

Offer & Acceptance Form

TO PINAL COUNTY:

The undersigned hereby offers and agrees to furnish the material, service, or construction in compliance with all terms, conditions, specifications, and amendments in the Solicitation.

Robert E. Pickens Chief Operating Officer
 Authorized Signature Title

Robert E. Pickens 1-9-12
 Printed Name Date

Securus Technologies, Inc. 972-277-0300
 Company Name Telephone

14651 Dallas Parkway, Suite 600 Dallas, TX 75254
 Address City, State, Zip

For clarification of this offer, contact:

Name: Darrin Hays Phone: 480-717-8790 Fax: 972-277-0514

ACCEPTANCE OF OFFER
 (For Pinal County Use Only)

The offer is hereby accepted and the Responder is now bound to sell or provide the materials, services, or construction as indicated by the Purchase Order or Notice of Award and based upon the solicitation, including all terms, conditions, specifications, amendments, etc. and the Offer as accepted by Pinal County. The contract is for: Inmate Telephone Services

This contract shall henceforth be referenced to as Contract No. PC-111317. The Contractor is cautioned not to commence any billable work or to provide any material or service under this contract until Contractor receives an executed purchase order or notice to proceed.

Awarded this 11th day of April, 2012.

Pete Rios Chairman *Pete Rios*
 Name (Print) Title Signature

Approved as to form: *[Signature]* 3/27/12
 Pinal County Attorney's Office



**Master Services Agreement
Pinal County (AZ)
A003701**

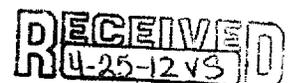
This Master Service Agreement is ("Agreement") is by and between Pinal County ("Customer") and Securus Technologies Inc., ("we," "us," or "Provider"). This Agreement is signed under the Authority of Pinal County Contract PC-111317 which shall govern this Agreement. In the event of conflicting terms, the PC-111317 Terms and Conditions as awarded shall prevail and shall be effective as of the last date signed by either party (the "Effective Date").

Whereas the Customer desires that Provider install an inmate telecommunication system and provide telecommunications and maintenance services according to the terms and conditions in this Agreement according to the Schedule and Work Orders, which are incorporated by reference into this Agreement;

Whereas the Provider agrees to install the inmate telecommunications system and provide telecommunications and maintenance services according to the terms and conditions in this Agreement and the Schedule and Work Orders, which are incorporated by reference into this Agreement;

Now therefore, in consideration of the mutual promises and covenants contained herein, the parties agree as follows:

- 1. Applications.** This Agreement specifies the general terms and conditions under which we will perform certain inmate-related services and applications (the "Application(s)") for you. Additional terms and conditions with respect to the Applications will be specified in the schedules entered into by the parties and attached hereto (the "Schedules"). The Schedules are incorporated into this Agreement and are subject to the terms and conditions of this Agreement. In the event of any conflict between this Agreement and a Schedule, the terms of the Schedule shall govern. In the event of any conflict between any two Schedules for a particular Application, the latest in time shall govern.
- 2. Use of Applications.** You grant us the exclusive right and license to install, maintain, and derive revenue from the Applications through our inmate systems (including, without limitation, the related hardware and software) (the "System") located in and around the inmate confinement facilities identified on the Schedules (the "Facilities"). You are responsible for the manner in which you use the Applications. Unless expressly permitted by a Schedule or separate written agreement with us, you will not resell the Applications or provide access to the Applications (other than as expressly provided in a particular Schedule), directly or indirectly, to third parties. During the term of this Agreement and subject to the remaining terms and conditions of this Agreement, Provider shall be the sole and exclusive provider of existing and any future inmate related communications, including but not limited to voice, video, and data (e.g., phone calls, video calls, messaging, prepaid calling cards, debit calling, and e-mail) at the Facilities in lieu of any other third party providing such inmate communications, including without limitation, Customer's employees, agents, or subcontractors.
- 3. Compensation.** Compensation for each Application, if any, and the applicable payment addresses are as stated in the Schedules.
- 4. Term.** The obligations of the parties shall be effective as of the Effective Date, but the "Initial Term" shall begin 120 days after the Effective Date (to allow for installation of hardware and/or implementation of network connectivity) and shall end on the date that is 36 months thereafter. Unless one party delivers to the other written notice of non-renewal at least ninety (90) days before the end of the then current term, this Agreement shall automatically renew for 2 successive periods of 12 months each. Notwithstanding anything to the contrary, the terms and conditions of this Agreement shall continue to apply to each Schedule for so long as we continue to provide the Application to you after the expiration or earlier termination of this Agreement.
- 5. Service Level Agreement and Limited Remedy.** We are committed to providing you with reliable, high quality Applications and we offer certain assurances about the quality of our Applications (the "Service Level Agreement"). The Service Level Agreement for each Application is as set forth in the applicable Schedule. **THE SERVICE LEVEL AGREEMENT SETS FORTH THE SOLE AND EXCLUSIVE REMEDIES FOR FAILURE OR DEFECT OF AN APPLICATION. WE DISCLAIM ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ANY IMPLIED WARRANTY ARISING FROM A**



