PA DOC - Rockview - Poets 30859	DS1NT-12995538	14HCGS513747PA
Bandwidth.com Powered By Qwest OOR	Full T1(IP)	GTL PA DOC	PA26 - PA DOC - Waymart - Poets 30862	Installation: Data - PA26 - PA DOC - Waymart - Poets 30862	DS1IT-12908612	12HCGS526174PA
Bandwidth.com Powered By Qwest OOR	N x T1 3 Mbps	GTL PA DOC	PA03 - PA DOC - SCI Camp Hill - Poets 30828	Installation: Data - PA03 - PA DOC - SCI Camp Hill - Poets 30828	DS1NT-12935991	13HCGS552544PA 13HCGS533361PA
Bandwidth.com Powered By Qwest OOR	N x T1 3 Mbps	GTL PA DOC	PA17 - PA DOC - Mahanoy - Poets 30853	Installation: Data - PA17 - PA DOC - Mahanoy - Poets 30853	DS1NT-12998636	12HCGS526270PA
Bandwidth.com Powered By Qwest OOR	N x T1 3 Mbps	GTL PA DOC	PA18 - PA DOC - SRCF Mercer - Poets 30854	Installation: Data - PA18 - PA DOC - SRCF Mercer - Poets 30854	DS1NT-12908426.02	15HCGS574738PA
Bandwidth.com Powered By Qwest OOR	Full T1(IP)	GTL PA DOC	PA19 - PA DOC - Muncy - Poets 30855	Installation: Data - PA19 - PA DOC - Muncy - Poets 30855	DS1IT-12911157	DS1951188PA
Bandwidth.com Powered By Qwest OOR	Full T1(IP)	GTL PA DOC	PA20 - PA DOC - Pine Grove - Poets 30856	Installation: Data - PA20 - PA DOC - Pine Grove - Poets 30856	DS1IT-12911410	15HCGS574815PA
Bandwidth.com Powered By AT&T	Full T1(IP)	GTL PA DOC	PA24 - PA DOC - Smithfield - Poets 30860	Installation: Data - PA24 - PA DOC - Smithfield - Poets 30860	DHEC.327598...ATI	14HCGS513522PA
Bandwidth.com Powered By Qwest OOR	N x T1 3 Mbps	GTL PA DOC	PA01 - SCI Albion	Installation: Data - PA01 - SCI Albion Poets 30826	DS1NT-12924401.02	24HCGS002559PA
Bandwidth.com Powered By Qwest OOR	N x T1 3 Mbps	GTL PA DOC	PA14 - PA DOC - Huizdale - Poets 30850	Installation: Data - PA14 - PA DOC - Huizdale - Poets 30850	DS1NT-13023654	14HCGS513733PA
Bandwidth.com Powered By Qwest OOR	N x T1 3 Mbps	GTL PA DOC	PA15 - PA DOC - Huntingdon - Poets 30851	Installation: Data - PA15 - PA DOC - Huntingdon - Poets 30851	DS1NT-12995634.01	14HCGS513573PA
Bandwidth.com Powered By AT&T	Full T1(IP)	GTL PA DOC	PA16 - PA DOC - Laurel Highlands - Poets 30852	Installation: Data - PA16 - PA DOC - Laurel Highlands - Poets 30852	DHEC.727205...ATI	n/a
Bandwidth.com Powered By AT&T	N x T1 3 Mbps	GTL PA DOC	PA25 - PA DOC - Somerset - Poets 30861	Installation: Data - PA25 - PA DOC - Somerset - Poets 30861	DHEC.374182...ATI	14HCGS513542PA
Bandwidth.com Powered By Qwest OOR	Full T1(IP)	GTL PA DOC	PA10 - PA DOC - Frackville - Poets 30840	Installation: Data - PA10 - PA DOC - Frackville - Poets 30840	DS1IT-12977108	12HCGS526032PA
Bandwidth.com Powered By Broadwing	N x T1 4.5 Mbps	GTL PA DOC	PA11 - PA DOC - Graterford - Poets 30842	Installation: Data - PA11 - PA DOC - Graterford - Poets 30842	40422349	11/HCGS/402042//PA
Bandwidth.com Powered By Broadwing	Full T1(IP)	GTL PA DOC	PA02 SCI Cambridge Springs Poets 30827	Installation: Data PA02 SCI Cambridge Springs - Poets 30827	40419539	24/HCGS/002512//PA
Bandwidth.com Powered By AT&T	N x T1 3.0 Mbps	GTL PA DOC	PA18 - PA DOC - SCI Fayette - Poets 30836	Installation: N x T1 3.0 Mbps to Labelle, PA for GTL PA DOC_QID:20694	DHEC.404748...ATI	15HCGS576155PA
Bandwidth.com Powered By Qwest OOR	N x T1 3 Mbps	GTL PA DOC	PA04 PA DOC SCI Chester Poets 30829	Installation: Data PA04 PA DOC SCI Chester - Poets 30829	DS1NT-12906695	11HCGS400192PA 11HCGS400133PA
Bandwidth.com Powered By Qwest OOR	N x T1 3 Mbps	GTL PA DOC	PA_DOC-SCI Pittsburgh - POETS - 52605	Installation: N x T1 3 Mbps to Pittsburg, PA for Global Tel Link	DS1NT-13673319	15HCGS579551PA

## CONTINGENCY PLAN

In the event an issue arises that adversely impacts the facility or PA DOC for an extended period of time, GTL will implement a fallback plan to the existing TDM T1 connectivity servicing the facility. In most cases, the network conversion and testing can be accomplished within a two (2) hour period. On rare occasions, the network conversion may take longer. In the event an issue requires longer than four (4) hours to resolve, a GTL Technician will replace the VoIP connectivity with the existing T1 circuit(s) servicing the facility.

The network conversion is comprised of two separate but equal components: voice and data. Though both reside on a single circuit or multiple circuits, each are independent though routing on the network. To that point, issues are divided into the components of the network. Should the issue only affect the voice, the newly installed data network connectivity could remain in place until resolved and vice versa.

In the event an issue is encountered that has the potential of adversely impacting the facility or PA DOC, GTL will regress to the existing connectivity. If the issue is with calling capabilities or call quality, a GTL technician will remove the T1 connectivity between the VoIP IAD and replace with the existing TDM T1 circuit(s). The technician will make ample test calls of various call types to ensure the system is processing calls, of good quality, to destinations across the nation. If the issue is effecting the network performance of the platform, the technician will replace the T1 containing the frame relay circuit into the system router. Once the exiting network connectivity is established, the technician will contact GTL's Houston Data Center for mapping changes to the network. Engineers in Houston will suspend the new routing tables, and replace with the existing frame relay routing tables. The technician will then place test calls to ensure paths to validation are established. After this verification is complete, from the system workstation, the technician will ensure that other PA DOC sites are visible across the network that call detail is available and that recorded conversations are accessible across the frame relay network.

If an issue is encountered pre-conversion, traffic will not be migrated onto the network. Post conversion, if an issue is encountered with the VoIP connectivity, GTL will immediately open a Priority One trouble ticket. Within one hour GTL Network Engineers will access the circuit, IAD and router to determine the cause of the affliction. In most cases the issue is resolved within two hours. Should an issue not be resolved within two hours, GTL will begin escalation procedures to ensure service is restored to full capacity. In the mean time, GTL will implement fallback procedures for the site.