COURSE OF DEALING OR USAGE OF TRADE, AND NONINFRINGEMENT.

6. Software License. We grant you a personal, non-exclusive, non-transferable license (without the right to sublicense) to access and use certain proprietary computer software products and materials in connection with the Applications (the "Software"). The Software includes any upgrades, modifications, updates, and additions to existing features that we implement in our discretion (the "Updates"). Updates do not include additional features and significant enhancements to existing features. You are the license holder of any third-party software products we obtain on your behalf. You authorize us to provide or preinstall the third-party software and agree that we may agree to the third-party End User License Agreements on your behalf. Your rights to use any third-party software product that we provide shall be limited by the terms of the underlying license that we obtained for such product. The Software is to be used solely for your internal business purposes in connection with the Applications at the Facilities. You will not (i) permit any parent, subsidiary, affiliated entity, or third party to use the Software, (ii) assign, sublicense, lease, encumber, or otherwise transfer or attempt to transfer the Software or any portion thereof, (iii) process or permit to be processed any data of any other party with the Software, (iv) alter, maintain, enhance, disassemble, decompile, reverse engineer or otherwise modify the Software or allow any third party to do so, (v) connect the Software to any products that we did not furnish or approve in writing, or (vi) ship, transfer, or export the Software into any country, or use the Software in any manner prohibited by the export laws of the United States. We are not liable with regard to any Software that you use in a prohibited manner.

7. Ownership and Use. The System, the Applications, and related records, data, and information shall at all times remain our sole and exclusive property unless prohibited by law, in which event, we shall have the unlimited right to use such records, data, and information for investigative and law enforcement purposes. However, during the term of this Agreement and for a reasonable period of time thereafter, we will provide you with reasonable access to the records. We (or our licensors, if any) have and will retain all right, title, interest, and ownership in and to (i) the Software and any copies, custom versions, modifications, or updates of the Software, (ii) all related documentation, and (iii) any trade secrets, know-how, methodologies, and processes related to our Applications, the System, and our other products and services (the "Materials"). The Materials constitute proprietary information and trade secrets of Provider and its licensors, whether or not any portion thereof is or may be the subject of a valid copyright or patent.

8. Legality/Limited License Agreement. For services related to Applications which may allow you to monitor and record inmate or other administrative telephone calls, or transmit or receive inmate electronic messages ("e-mail"); by providing the Application, we make no representation or warranty as to the legality of recording or monitoring inmate or administrative telephone calls or transmitting or receiving inmate e-mail messages. Further, you retain custody and ownership of all recordings, and inmate e-mail messages; however you grant us a perpetual limited license to compile, store, and access recordings or inmate calls and access inmate e-mail messages for purposes of (i) complying with the requests of officials at the Facility, (ii) disclosing information to requesting law enforcement and correctional officials as they may require for investigative, penological or public safety purposes, (iii) performing billing and collection functions, or (iv) maintaining equipment and quality control purposes. This license does not apply to recordings of inmate calls or e-mail messages with their attorneys or to recordings or e-mail messages protected from disclosure by other applicable privileges.

9. Confidentiality and Non-Disclosure. The System, Applications, and related call records and information (the "Confidential Information") shall at all times remain confidential to Provider. You agree that you will not disclose such Confidential Information to any third party without our prior written consent. Because you will be able to access confidential information of third parties that is protected by certain federal and state privacy laws through the Software and Applications, you shall only access the Software with computer systems that have effective firewall and anti-virus protection. Moreover, you acknowledge that the contents of this contract constitute proprietary trade secrets and represent that you have not disclosed the terms and conditions of this Agreement to anyone outside of your organization save your legal representative. You warrant that you will keep the terms and conditions of this Agreement confidential and, unless required by court order or statute, will not disclose such information without Provider's express written consent (except that you may disclose the contents of this Agreement to your attorney or tax advisor, if any, but only after informing those persons that they must keep confidential the information contained herein). Before complying with any such court order or statute, you agree to notify Provider so that it may assert any rights to non-disclosure that it may have under the applicable law.

10. Claims. To the fullest extent allowed by applicable law, each party by itself and/or its employees, agents, or contractors agrees to be responsible for any loss, cost, claim, liability, damage, and expense (including, without limitation, reasonable attorney's fees and expenses) (collectively "Claims") arising out of (i) a breach of its own representations, warranties, and/or covenants contained herein, or (ii) gross negligence or willful misconduct, or (iii) actual or alleged intellectual property infringement.

Furthermore, the parties understand and agree that each one is subject to federal, state, and local laws and regulations, and each party bears the burden of its own compliance. The Provider agrees to install and implement the Inmate Telephone System according to the law governing the Provider, the instruction it receives from the Customer as to the Customer's requirements under the law, and according to the Customer's facility's demographics. The Customer agrees to indemnify the Provider against any and all Claims arising out of or related to instruction Provider receives from the Customer.

11. Insurance. We maintain comprehensive general liability insurance having limits of not less than \$2,000,000.00 in the aggregate. You agree to provide us with reasonable and timely written notice of any claim, demand, or cause of action made or brought against you arising out of or related to the utilization of the Applications and the System in which the Provider is brought in as a co-defendant in the Claim. We have the right to defend any such claim, demand, or cause of action at our sole cost and expense and within our sole and exclusive discretion. You agree not to compromise or settle any claim or cause of action arising out of or related to the use of the Applications or System without our prior written consent, and you are required to assist us with our defense of any such claim, demand, or cause of action.

12. Default and Termination. If either party defaults in the performance of any obligation under this Agreement, then the non-defaulting party shall give the defaulting party written notice of its default setting forth with specificity the nature of the default. If the defaulting party fails to cure its default within thirty (30) days after receipt of the notice of default, then the non-defaulting party shall have the right to terminate this Agreement upon thirty (30) days written notice and pursue all other remedies available to the non-defaulting party, either at law or in equity. Notwithstanding the foregoing, the thirty (30) day cure period shall be extended to ninety (90) days if the default is not reasonably susceptible to cure within such thirty (30) day period, but only if the defaulting party has begun to cure the default during the thirty (30) day period and diligently pursues the cure of such default. Notwithstanding the foregoing, if you breach your obligations in the section entitled "Software License" or the section entitled "Confidentiality", then we shall have the right to terminate this Agreement immediately.

13. Limitation of Liability. NOTWITHSTANDING ANYTHING TO THE CONTRARY IN THIS AGREEMENT, NEITHER PARTY SHALL HAVE ANY LIABILITY FOR INDIRECT, INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES, LOSS OF PROFITS OR INCOME, LOST OR CORRUPTED DATA, OR LOSS OF USE OR OTHER BENEFITS, HOWSOEVER CAUSED AND EVEN IF DUE TO THE PARTY'S NEGLIGENCE, BREACH OF CONTRACT, OR OTHER FAULT, EVEN IF SUCH PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. OUR AGGREGATE LIABILITY TO YOU RELATING TO OR ARISING OUT OF THIS AGREEMENT, WHETHER IN CONTRACT, TORT OR OTHERWISE, SHALL NOT EXCEED THE AMOUNT WE PAID YOU DURING THE TWELVE (12) MONTH PERIOD BEFORE THE DATE THE CLAIM AROSE.

14. Uncontrollable Circumstance. We reserve the right to renegotiate or terminate this Agreement upon sixty (60) days advance written notice if circumstances outside our control related to the Facilities (including, without limitation, changes in rates, regulations, or operations mandated by law; material reduction in inmate population or capacity; material changes in jail policy or economic conditions; acts of God; actions you take for security reasons (such as lock-downs)) negatively impact our business; however, we shall not unreasonably exercise such right. Further, Customer acknowledges that Provider's provision of the services is subject to certain federal, state or local regulatory requirements and restrictions which are subject to change from time-to-time and nothing contained herein to the contrary shall restrict Provider from taking any steps necessary to perform in compliance therewith.