Upon successful conversion and DOC site performance acceptance, orders will be placed within 3 to 5 business days for the disconnection of the existing circuit(s). These circuits will remain viable until the orders are processed through Verizon Business. Circuits disconnect orders are generally completed between 15 and 30 days after the disconnect order is paced by GTL. The existing circuits and network connections will remain viable for fallback during this period.

## SUMMARY

We are confident the information contained within this SOW will provide the PA DOC with the information it needs to grant GTL the approval to move forward with the conversion to IP edge technology within our network.

GTL and its partners have the experience, expertise and personnel to complete the conversion of this network in a seamless manner with minimal impact on the daily operations of the DOC. GTL has been migrating most of its inmate voice circuits to VOIP since 2004.

This conversion will offer several advantages over the existing TDM architecture. These advantages are:

- Voice/Data in one managed network
- Higher bandwidth available to download recordings and call records.
- VOIP is currently deployed on many of GTL's major DOC, and large corrections accounts. It has been successfully deployed in MN DOC, NC DOC, AR DOC, WA DOC, NY DOC, VA DOC, GA DOC and LA County with phone counts at sites ranging from 100 to 1095, all with very good results.
- Since VOIP can be actively monitored by network management system, problems can be identified and escalated quicker than traditional TDM networks. Our NOCS are notified via email on critical events of VOIP, and T1 alarm status.
- The current PA trial sites are an indication of the quality, and uptime performance of a VOIP installation.
- The major carriers such as AT&T, Verizon, Sprint and Qwest have moved to VOIP as their backbone voice transport. Many TDM transports are being carried on IP backbone networks.
- VOIP technology can be actively monitored using Simple Network Management protocol. The up or down status of a circuit can be pinged, and our NOC and Tech Support organization will know the status of an outage within 2 minutes and notify carriers to start the repair status.
- Traditional TDM T1s do not have active status indication of when they are down. An outage of a TDM normally is identified by a alarm status on the network interface smart jack.

**ATTACHMENT A**  
**GTL**  
**SERVICE LEVEL AGREEMENT (SLA)**

# Service Level Agreement

---

## 1. OVERVIEW & POLICY:

GTL is committed to providing the highest levels of performance, reliability and survivability of its Inmate phone services. As one measure of our ongoing commitment to excellent customer service, GTL provides a Service Level Agreement (SLA) covering our Inmate phone services and the ability for customers to determine adherence to these SLAs.

This SLA describes GTL's target network performance and service level metric for its SIP Trunking services. Each of the following metrics is applied on a per-site basis.

## 2. SERVICE LEVEL COMMITMENTS:

### 2.1. SERVICE AVAILABILITY

2.1.1. Service Availability Commitment  
GTL guarantees a Service Availability of 99.999% of the total applicable time for each month, (Requested change)

### 2.2. MEAN TIME TO REPAIR (PRIORITY 1 TICKETS)

2.2.1. Mean Time to Repair Commitment  
GTL guarantees a Mean Time to Repair of 4 hours or less for trouble tickets classified as Priority 1.

### 2.3. MEAN TIME TO RESPOND (PRIORITY 1 TICKETS)

2.3.1. Mean Time to Respond Commitment  
GTL guarantees a Mean Time to Respond of 30 minutes or less for trouble tickets classified as Priority 1.

### 2.4. MEAN TIME TO RESPOND (PRIORITY 2 TICKETS)

2.4.1. Mean Time to Respond Commitment  
GTL guarantees a Mean Time to Respond of 2 hours or less for trouble tickets classified as Priority 2.

### 2.5. MEAN TIME TO RESPOND (PRIORITY 3 TICKETS)

2.5.1. Mean Time to Respond Commitment  
GTL guarantees a Mean Time to Respond of 24 hours or less for trouble tickets classified as Priority 3.

### 2.6. INSTALLATION INTERVAL

2.6.1. Installation Interval Commitment  
GTL guarantees an Eligible Customer's installation will not exceed the installation of the Local Exchange Carrier's installation interval plus 11 business days.

## 3. TROUBLE TICKET CREATION

Customer may open a Trouble Ticket using one of the following methods:

- (a) Calling GTL Customer Care at 1-888-385-9366 or 877-372-1014;
- (b) Field Escalation team at 1-484-695-1055

The only method by which a customer can create or check the status of a Trouble Ticket during non-business hours is via phone call to GTL Customer Care.

#### 4. DEFINITIONS:

- 4.1. **GTL Business Hours:** 9:00AM to 6:00 PM EST Monday through Friday
- 4.2. **Installation Interval:** The total number of calendar days between the operational order entry date of VoIP order, excluding network design and order preparation time, and the date the applicable seat, or site, is installed and available for use. This includes both the provisioning tasks of the Local Exchange Carrier and those of GTL.
- 4.3. **Mean Time to Repair:** Monthly average of the time taken between opening an Eligible Customer's trouble tickets and restoring service for all of the Eligible Customer's Trouble Tickets designated as Priority 1 and Priority 2.
- 4.4. **Mean Time To Respond:** Monthly average of the time taken for GTL to initially respond via phone to a service impacting Trouble Ticket logged by a customer
- 4.5. **Customer Care Hours:** 365 days per year, 7 days per week 24 hrs
- 4.6. **Primary Identification Number (Primary ID):** The identifying number assigned to a Customer's service location by GTL
- 4.7. **Priority 1 ticket:** Trouble ticket classification for issues in which an Eligible Customer's service is down or inoperable
- 4.8. **Priority 2 ticket:** Trouble ticket classification for issues in which an Eligible Customer's service is being negatively affected but is not down or inoperable
- 4.9. **Priority 3 ticket:** Trouble ticket classification for Informational or Non-service affecting issues.
- 4.10. **Service Affecting Issue:** An unscheduled period during which the Service performs irregularly or otherwise not up to normal specifications.
- 4.11. **Service Availability:** Means the percentage of the time in a given month the Eligible Customer's Inmate VOIP service was available. Service Availability is calculated as the total amount of time in a calendar month (30 days x 24 hours x 60 minutes) minus the total amount of validated Service Outage Time as measured by GTL trouble tickets, (excluding maintenance windows and planned outages) divided by the total amount of time in a calendar month and multiplied by 100.
- 4.12. **Service Outage:** An unscheduled period during which a customer seat or location is unable to send and receive VoIP calls. This does not include failure or malfunction of any cabling, switching or other equipment not provided by GTL.
- 4.13. **Service Outage Time:** The period beginning when the Customer opens a Priority 1 Trouble Ticket with GTL for a Service Outage and continuing until the time such Trouble Ticket is cleared and the affected service is restored by GTL.
- 4.14. **Trouble Ticket:** The tool by which an Eligible Customer reports a perceived Service Outage issue to GTL and the sole means by which Service Outage Time is calculated.
- 4.15. **New Installation:** Service that has been active for less than 2 business days.

## Contract Change Request Form

<b>Change Request Number and Name:</b>	CR_DOC001 VoIP Conversion	<b>Related RFP Section #:</b>	RFP 2005-081-011			
<b>Date Created:</b>	08/01/08	<b>Date Submitted to COPA:</b>	08/11/08			
<b>Description (Brief):</b>	<p>GTL intends to implement new VoIP technology infrastructure, in place of its existing Network, that meets and/or exceeds the performance of the original services installed according to the contract and will be installed at no cost to the Commonwealth.</p> <p>GTL has fulfilled commitments to the Office of Administration (OA) and the PA Dept. of Corrections (DOC) by submitting a cover letter in writing to the Director, Bureau of Infrastructure &amp; Operations, Office of Administration requesting such change. GTL has also submitted a Statement of Work (SOW) which outlines the background, trial results, VoIP performance, and SLA metrics associated with this new technology.</p> <p>In addition, GTL agrees to eliminate the Federal Universal Fund Surcharges (FUSF) on all debit inmate calls.</p> <p>All supporting documentation attached.</p>					
<b>Priority:</b>	<input type="checkbox"/> URGENT	<input checked="" type="checkbox"/> ORDINARY	<input type="checkbox"/> LOW			
<b>Status: (Please Check)</b>	Approved <input checked="" type="checkbox"/>	Pending <input type="checkbox"/>	Rejected <input type="checkbox"/>	Postponed <input type="checkbox"/>	Completed <input type="checkbox"/>	On Hold <input type="checkbox"/>
<b>Category: (Please Check)</b>	Data Ops <input type="checkbox"/>	Voice Ops <input type="checkbox"/>	Security <input type="checkbox"/>	ISS <input type="checkbox"/>	Support <input type="checkbox"/>	<input type="checkbox"/>
<b>REQUESTOR INFORMATION</b>						
<b>Requestor &amp; Title:</b>	Timothy Miller, GTL NE Area Sales Director					
<b>Requestor Email Address:</b>	timothy.miller@gtl.net					
<b>Requestor Phone Number:</b>	(732) 928-7600 (work); (732) 310-4850 (cell)					
<b>Date Change Requested:</b>	08/11/08					
<b>COPA CONTACT INFORMATION</b>						
<b>COPA Contact:</b>	Cathy Consla					
<b>COPA Email Address:</b>	cconsla@state.pa.us					
<b>COPA Phone Number:</b>	(717) 772-8046					
<b>Date Submitted:</b>	08/01/08					
<b>Target Date:</b>	08/11/08					
<b>SERVICES AFFECTED</b>						
<b>Service Name:</b>	Department of Corrections Inmate Phone Services					
<b>Product Code:</b>	<input type="checkbox"/> New Service		<input checked="" type="checkbox"/> Change Existing Service			
<b>COST IMPACT</b>						
<b>Cost Impact:</b>	None					
<b>Technology: (check all that apply):</b>	<input type="checkbox"/> New	<input type="checkbox"/> Revised	<input type="checkbox"/> Hardware	<input type="checkbox"/> Software		
<b>Performance Impact:</b>	Once the Change Order is approved by both parties, GTL will meet with the DOC to move forward with agreed upon implementation timelines as indicated in the SOW.					
<b>Business Justification:</b>	GTL performed two separate VoIP trials at two SCI locations to the final satisfaction of the Department of Corrections (DOC). Signature by the Director, Commonwealth Telecommunications Services is largely based on the pre-approval by the DOC Executive, Deputy Secretary, William Sprenkle that this new technology meets and/or exceeds the performance of the original services.					
(*) NOTE: All statements that affect billing must be immediately forwarded to the Comptroller upon acceptance						

Commonwealth of PA

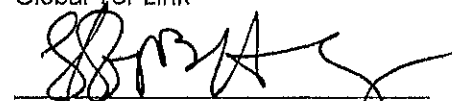


Catherine M. Gontkovic  
Commonwealth Telecommunications Services

Date 8/10/08

1 of 1

Global Tel\*Link



Jeffrey B. Haidinger, President  
Services

Date 8-13-08

### Inmate Telephone Contract Rates

Call Type	Local		Net Call Cost	IntraLata		Net Call Cost	IntraState (In state LD)		Net Call Cost	InterState (Out of state LD)		Net Call Cost
	Surcharge	Per Min	15 Min	Surcharge	Per Min	15 Min	Surcharge	Per Min	15 Min	Surcharge	Per Min	15 Min
Collect	\$1.65	None	\$1.65	\$1.45	\$0.15	\$3.70	\$2.35	\$0.26	\$6.25	\$3.50	\$0.50	\$11.00

Call Type	Local		Net Call Cost	IntraLata		Net Call Cost	IntraState (In state LD)		Net Call Cost	InterState (Out of state LD)		Net Call Cost
	Surcharge	Per Min	15 Min	Surcharge	Per Min	15 Min	Surcharge	Per Min	15 Min	Surcharge	Per Min	15 Min
Debit	\$1.52	None	\$1.52	1.1875	\$0.133	\$3.1825	\$2.0425	\$0.19	\$4.8925	\$2.3275	\$0.4275	\$8.74