15. Injunctive Relief. Both parties agree that a breach of any of the obligations set forth in the sections entitled "Software License," "Ownership and Use," and "Confidentiality" would irreparably damage and create undue hardships for the other party. Therefore, the non-breaching party shall be entitled to immediate court ordered injunctive relief to stop any apparent breach of such sections, such remedy being in addition to any other remedies available to such non-breaching party.

16. Force Majeure. Either party may be excused from performance under this Agreement to the extent that performance is prevented by any act of God, war, civil disturbance, terrorism, strikes, supply or market, failure of a third party's performance, failure, fluctuation or non-availability of electrical power, heat, light, air conditioning or telecommunications equipment, other equipment failure or similar event beyond its reasonable control; provided, however that the affected party shall use reasonable efforts to remove such causes of non-performance.

17. Notices. Any notice or demand made by either party under the terms of this Agreement or under any statute shall be in writing and shall be given by personal delivery; registered or certified U.S. mail, postage prepaid; or commercial courier delivery service, to the address below the party's signature below, or to such other address as a party may designate by

written notice in compliance with this section. Notices shall be deemed delivered as follows: personal delivery – upon receipt; U.S. mail – five days after deposit; and courier – when delivered as shown by courier records.

18. No Third-party Beneficiary Rights. The parties do not intend to create in any other individual or entity the status of a third-party beneficiary, and this Agreement shall not be construed so as to create such status. The rights, duties, and obligations contained herein shall operate only between the parties and shall inure solely to their benefit. The provisions of this Agreement are intended to assist only the parties in determining and performing their obligations hereunder, and the parties intend and expressly agree that they alone shall have any legal or equitable right to seek to enforce this Agreement, to seek any remedy arising out of a party's performance or failure to perform any term or condition of this Agreement, or to bring an action for the breach of this Agreement.

19. Miscellaneous. This Agreement shall be governed by and construed in accordance with the laws of the State of Arizona. No waiver by either party of any event of default under this Agreement shall operate as a waiver of any subsequent default under the terms of this Agreement. If any provision of this Agreement is held to be invalid or unenforceable, the validity or enforceability of the other provisions shall remain unaffected. This Agreement shall be binding upon and inure to the benefit of Provider and Customer and their respective successors and permitted assigns. Except for assignments to our affiliates or to any entity that succeeds to our business in connection with a merger or acquisition, neither party may assign this Agreement without the prior written consent of the other party. Each signatory to this Agreement warrants and represents that he or she has the unrestricted right and requisite authority to enter into and execute this Agreement, to bind his or her respective party, and to authorize the installation and operation of the System. Provider and Customer each shall comply, at its own expense, with all applicable laws and regulations in the performance of their respective obligations under this Agreement and otherwise in their operations. Nothing in this Agreement shall be deemed or construed by the parties or any other entity to create an agency, partnership, or joint venture between Customer and Provider. This Agreement cannot be modified orally and can only be modified by a written instrument signed by all parties. The parties' rights and obligations, which by their nature would extend beyond the termination, cancellation, or expiration of this Agreement, shall survive such termination, cancellation, or expiration (including, without limitation, any payment obligations for services or equipment received before such termination, cancellation, or expiration). This Agreement may be executed in counterparts, each of which shall be fully effective as an original, and all of which together shall constitute one and the same instrument. Each party agrees that delivery of an executed copy of this Agreement by facsimile transmission or by PDF e-mail attachment shall have the same force and effect as hand delivery with original signatures. Each party may use facsimile or PDF signatures as evidence of the execution and delivery of this Agreement to the same extent that original signatures can be used. This Agreement, together with the exhibits and Schedules, constitutes the entire agreement of the parties regarding the subject matter set forth herein and supersedes any prior or contemporaneous oral or written agreements or guarantees regarding the subject matter set forth herein.

EXECUTED as of the Effective Date.

<p><u>CUSTOMER:</u> Pinal County</p> <p>By: <u>Victoria L. Prins</u> Name: <u>Victoria L. Prins</u> Title: <u>CEO</u> Date: <u>4/26/12</u></p> <p><u>Customer's Notice Address:</u> 971 N. Jason Lopez Circle Florence, AZ 85132</p>	<p><u>PROVIDER:</u> Securus Technologies, Inc.</p> <p>By: <u>Robert Pickens</u> Name: Robert Pickens Title: Chief Operating Officer Date: <u>4/25/12</u></p> <p><u>Provider's Notice Address:</u> 14651 Dallas Parkway, Suite 600 Dallas, Texas 75254 Attention: General Counsel Phone: (972) 277-0300</p> <p><u>Provider's Payment Address:</u> 14651 Dallas Parkway, Suite 600 Dallas, Texas 75254 Attention: Accounts Receivable</p>
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Please return signed contract to:

14651 Dallas Parkway
Sixth Floor
Dallas, Texas 75254
Attention: Contracts Administrator
Phone: (972) 277-0300

*John
4/26/12*

Schedule

Pinal County (AZ)

A003701

This Schedule is between Securus Technologies, Inc. ("we" or "Provider"), and Pinal County ("you" or "Customer") and is part of and governed by the Master Services Agreement (the "Agreement") executed by the parties. The terms and conditions of the Agreement are incorporated herein by reference. This Schedule shall be coterminous with the Agreement ("Schedule Effective Date").

A. Applications. We will provide the following Applications:

CALL MANAGEMENT SYSTEM

DESCRIPTION:

Secure Call Platform: Secure Call Platform ("SCP") provides through its centralized system automatic placement of calls by inmates without the need for conventional live operator services. In addition, SCP has the ability to (a) monitor and record inmate calls, (b) automatically limit the duration of each call to a certain period designated by us, (c) maintain call detail records in accordance with our standard practices, (d) automatically shut the System on or off, and (e) allow free calls to the extent required by applicable law. We will be responsible for all billing and collections of inmate calling charges but may contract with third parties to perform such functions. SCP will be provided at the Facilities specified in the chart below.

COMPENSATION:

Collect Calls. We will pay you commission (the "Commission") based on the Gross Revenues that we earn through the completion of collect calls placed from the Facilities as specified in the chart below. "Gross Revenues" shall mean all gross billed revenues relating to completed collect calls generated by and through the Inmate Telecommunications System. Regulatory required and other items such as federal, state and local charges, taxes and fees, including transaction funding fees, transaction fees, credits, billing recovery fees, charges billed by non-LEC third parties, and promotional programs are excluded from revenue to the Provider. We shall remit the Commission for a calendar month to you on or before the 30th day after the end of the calendar month in which the calls were made (the "Payment Date"). All Commission payments shall be final and binding upon you unless we receive written objection within sixty (60) days after the Payment Date. Your payment address is as set forth in the signature block below. You shall notify us in writing at least sixty (60) days before a Payment Date of any change in your payment address.

FACILITIES AND RELATED SPECIFICATIONS:

Facility Name and Address	Type of Call Management Service	Commission Percentage	Revenue Base for Calculation of Commission	Commissions Payment Address
Pinal County Sheriff's Department 971 N. Jason Lopez Circle Florence, AZ 85132	SCP	72%	Gross Revenues	Same

CENTRALIZED NET CENTRIC, VOIP, DIGITAL TRANSMITTED CALL MANAGEMENT SYSTEM

DESCRIPTION:

Secure Calling Platform User Interface. We will provide you with the Software regarding the Secure Calling Platform Interface ("S-Gate User Interface") which may be used only on computers and other equipment that meets or exceeds the specifications in the chart below, which we may amend from time to time ("Compatible Equipment"), for a total of licensed users as specified in the attached Customer Statement of Work. Customer represents that (i) it will be responsible for distributing and assigning licenses to its end users; (ii) it will use the SCP User Interface for lawful purposes and shall not

transmit, retransmit or store material in violation of any federal or state laws or regulation; and (iii) it will monitor and ensure that its licensed end users comply as directed herein.