Note: Net Call Cost does not include PA Gross Receipt Tax



## Telecommunications Contract Change Request Form

<b>Change Request Number and Name:</b>	GTL_CCR_12302010_Debit Calling Rate Reduction	<b>Related CR/Contract Section #:</b>																																																																					
<b>Date Created:</b>	12/30/2010	<b>Date Submitted to COPA:</b>	12/30/2010																																																																				
<b>Description (Brief):</b>	The purpose of this Change Request is to document the change in Global Tel*Link Corporation's (GTL) debit calling rates for the Department of Corrections (DOC) inmates.																																																																						
<b>Priority:</b>	<input checked="" type="checkbox"/> URGENT	<input type="checkbox"/> ORDINARY	<input type="checkbox"/> LOW																																																																				
<b>Status: (Please Check)</b>	Approved	Pending <input checked="" type="checkbox"/>	Rejected	Postponed	Completed	On Hold																																																																	
<b>Category: (Please Check)</b>	Data Ops	Voice Ops	Security	ISS	Support																																																																		
<b>REQUESTOR INFORMATION</b>																																																																							
<b>Requestor:</b>	Global Tel*Link Corporation																																																																						
<b>Requestor Email:</b>	jbeamer@GTL.net																																																																						
<b>Requestor Phone Number:</b>	610-621-2249																																																																						
<b>Date Change Requested:</b>	1/1/2011																																																																						
<b>COPA CONTACT INFORMATION</b>																																																																							
<b>COPA Contact:</b>	Cathy Consla																																																																						
<b>COPA Email:</b>	cconsla@state.pa.us																																																																						
<b>COPA Phone Number:</b>	717.772.8046																																																																						
<b>Date Submitted:</b>																																																																							
<b>Target Date:</b>																																																																							
<b>SERVICES AFFECTED</b>																																																																							
<b>Service Name:</b>	PADOC Inmate Telephone																																																																						
<b>Product Code:</b>	Code: Debit Calling Rate	<input type="checkbox"/> New Service	<input checked="" type="checkbox"/> Change Existing Service																																																																				
<b>FOR EACH PRODUCT CODE</b>																																																																							
<b>Unit Price:</b>	<table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th colspan="8" style="text-align: center;">OLD RATE</th> </tr> <tr> <th></th> <th style="text-align: center;">RATE</th> <th></th> <th style="text-align: center;">RATE</th> <th></th> <th></th> <th style="text-align: center;">RATE</th> <th></th> </tr> <tr> <th></th> <th style="text-align: center;">1ST</th> <th style="text-align: center;">INIT</th> <th style="text-align: center;">ADD'L</th> <th style="text-align: center;">ADD'L</th> <th></th> <th style="text-align: center;">RATE</th> <th></th> </tr> <tr> <th></th> <th style="text-align: center;">SURCHG</th> <th style="text-align: center;">MINUTE</th> <th style="text-align: center;">DUR</th> <th style="text-align: center;">MINUTE</th> <th style="text-align: center;">DUR</th> <th style="text-align: center;">PERIOD</th> <th style="text-align: center;">MILES</th> </tr> </thead> <tbody> <tr> <td>LOCAL</td> <td></td> <td style="text-align: center;">1.60</td> <td style="text-align: center;">1.0</td> <td style="text-align: center;">0.00</td> <td style="text-align: center;">1.0</td> <td style="text-align: center;">ALL</td> <td style="text-align: center;">ALL</td> </tr> <tr> <td>INTRALATA</td> <td style="text-align: center;">1.25</td> <td style="text-align: center;">0.14</td> <td style="text-align: center;">1.0</td> <td style="text-align: center;">0.14</td> <td style="text-align: center;">1.0</td> <td style="text-align: center;">ALL</td> <td style="text-align: center;">ALL</td> </tr> <tr> <td>INTERLATA</td> <td style="text-align: center;">2.15</td> <td style="text-align: center;">0.20</td> <td style="text-align: center;">1.0</td> <td style="text-align: center;">0.20</td> <td style="text-align: center;">1.0</td> <td style="text-align: center;">ALL</td> <td style="text-align: center;">ALL</td> </tr> <tr> <td>INTERSTATE</td> <td style="text-align: center;">2.45</td> <td style="text-align: center;">0.45</td> <td style="text-align: center;">1.0</td> <td style="text-align: center;">0.45</td> <td style="text-align: center;">1.0</td> <td style="text-align: center;">ALL</td> <td style="text-align: center;">ALL</td> </tr> </tbody> </table>							OLD RATE									RATE		RATE			RATE			1ST	INIT	ADD'L	ADD'L		RATE			SURCHG	MINUTE	DUR	MINUTE	DUR	PERIOD	MILES	LOCAL		1.60	1.0	0.00	1.0	ALL	ALL	INTRALATA	1.25	0.14	1.0	0.14	1.0	ALL	ALL	INTERLATA	2.15	0.20	1.0	0.20	1.0	ALL	ALL	INTERSTATE	2.45	0.45	1.0	0.45	1.0	ALL	ALL
	OLD RATE																																																																						
	RATE		RATE			RATE																																																																	
	1ST	INIT	ADD'L	ADD'L		RATE																																																																	
	SURCHG	MINUTE	DUR	MINUTE	DUR	PERIOD	MILES																																																																
LOCAL		1.60	1.0	0.00	1.0	ALL	ALL																																																																
INTRALATA	1.25	0.14	1.0	0.14	1.0	ALL	ALL																																																																
INTERLATA	2.15	0.20	1.0	0.20	1.0	ALL	ALL																																																																
INTERSTATE	2.45	0.45	1.0	0.45	1.0	ALL	ALL																																																																
<table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th colspan="8" style="text-align: center;">NEW RATE</th> </tr> <tr> <th></th> <th style="text-align: center;">RATE</th> <th></th> <th style="text-align: center;">RATE</th> <th></th> <th></th> <th style="text-align: center;">RATE</th> <th></th> </tr> <tr> <th></th> <th style="text-align: center;">1ST</th> <th style="text-align: center;">INIT</th> <th style="text-align: center;">ADD'L</th> <th style="text-align: center;">ADD'L</th> <th></th> <th style="text-align: center;">RATE</th> <th></th> </tr> <tr> <th></th> <th style="text-align: center;">SURCHG</th> <th style="text-align: center;">MINUTE</th> <th style="text-align: center;">DUR</th> <th style="text-align: center;">MINUTE</th> <th style="text-align: center;">DUR</th> <th style="text-align: center;">PERIOD</th> <th style="text-align: center;">MILES</th> </tr> </thead> <tbody> <tr> <td>LOCAL</td> <td></td> <td style="text-align: center;">1.5200</td> <td style="text-align: center;">1.0</td> <td style="text-align: center;">1.5200</td> <td style="text-align: center;">1.0</td> <td style="text-align: center;">ALL</td> <td style="text-align: center;">ALL</td> </tr> <tr> <td>INTRALATA</td> <td style="text-align: center;">1.1875</td> <td style="text-align: center;">0.1330</td> <td style="text-align: center;">1.0</td> <td style="text-align: center;">0.1330</td> <td style="text-align: center;">1.0</td> <td style="text-align: center;">ALL</td> <td style="text-align: center;">ALL</td> </tr> <tr> <td>INTERLATA</td> <td style="text-align: center;">2.0425</td> <td style="text-align: center;">0.1900</td> <td style="text-align: center;">1.0</td> <td style="text-align: center;">0.1900</td> <td style="text-align: center;">1.0</td> <td style="text-align: center;">ALL</td> <td style="text-align: center;">ALL</td> </tr> <tr> <td>INTERSTATE</td> <td style="text-align: center;">2.3275</td> <td style="text-align: center;">0.4275</td> <td style="text-align: center;">1.0</td> <td style="text-align: center;">0.4275</td> <td style="text-align: center;">1.0</td> <td style="text-align: center;">ALL</td> <td style="text-align: center;">ALL</td> </tr> </tbody> </table>							NEW RATE									RATE		RATE			RATE			1ST	INIT	ADD'L	ADD'L		RATE			SURCHG	MINUTE	DUR	MINUTE	DUR	PERIOD	MILES	LOCAL		1.5200	1.0	1.5200	1.0	ALL	ALL	INTRALATA	1.1875	0.1330	1.0	0.1330	1.0	ALL	ALL	INTERLATA	2.0425	0.1900	1.0	0.1900	1.0	ALL	ALL	INTERSTATE	2.3275	0.4275	1.0	0.4275	1.0	ALL	ALL	
NEW RATE																																																																							
	RATE		RATE			RATE																																																																	
	1ST	INIT	ADD'L	ADD'L		RATE																																																																	
	SURCHG	MINUTE	DUR	MINUTE	DUR	PERIOD	MILES																																																																
LOCAL		1.5200	1.0	1.5200	1.0	ALL	ALL																																																																
INTRALATA	1.1875	0.1330	1.0	0.1330	1.0	ALL	ALL																																																																
INTERLATA	2.0425	0.1900	1.0	0.1900	1.0	ALL	ALL																																																																
INTERSTATE	2.3275	0.4275	1.0	0.4275	1.0	ALL	ALL																																																																
<b>Amt of Increase/Decrease:</b>	5% reduction in debit calling rate																																																																						

## Telecommunications Contract Change Request Form

<input type="checkbox"/> Increase * - (Reference Cost Impact Study)	<input checked="" type="checkbox"/> Decrease * - (Reference Cost Impact Study)	<input type="checkbox"/> Revised	<input type="checkbox"/> New Catalog Entry - Add new codes to Product Cat.	<input type="checkbox"/> No Unit Price Change
<b>COST IMPACT</b>				
<b>Cost Impact - (None, brief description or attached doc):</b>	The reduction will decrease the charges incurred for debit calling by the DOC inmates.			
<b>Technology: (check all that apply):</b>	<input type="checkbox"/> New	<input type="checkbox"/> Revised	<input type="checkbox"/> Hardware	<input checked="" type="checkbox"/> Software
<b>SAP Account Information, if applicable:</b>	<b>SAP Fund:</b>		<b>SAP Cost Center:</b>	
<b>Performance Impact:</b>				
<b>Business Justification:</b>	The DOC is changing the restrictions on inmate calling to allow the inmates more freedom in placing calls. Therefore, GTL is reducing the debit rates to accommodate potential increase in the inmate phone usage.			
(*) NOTE: All statements that affect billing must be immediately forwarded to the Comptroller upon acceptance				

Commonwealth of PA

Lanny W. Black  
Lanny Black, Director

Commonwealth Telecommunications Services

Date 2-2-11

GlobalTelLink Corporation

Jeffrey Haidinger  
Jeffrey Haidinger, President

Services

Date 1/27/11

Department of Corrections

Timothy Ringler  
Timothy Ringler

Acting Deputy Secretary for Administration

2/1/11

DATE: December 7, 2011

**SUBJECT:** Renewal of Contract # 4600012527  
Contract Title: Payphone/Inmate Phones  
Term of Renewal: One (1) Year  
Renewal Security Required: Performance Bonds Required by the Contract  
must remain in place.