Processor	Personal computer (PC) with a minimum 1 gigahertz (GHz) or processor clock speed recommended; Intel Pentium/Celeron family, or AMD K6/Athlon/Duron family, or compatible processor recommended higher
Operating System	Windows XP
Browser	Microsoft Internet Explorer 6.0 or better
Memory	At least 128 megabytes (MB) of RAM; 256 MB for optimum speed
Drive	CD-ROM or DVD drive
Display	Super VGA (1,024 x 768) or higher-resolution video adapter and monitor
Peripherals	Keyboard and Microsoft Mouse or compatible pointing device
Internet	Internet access

SERVICE LEVEL AGREEMENT

We agree to repair and maintain the System in good operating condition (ordinary wear and tear excepted), including, without limitation, furnishing all parts and labor. All such maintenance shall be conducted in accordance with the service levels in Items 1 through 10 below. All such maintenance shall be provided at our sole cost and expense unless necessitated by any misuse of, or destruction, damage, or vandalism to any premises equipment by you (not inmates at the Facilities), in which case, we may recoup the cost of such repair and maintenance through either a Commission deduction or direct invoicing, at our option. You agree to promptly notify us in writing after discovering any misuse of, or destruction, damage, or vandalism to, the said equipment. If any portion of the System is interfaced with other devices or software owned or used by you or a third party, then we shall have no obligation to repair or maintain such other devices or software. This SERVICE LEVEL AGREEMENT does not apply to any provided *Openworkstation(s)* (see below). For the services contemplated hereunder, we may provide, based upon the facilities requirements, two types of workstations (personal computer/desktop/laptop/terminal): The "*Openworkstation*" is an open non-secured workstation which permits administrative user rights for facility personnel and allows the facilities an ability to add additional third-party software. Ownership of the *Openworkstation* is transferred to the facility along with a three-year product support plan with the hardware provider. We have no obligation to provide any technical and field support services for an *Openworkstation*. CUSTOMER IS SOLELY RESPONSIBLE FOR THE MAINTENANCE OF ANY *OPENWORKSTATIONS(S)*.

1. **Outage Report; Technical Support.** If either of the following occurs: (a) you experience a System outage or malfunction or (b) the System requires maintenance (each a "System Event"), then you will promptly report the System Event to our Technical Support Department ("Technical Support"). You may contact Technical Support 24 hours a day, seven days a week (except in the event of planned or emergency outages) by telephone at 866-558-2323, by email at TechnicalSupport@securustech.net, or by facsimile at 800-368-3168. We will provide you commercially reasonable notice, when practical, before any Technical Support outage.

2. **Priority Classifications.** Upon receipt of your report of a System Event, Technical Support will classify the System Event as one of the following three priority levels:

Priority 1	30% or more of the functionality of the System is adversely affected by the System Event.
Priority 2	5% - 29% of the functionality of the System is adversely affected by the System Event.
Priority 3	5% or less of the functionality of the System is adversely affected by the System Event. Single and multiple phones related issues.

3. **Response Times.** After receipt notice of the System Event, we will respond to the System Event within the following time periods:

Priority 1	2 hours
Priority 2	24 hours

4. **Response Process.** In the event of a System Event, where the equipment is located on Customer premises, Technical Support will either initiate remote diagnosis and correction of the System Event or dispatch a field technician to the Facility (in which case the applicable regional dispatcher will contact you with the technician's estimated time of arrival), as necessary. In the event of a System Event occurs in the centralized SCP system, technical support will initiate remote diagnosis and correction of the System Event.
5. **Performance of Service.** All of our repair and maintenance of the System will be done in a good and workmanlike manner at no cost to you except as may be otherwise set forth in the Agreement. Any requested modification or upgrade to the System that is agreed upon by you and us may be subject to a charge as set forth in the Agreement and will be implemented within the time period agreed by the parties.
6. **Escalation Contacts.** Your account will be monitored by the applicable Territory Manager and Regional Service Manager. In addition, you may use the following escalation list if our response time exceeds 36 hours: first to the Technical Support Manager or Regional Service Manager, as applicable, then to the Director of Field Services, then to the Executive Director, Service.
7. **Notice of Resolution.** After receiving internal notification that a Priority 1 System Event has been resolved, a member of our management team will contact you to confirm resolution. For a Priority 2 or 3 System Event, a member of our customer satisfaction team will confirm resolution.
8. **Monitoring.** We will monitor our back office and validation systems 24 hours a day, seven days a week.
9. **Required IGR.** You are responsible for providing a dedicated isolated grounded receptacle ("IGR") for use in connection with the primary System. Upon request we will provide you with the specifications for the IGR. If you are unable to or do not provide the IGR, then we will provide the IGR on a time and materials basis at the installer's then-current billing rates, provided that we are not responsible for any delay caused by your failure to provide the IGR.
10. **End-User Billing Services and Customer Care.** Our Securus Correctional Billing Services department will maintain dedicated customer service representatives to handle end-user issues such as call blocking or unblocking and setting up end-user payment accounts. The customer service representatives are available 24 hours a day, 7 days a week by telephone at 800-844-6591, via chat by visiting our website www.securustech.net, by email at CustomerService@Securustech.net, and by facsimile at 972-277-0714. In addition, we will maintain an automated inquiry system on a toll-free customer service phone line that will be available to end-users 24 hours a day, 7 days a week to provide basic information and handle most routine activities. We will also accept payments from end-users by credit card, check, and cash deposit (such as by money order, MoneyGram or Western Union transfer).