Dear Ms. Ridgeway:

The Commonwealth is exercising its option to renew the above referenced contract. The contract states: "The term of the contract with the selected Contractor shall be for an initial term of five (5) years, with the Commonwealth retaining the option to renew the contract for two (2) one-year periods." By this letter the Commonwealth is notifying you of its intent to exercise the first one-year renewal. All contract terms and conditions shall remain in full force and effect, except that the contract is being renewed only to the extent that the contract relates to Inmate Phones. The payphone portion of the contract will expire on December 7th.

The Commonwealth is requesting your acknowledgement of the contract. Please confirm your acknowledgement by completing the bottom section of this letter and emailing a copy to [pchapman@pa.gov](mailto:pchapman@pa.gov) and to [shilbish@pa.gov](mailto:shilbish@pa.gov) close of business December 7, 2011.

The Commonwealth will issue a change notice to reflect the renewed contract period and the assignment of the contract.

Thank you for your prompt response. If you have any questions, please contact me at (717) 787-2389 or [pchapman@pa.gov](mailto:pchapman@pa.gov).

  
Director  
Bureau of IT Procurement

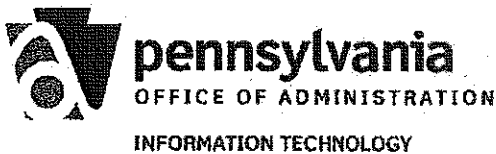
I acknowledge the renewal of the above referenced contract for the above stated Term of Renewal, the deletion of the services related to payphones from the contract, and that all terms and conditions in the contract shall otherwise remain in full force and effect.

Yes  No

Signature 

Title Senior Vice President

cc: Cathy Consla  
Steve Hilbish



DATE: December 7, 2011

SUBJECT: Assignment of Contract # 4600012527  
Contract Title: Payphone/Inmate Phones

Dear Ms. Ridgeway:

Please note that the Office of Administration has assigned this contract to the Department of Corrections. Future correspondence related to this contract should be addressed to Stephen Hilbish, 2520 Lisburn Road, Camp Hill, PA 17001-4859.

The Commonwealth is requesting your acknowledgement of the assignment of the contract. Please confirm your acknowledgement by completing the bottom section of this letter and emailing a copy to [pchapman@pa.gov](mailto:pchapman@pa.gov) and to [shilbish@pa.gov](mailto:shilbish@pa.gov) by close of business December 14, 2011.

The Commonwealth will issue a change notice to reflect the renewed contract period and the assignment of the contract.

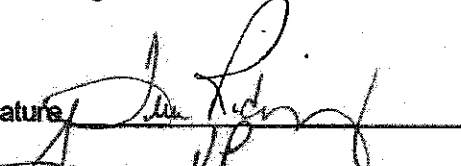

Thank you for your prompt response. If you have any questions, please contact me at (717) 787-2389 or [pchapman@pa.gov](mailto:pchapman@pa.gov).

A handwritten signature in black ink, appearing to read 'Patti Chapman', written over a horizontal line.

Patti Chapman, Director  
Bureau of IT Procurement

---

I acknowledge that the contract has been assigned to Department of Corrections.

Signature   
Title 

cc: Stephen Hilbish  
Cathy Consla



DATE: February 16, 2012

SUBJECT: **Renewal 2 of Contract #4600012527**

Contract Title:	Payphone/Inmate Phones
Term of Renewal:	One (1) Year
Renewal Security Required:	Performance bonds required by the Contract must remain in place.

Dear Ms. Studebaker:

The Commonwealth of Pennsylvania, Department of Corrections is exercising its option to renew the above referenced contract. The contract states: "The term of the contract with the selected Contractor shall be for an initial term of five (5) years, with the Commonwealth retaining the option to renew the contract for two (2) one-year periods. By this letter the Commonwealth is notifying you of its intent to exercise the second one-year renewal. All contract terms and conditions shall remain in full force and effect, except for the following:

- Term of Renewal: December 8, 2012 thru December 7, 2013
- The vendor agrees to provide Call IQ services at no additional charge to eighteen (18) correctional institutions as determined by the Department of Corrections.

The Commonwealth is requesting your acknowledgement of this renewal. Please confirm your acknowledgement by completing the bottom section of this letter and emailing a copy to Beth Procopio at [blprocopio@pa.gov](mailto:blprocopio@pa.gov) and to Steven Hilbish at [shilbish@pa.gov](mailto:shilbish@pa.gov) by close of business February 22, 2012.

If you have any questions, please contact me at 717-975-4943 or at [blprocopio@pa.gov](mailto:blprocopio@pa.gov).

Sincerely,

A handwritten signature in cursive script that reads "Beth Procopio".

Beth Procopio  
Chief, Division of Administrative Services  
PA Department of Corrections

I acknowledge the renewal of the above referenced contract to the above stated Term of Renewal, the addition of the Call IQ Services at eighteen (18) institutions, and that all terms and conditions in the contract shall otherwise remain in full force and effect.

Yes  No

Printed Name: Jeffrey B. Haidinger

Signature: 

Title: President - Services

Date: 2/22/12

cc. Timothy Ringler, Deputy Secretary for Administration  
Harry Jones, Director, Bureau of Administration  
Steven Hilbish, Chief, Support Services



**CHANGE** Page 1 of 1  
**Contract No. 4600012527**  
**Contract Original Approval Date: 07/13/2007**

**Purchasing Agent:**  
**Name:** Sibel Claywell  
**Phone:** 717-214-7083  
**Fax:** 717-214-3567

Valid from/to: 06/29/2007 - 12/07/2013

**Please Deliver To:**

**Your SAP Vendor Number With Us: 305007**

**Supplier Name/Address:**

GLOBAL TEL LINK CORPORATION  
 2609 CAMERON ST  
 MOBILE AL 36607-3104  
 USA  
 Supplier Telephone No: 251-479-4500-....  
 Supplier Fax No.: 251-375-8041

Your Quotation:                      Date:  
 Collective No.:  
 Our Quotation:

**Payment Terms:**  
 NET 30 DAYS

The Commonwealth of Pennsylvania, through the Purchasing Agency, accepts the submission of the Bidder/Contractor for the awarded item(s) at the price(s) set forth below in accordance with: 1) the RFQ submitted by the Bidder/Contractor, if any; 2) the documents attached to this Contract or incorporated by reference, if any, and 3) the contract terms and conditions stored on the website address at [www.dgs.state.pa.us](http://www.dgs.state.pa.us) for this type of Contract as of the date of the RFQ, if any, or other solicitation for this Contract, all of which, as appropriate, are incorporated herein by reference. When the Bidder/Contractor receives an order or a written notice to proceed from the Purchasing Agency, the order or notice constitutes the Bidder/Contractor's authority to furnish the item(s) to the agency at the time(s) and place(s) specified in the order or notice. RFQ, as used herein, means Request for Quotations, Invitation for Bids, Invitation to Qualify, or Request for Proposals, as appropriate.