INSTANT PAY™ PROGRAM

DESCRIPTION

The Instant Pay™ promotional program optimizes the call routing at Facilities by connecting as many calls as possible. If a call is attempted but there is no account or calling card open or in use to pay for the call, the call can be routed to the Instant Pay Program. The Instant Pay Program will offer the called party additional options to connect the call as well as provide information and promotional messaging on how to create a prepaid AdvanceConnect™ Account.

COMPENSATION

Pay Now™ Pay Now™ is an instant paid payment product available to facilities that have the Instant Pay promotional calling program installed that allows the called party to instantly pay for a single call using a debit or credit card in real-time as the

call is being initiated. With Pay Now™, the called party may immediately pay using a credit or debit card for one single call or may elect to setup and / or fund a prepaid AdvanceConnect account. Provider will compensate the Customer at a rate of one and 60/100 dollars (\$1.60) for each call accepted and paid for using Pay Now™. Pay Now™ is not subject to any other compensation.

Text2Connect™ Text2Connect™ is a promotional program designed to get inmates in touch with Friends and Family members quickly and to encourage them to set up a prepaid AdvanceConnect™ account. If (a) an inmate attempts a call to a mobile phone, (b) the facility allows calls to mobile phones, and (c) the call cannot be billed by Provider, then call control will be assumed by our third-party provider. Our third-party provider will prompt the called party to double opt-in to accept and confirm the charges for a premium SMS text message and continue the call. Charges for the message are billed by the called party's mobile provider on their mobile phone bill. The called party receives a text message receipt for the call charges and is given instructions on how to open a prepaid AdvanceConnect™ account. Text2Connect™ is available through our third-party processor who maintains relationships with select mobile phone companies around the country and manages the connection.

Text2Connect™ promotional calls are not commissionable, and Provider will pay the Customer a bonus payment of thirty cents (\$0.30) for each transaction fee billed and collected by the wireless carrier completed through the Text2Connect™ platform. Bonus payments for each applicable connection will be added to your existing monthly commission statement. Text2Connect™ is not subject to any other compensation.

SECURE INSTANT MAIL™

DESCRIPTION:

Secure Instant Mail™ allows friends & family members to initiate communication with an inmate. Similar to e-mail, communications are sent over the internet and are delivered to the Customer Facility specified in the chart below for approval and distribution.

EQUIPMENT:

Customer is responsible for providing the following access/equipment: Internet connection with access to www.SecurusSIM.com, PC, printer (including paper and toner), fax machine or scanner if allowing reply messages.

COMPENSATION:

The parties acknowledge that the sender will pay a usage fee per message according to the chart below.

SECURE INSTANT MAIL CONFIGURATIONS:

Type of Message	Fee
Standard Message Fee	\$2.00
Reply Message Fee	\$2.00

The end user (sender) is required to set up a Secure Instant Mail™ account in order to use the Secure Instant Mail™ service. Provider will deduct said usage fees from the friend and family member's account. Provider shall pay Customer the commission percentage that Provider earns through the completion of Secure Instant Mail messages placed and accepted by Customer's Facilities as specified in the chart below. Provider shall remit the commission for a calendar month to Customer on or before the 30th day after end of the calendar month in which the Secure Instant Mail transactions were made (the "Payment Date"). All commission payments shall be final and binding unless we receive written objection within sixty (60) days after the Payment Date.