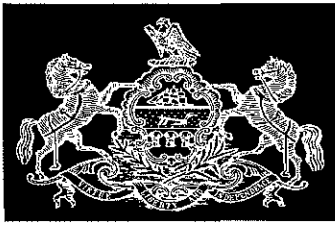
Item	Material/Service Desc	Est Qty	UOM	Net Price	Per Unit	Total
------	-----------------------	---------	-----	-----------	----------	-------

**General Requirements for all Items:**

**Header Text**

02/23/2012 - second and final renewal  
 Renewed through 12/07/2013 by OAS at the request of DOC LJR 02/23/2012  
 No further information for this contract.

**Estimated Total Value  
 Not Applicable**



**REPRINT** Page 1 of 3  
**Contract No. 4600012527**  
**Contract Original Approval Date: 07/13/2007**

**Purchasing Agent:**  
**Name:** Sibel Claywell  
**Phone:** 717-214-7083  
**Fax:** 717-214-3567

Valid from/to: 06/29/2007 - 12/07/2013

**Please Deliver To:**  
 OA  
 207 Finance Building  
 HARRISBURG PA 17120  
 USA

**Your SAP Vendor Number With Us: 305007**

**Supplier Name/Address:**  
 GLOBAL TEL LINK CORPORATION  
 2609 CAMERON ST  
 MOBILE AL 36607-3104  
 USA  
 Supplier Telephone No: 251-479-4500-...  
 Supplier Fax No.: 251-375-8041

Your Quotation:                      Date:  
 Collective No.:  
 Our Quotation:

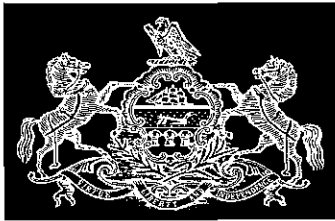
**Payment Terms:**  
 NET 30 DAYS

The Commonwealth of Pennsylvania, through the Purchasing Agency, accepts the submission of the Bidder/Contractor for the awarded item(s) at the price(s) set forth below in accordance with: 1) the RFQ submitted by the Bidder/Contractor, if any; 2) the documents attached to this Contract or incorporated by reference, if any, and 3) the contract terms and conditions stored on the website address at [www.dgs.state.pa.us](http://www.dgs.state.pa.us) for this type of Contract as of the date of the RFQ, if any, or other solicitation for this Contract, all of which, as appropriate, are incorporated herein by reference. When the Bidder/Contractor receives an order or a written notice to proceed from the Purchasing Agency, the order or notice constitutes the Bidder/Contractor's authority to furnish the item(s) to the agency at the time(s) and place(s) specified in the order or notice. RFQ, as used herein, means Request for Quotations, Invitation for Bids, Invitation to Qualify, or Request for Proposals, as appropriate.

Item	Material/Service Desc	Est Qty	UOM	Net Price	Per Unit	Total
10	Phone Instrument Installation - Protel 3	0.00	Each	650.00	1 Each	0.00
20	Phone Instrument Installation - Protel 7	0.00	Each	750.00	1 Each	0.00
30	Phone Instrument Installation - Protel 3	0.00	Each	695.00	1 Each	0.00
40	Phone Instrument Installation - Protel 7	0.00	Each	795.00	1 Each	0.00
50	Pedestal Installation - Floor-mount Ped.	0.00	Each	120.00	1 Each	0.00

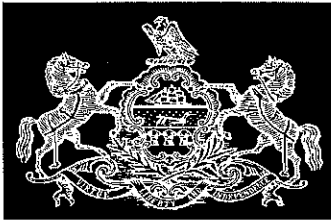
SEE LAST PAGE FOR ESTIMATED TOTAL VALUE INFORMATION





**Supplier Name:**  
 GLOBAL TEL LINK CORPORATION

Item	Material/Service Desc	Est Qty	UOM	Net Price	Per Unit	Total
60	Pedestal Installation - Floor-mount Ped.	0.00	Each	120.00	1 Each	0.00
70	Pedestal Installation - Wall-mount Ped.	0.00	Each	100.00	1 Each	0.00
80	Pedestal Installation - Wall-mount Ped.	0.00	Each	100.00	1 Each	0.00
90	Pedestal Installation - Floor-to-wall-mo	0.00	Each	120.00	1 Each	0.00
100	Pedestal Installation - Floor-to-wall-mo	0.00	Each	120.00	1 Each	0.00
110	Pedestal Installation - Drive-up PedIndo	0.00	Each	120.00	1 Each	0.00
120	Pedestal Installation - Drive-up PedOutd	0.00	Each	120.00	1 Each	0.00
130	Pedestal Installation - Back-toback Ped.	0.00	Each	235.00	1 Each	0.00
140	Pedestal Installation - Back-toback Ped.	0.00	Each	235.00	1 Each	0.00
150	Enclosure Installation - L31A Enc.Indoor	0.00	Each	120.00	1 Each	0.00
160	Enclosure Installation - L31A Enc.Outdoo	0.00	Each	120.00	1 Each	0.00
170	Enclosure Installation - Fortec 2000 Enc	0.00	Each	280.00	1 Each	0.00
180	Enclosure Installation - Fortec 2000 Enc	0.00	Each	280.00	1 Each	0.00



**REPRINT**  
**Contract No. 4600012527**  
**Contract Original Approval Date: 07/13/2007**

Page 3 of 3

**Supplier Name:**  
GLOBAL TEL LINK CORPORATION

Item	Material/Service Desc	Est Qty	UOM	Net Price	Per Unit	Total
190	Enclosure Installation - PC-1 Enc. Indoo	0.00	Each	215.00	1 Each	0.00
200	Enclosure Installation - PC-1 Enc. Outdo	0.00	Each	215.00	1 Each	0.00
210	Enclosure Installation - Sierra 9000 Enc	0.00	Each	165.00	1 Each	0.00
220	Enclosure Installation - Sierra 9000 Enc	0.00	Each	165.00	1 Each	0.00
230	Enclosure Installation - MC-101 Enc. Ind	0.00	Each	300.00	1 Each	0.00
240	Enclosure Installation - MC-101 Enc. Out	0.00	Each	300.00	1 Each	0.00
250	Enclosure Installation - 90L Enc. Indoor	0.00	Each	475.00	1 Each	0.00
260	Enclosure Installation - 90L Enc. Outdoor	0.00	Each	475.00	1 Each	0.00
270	Mon. Recurring Coin/Card Cost	0.00	Month	160.00	1 Month	0.00
280	Inmate Telephone Services	0.00		0.00	0	0.00

**General Requirements for all Items:**

**Header Text**

02/23/2012 - second and final renewal  
Renewed through 12/07/2013 by OAS at the request of DOC LJR 02/23/2012  
No futher information for this contract.

**Estimated Total Value  
Not Applicable**

## Telecommunications Contract Change Request Form

None

<b>Change Request Number and Name:</b>	GTL-CCR-07262012_New Prepaid Calling Rates	<b>Related CR/BAFO Section #:</b>	
<b>Date Created:</b>		<b>Date Submitted to COPA:</b>	
<b>Description (Brief):</b>	Prepaid Rate for Family and Friends Local - \$1.60 Flat, Intralata - Surcharge \$1.25 MOU \$0.14, Interlata - Surcharge \$2.15 MOU \$0.20, InterState - \$2.45 MOU \$0.46		
<b>Priority:</b>	<input type="checkbox"/> URGENT	<input type="checkbox"/> ORDINARY	<input type="checkbox"/> LOW
<b>Status: (Please Check)</b>	<input type="checkbox"/> Approved	<input type="checkbox"/> Pending	<input type="checkbox"/> Rejected
<b>Category: (Please Check)</b>	<input type="checkbox"/> Data Ops	<input type="checkbox"/> Voice Ops	<input type="checkbox"/> Security
		<input type="checkbox"/> ISS	<input type="checkbox"/> Support
<b>REQUESTOR INFORMATION</b>			
<b>Requestor &amp; Title:</b>	Jim Beamer, GTL AE		
<b>Requestor Email Address:</b>	jbeamer@gtl.net		
<b>Requestor Phone Number:</b>	610-621-2249		
<b>Date Change Requested:</b>	7/26/2012		
<b>COPA CONTACT INFORMATION</b>			
<b>COPA Contact:</b>	Steven R. Hilbish		
<b>COPA Email Addr:</b>	shilbish@pa.gov		
<b>COPA Phone Number:</b>	717-728-4040		
<b>Date Submitted:</b>	10/03/2012		
<b>Target Date:</b>	07/26/2012		
<b>SERVICES AFFECTED</b>			
<b>Service Name:</b>	PADOC Inmate Telephone		
<b>Product Code:</b>	Code: Pre-Paid Calling Rates	<input checked="" type="checkbox"/> New Service	<input type="checkbox"/> Change Existing Service
<b>FOR EACH PRODUCT CODE</b>			
<b>Unit Price:</b>			
<b>Amt of Increase/Decrease:</b>			
<input type="checkbox"/> Increase * - (Reference Cost Impact Study)	<input type="checkbox"/> Decrease * - (Reference Cost Impact Study)	<input type="checkbox"/> Revised	<input type="checkbox"/> New Catalog Entry - Add new codes to Product Cat.
			<input type="checkbox"/> No Unit Price Change
<b>COST IMPACT</b>			
<b>Cost Impact - (None, brief description or attached doc):</b>	None		
<b>Technology: (check all that apply):</b>	<input type="checkbox"/> New	<input type="checkbox"/> Revised	<input type="checkbox"/> Hardware
			<input checked="" type="checkbox"/> Software
<b>SAP Account Information, if applicable:</b>	<b>SAP Fund:</b>	<b>SAP Cost Center:</b>	
<b>Performance Impact:</b>	None		
<b>Business Justification:</b>	This new rate structure reduces the burden on the families of the inmate trying to keep in contact with the inmate. This increased communication will allow for a better re-entry process.		
(*) NOTE: All statements that affect billing must be immediately forwarded to the Comptroller upon acceptance			

Commonwealth of PA, Department of Corrections

Timothy Ringler  
Deputy Secretary for Administration

Date 10/15/12

Global Tel\*Link Corporation

Jeffrey Haidinger  
President and COO

Date 10/11/12



**DATE:**       **October 24, 2012**

**SUBJECT:**   **Contract Change-New Prepaid Calling Rates**

Dear Ms. Studebaker:

The Commonwealth of Pennsylvania, Department of Corrections has approved Contract change number GTL-CCR-07262012\_New Prepaid Calling Rates of which a copy is attached.

If you have any questions, please contact my office at 717-728-4040 or at [shilbish@pa.gov](mailto:shilbish@pa.gov).

Sincerely,

A handwritten signature in cursive script that reads 'Steven R. Hilbish'.

Steven R. Hilbish  
Chief, Support Services Section  
Division of Administrative Services  
PA Department of Corrections

**Hilbish, Steven**

---

SENT 10/28/12 @ 7:12AM

**To:** Lauren Studabaker (Lauren.Studebaker@gtl.net)  
**Cc:** James Beamer (James.Beamer@gtl.net); Procopio, Beth  
**Subject:** Contract Change Approval  
**Attachments:** 20121024070929884.pdf.pdf

Hi Lauren, I was working with Jim regarding this but thought I should send to you also. The contract change adding the new prepaid calling rates has been approved and have attached a copy.

If you have any questions please contact my office.

Thank you,

Steven R. Hilbish|Chief  
Department of Corrections|Administration|Administrative Services  
1920 Technology Parkway  
Mechanicsburg, PA 17050  
Phone: 717.728.4040 | Fax: 717.728.4181  
[www.cor.state.pa.us](http://www.cor.state.pa.us)

**Attachment 25-E Inmate Prepaid Calling Rates**  
**(Revision 1 Option 2 Zero Commission offer)**

Contractor guaranteed rates for inmate prepaid calling rates by completing its prepaid calling rates on the attached blank Attachment 25-E.

\* To be submitted in a separately sealed envelope. Refer to Part 2, paragraph 2-2.

**MCI Response:** MCI has provided on the attached page a listing of its proposed Inmate Prepaid Calling Rates. The rates are postalized for all calling types, do NOT vary by originating facility and include any applicable payphone surcharges.

MCI's proposed rate structure will allow for a much easier to understand rate structure than what exists today in the Commonwealth

With regard to International Inmate Prepaid Rates, MCI has provided a complete listing of rates to all terminating countries directly following the Attachment 25E. These rates are postalized and do require a per call surcharge.

International Inmate PrePaid Rates (Revision 1)	
Terminating Country	Per-Minute Rate
Afghanistan	\$6.76
Albania	\$2.72
Algeria	\$2.08
American Samoa	\$1.56
Andorra	\$0.96
Angola	\$3.24
Anguilla	\$1.80
Antarctica (Casey, Davis, Mawson and Macquarie Island)	\$7.12
Antarctica (Scott Base)	\$1.48
Antigua (Barbuda)	\$1.48
Argentina	\$1.28
Armenia	\$2.64
Aruba	\$1.40
Ascension Island	\$4.60
Australia (including Tasmania)	\$0.51
Austria	\$0.60
Azerbaijan	\$3.32
Bahamas	\$0.96
Bahrain	\$2.24
Bangladesh	\$3.56
Barbados	\$1.68
Belarus	\$1.92
Belgium	\$0.51
Belize	\$2.16
Benin	\$2.04
Bermuda	\$0.96
Bhutan	\$4.92
Bolivia	\$1.88
Bosnia-Herzegovina	\$2.24
Botswana	\$1.88
Brazil	\$1.12
British Virgin Islands	\$1.40
Brunei	\$2.60
Bulgaria	\$1.48
Burkina Faso	\$2.68
Burundi	\$5.68
Cambodia	\$5.52
Cameroon	\$2.76
Canada	\$0.32
Cape Verde Islands	\$2.48
Cayman Islands	\$1.24
Central African Republic	\$4.52
Chad	\$7.40
Chile	\$0.99
China	\$1.44
Christmas Island	\$0.51
Cocos Island	\$0.51
Colombia	\$1.31

International Inmate PrePaid Rates (Revision 1)	
Terminating Country	Per-Minute Rate
Comorros	\$5.16
Congo	\$2.72
Cook Islands	\$4.96
Costa Rica	\$1.44
Croatia	\$1.68
Cuba	\$7.44
Cyprus	\$1.80
Czech Republic	\$1.76
Denmark	\$0.48
Diego Garcia	\$13.16
Djibouti	\$2.92
Dominica	\$1.88
Dominican Republic	\$0.90
East Timor	\$29.44
Easter Island	\$1.24
Ecuador	\$1.50
Egypt	\$2.48
El Salvador	\$1.72
Equatorial Guinea	\$6.16
Eritrea	\$3.80
Estonia	\$2.12
Ethiopia	\$3.68
Faeroe Islands	\$1.44
Falkland Islands	\$3.64
Fiji Islands	\$2.92
Finland	\$0.48
France	\$0.48
French Antilles (including Martinique, St. Barthelemy and St. Martin)	\$1.52
French Guiana	\$2.04
French Polynesia	\$3.96
Gabon	\$2.48
Gambia	\$2.04
Georgia	\$2.96
Germany	\$0.45
Ghana	\$1.96
Gibraltar	\$2.36
Greece	\$0.84
Greenland	\$4.73
Grenada (including Carriacou)	\$1.96
Guadeloupe	\$1.60
Guantanamo Bay	\$7.44
Guatemala	\$1.31
Guinea	\$2.52
Guinea Bissau	\$10.63
Guyana	\$3.12
Haiti	\$2.40
Honduras	\$2.00
Hong Kong	\$0.64



International Inmate PrePaid Rates (Revision 1)	
Terminating Country	Per-Minute Rate
Hungary	\$1.36
Iceland	\$1.56
India	\$1.86
Indonesia	\$1.72
Iran	\$3.32
Iraq	\$4.24
Ireland	\$0.48
Israel	\$0.80
Italy	\$0.48
Ivory Coast	\$3.48
Jamaica	\$1.76
Japan	\$0.51
Jordan	\$2.80
Kazakhstan	\$1.28
Kenya	\$2.44
Kiribati	\$3.68
Korea, Democratic People's Republic of	\$7.72
Korea, Republic of	\$0.67
Kuwait	\$2.88
Kyrgyzstan	\$3.40
Laos	\$5.72
Latvia	\$2.12
Lebanon	\$2.64
Lesotho	\$2.56
Liberia	\$1.92
Libya	\$2.92
Liechtenstein	\$0.76
Lithuania	\$2.76
Luxembourg	\$0.64
Macao	\$2.36
Macedonia	\$1.80
Madagascar	\$7.76
Malawi	\$2.04
Malaysia	\$1.36
Maldives	\$3.88
Mali	\$3.24
Malta	\$2.20
Marshall Islands	\$2.28
Mauritania	\$3.04
Mauritius	\$3.56
Mayotte Island	\$5.16
Mexico Rate Steps 1 - 3	\$0.61
Mexico Rate Steps 4 - 6	\$0.70
Micronesia	\$2.36
Moldova	\$3.08
Monaco	\$0.64
Mongolia	\$5.08
Montserrat	\$2.00
Morocco	\$2.44

<b>International Inmate PrePaid Rates (Revision 1)</b>	
<b>Terminating Country</b>	<b>Per-Minute Rate</b>
Nauru	\$11.60
Nepal	\$3.12
Netherlands	\$0.48
Netherlands Antilles	\$1.40
Nevis	\$1.52
New Caledonia	\$3.36
New Zealand	\$1.48
Nicaragua	\$1.72
Niger	\$2.84
Nigeria	\$2.64
Niue Island	\$15.90
Norfolk Island	\$7.12
Norway	\$0.48
Oman	\$2.84
Pakistan	\$3.08
Palau	\$6.80
Palestine	\$1.00
Panama	\$1.38
Papua New Guinea	\$4.98
Paraguay	\$1.88
Peru	\$1.50
Philippines	\$1.09
Poland	\$1.28
Portugal (including Azores and Madeira Islands)	\$0.64
Qatar	\$2.88
Reunion Island	\$3.08
Romania	\$1.96
Russia	\$1.28
Rwanda	\$3.56
San Marino	\$1.08
Sao Tome	\$9.04
Saudi Arabia	\$3.08
Senegal	\$3.68
Seychelles	\$4.20
Sierra Leone	\$2.84
Singapore	\$0.83
Slovakia	\$1.76
Slovenia	\$1.76
Solomon Islands	\$7.82
Somalia	\$5.28
South Africa	\$1.22
Spain (including Balearic Islands, Canary Islands, Ceuta and Melilla)	\$0.48
Sri Lanka	\$2.96
St. Helena	\$6.88
St. Kitts	\$1.52
St. Lucia	\$1.56
St. Pierre/Miquelon	\$1.44
St. Vincent/Grenadines	\$1.76
Sudan	\$3.80

International Inmate PrePaid Rates (Revision 1)	
Terminating Country	Per-Minute Rate
Suriname	\$3.64
Swaziland	\$2.32
Sweden	\$0.48
Switzerland	\$0.48
Syria	\$3.08
Taiwan	\$0.80
Tajikistan	\$1.44
Tanzania	\$2.44
Thailand	\$1.48
Togo	\$3.04
Tonga Islands	\$3.08
Trinidad/Tobago	\$1.57
Tunisia	\$1.80
Turkey	\$1.60
Turkmenistan	\$3.28
Turks and Caicos Islands	\$1.64
Tuvalu	\$5.48
Uganda	\$2.32
Ukraine	\$1.92
United Arab Emirates	\$1.92
United Kingdom	\$0.22
Uruguay	\$1.88
Uzbekistan	\$1.68
Vanuatu	\$9.00
Vatican City	\$0.48
Venezuela	\$1.12
Vietnam	\$3.36
Wallis and Futuna	\$11.04
Western Samoa	\$2.72
Yemen, Republic of	\$2.80
Yugoslavia	\$2.20
Zaire	\$2.28
Zambia	\$2.44
Zimbabwe	\$2.04



November 1, 2013

Global Tel Link Corporation  
2609 Cameron St.  
Mobile, AL 36607-3104

Contract Title: Payphone/Inmate Phones  
Re: Extension of Contract 4600012527

Dear Ms. Studebaker:

The Commonwealth of Pennsylvania, Department of Corrections would like to extend the term of contract 4600012527. We are exercising our option to extend the contract term in accordance with Attachment A - Standard Contract Terms and Conditions for Services, Section 1 - "Term of Contract", paragraph 1. All contract terms and conditions shall remain in full force and effect, except for the following:

1. Term of Extension: 12-8-13 to 3-7-14 or until a new contract is in place, whichever is sooner.

The Commonwealth is requesting your acknowledgement of this extension. Please confirm your acknowledgement by completing the bottom section of this letter and emailing a copy to Russ Ilgenfritz at [rilgenfrit@pa.gov](mailto:rilgenfrit@pa.gov) and to Steve Hilbish at [shilbish@pa.gov](mailto:shilbish@pa.gov) by close of business November 12, 2013.

If you have any questions, please contact me at 717-728-3919 or at [rilgenfrit@pa.gov](mailto:rilgenfrit@pa.gov)

Sincerely,

A handwritten signature in black ink that reads 'Russ Ilgenfritz'.

Russ Ilgenfritz  
Administrative Officer  
PA Department of Corrections

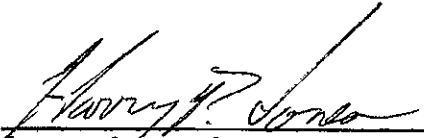
I acknowledge the extension of the above referenced contract to the above Term of Extension, and that all terms and conditions in the contract shall otherwise remain in full force and effect.

  
Contractor Signature and Acceptance

11/1/13  
Date

Jeffrey B. Aaidinger  
Signator's Name (Please print)

President and CDO  
Title

  
Agency Approval

11/5/13  
Date

Cc: Timothy Ringler, Deputy Secretary for Administration  
Harry Jones, Director, Bureau of Administration  
Steve Hilbish, Chief, Support Services