FACILITIES AND RELATED SPECIFICATIONS:

Facility Name and Address	Secure Instant Mail™ Commission Percentage
Pinal County Sheriff's Department 971 N. Jason Lopez Circle Florence, AZ 85132	20%

VOICE MESSAGING

DESCRIPTION:

The Voice Messaging application provides a secure, password protected, 2-way communication vehicle for inmates and Friends and Family members with which they can leave voice messages. The messaging service can be terminated at will for particular inmates. No additional equipment is provided with this application.

COMPENSATION:

When we begin charging for this Application, a \$0.50 transaction fee plus applicable taxes will be charged to the end-user for each message delivered. The Customer will receive \$0.25 for each transaction fee collected by Provider. All Messaging payments shall be final and binding upon you unless we receive written objection within sixty (60) days after the signing bonus has been paid to you.

INMATE DEBIT

DESCRIPTION:

A Debit account is a prepaid, inmate-owned account used to pay for inmate telephone calls. A Debit account is funded by transfer of inmate's facility trust/commissary account funds to inmate's Debit account. Provider will also allow inmate Friends & Family members to fund an inmate's Debit account via multiple points-of-sale. Funds deposited by Friends & Family members into an inmate's Debit account become property of the inmate. Provider establishes inmate Debit accounts which are associated with the inmate's Personal Identification Number ("PIN"). Provider requires inmate to key in his/her PIN at the beginning of every Debit call in order to complete the call and pay for the call using the inmate's Debit account. Customer agrees to have the Debit module of Provider's SCP Call Management System enabled for the Facilities to offer Debit account to inmates. Customer agrees to use Provider's SCP User Interface or utilize integration with Customer's trust account system to process inmate's fund transfer requests. Notwithstanding, Provider will not be responsible for any delays due to (i) Customer's failure to perform any of its obligations for the project; (ii) any of Customer's vendors' failure to perform any of its obligations for the project; or (iii) circumstances outside of Provider's control.

INVOICING AND COMPENSATION:

Provider shall invoice Customer on a weekly basis for all funding amounts transferred from inmates' facility trust/commissary accounts to Inmate Debit accounts. The invoice will be due and payable upon receipt. Provider shall pay Customer the commission percentage that Provider earns through the completion of Debit calls placed from Customer's Facilities as specified in the chart below. Provider reserves the right to deduct call credits from usage. Provider shall remit the commission for a calendar month to Customer on or before the 30th day after the end of the calendar month in which the Debit calls were made (the "Payment Date"). All commission payments shall be final and binding upon Customer unless Provider receives written objection within sixty (60) days after the Payment Date.

FACILITIES AND RELATED SPECIFICATIONS:

Facility Name and Address	Debit Commission Percentage
Pinal County Sheriff's Department 971 N. Jason Lopez Circle Florence, AZ 85132	72%

COMMISSARY ORDER BY PHONE

DESCRIPTION:

Commissary Order by Phone allows an inmate to order and purchase commissary items using the inmate phone system by selecting an additional menu option on the phone system. The Customer's commissary operator provides an interactive voice response system ("IVR") and a speed-dial number (800#) into the commissary's IVR. The Customer hereby requests that the Provider work with its commissary operator identified below to set up and active Commissary Order by Phone at the Facility named in the chart below:

FACILITIES AND RELATED SPECIFICATIONS:

Facility Name and Address	Commissary Operator
Pinal County Sheriff's Department 971 N. Jason Lopez Circle Florence, AZ 85132	Keefe

PREPAID CALLING CARDS

PREPAID CALLING CARD SERVICES. The Customer hereby requests that all Prepaid Calling Cards shall be sold by the Customer's commissary operator identified herein to the inmates and detainees at the Facilities identified below.

COMPENSATION. The Customer understands and agrees Provider is neither responsible nor liable for any fees or other compensation agreed upon between Customer and its commissary operator, and Provider shall not interfere with any compensation agreement entered into between the Customer and its commissary operator.

VALIDATION. Each Prepaid Calling Card will be valid for no more than six (6) months from the date it is first used. The Prepaid Calling Cards are not returnable or refundable; all sales are final. The cards are subject to applicable local, state, and federal taxes plus any applicable per call surcharge fee on non-local calls.

CHANGE IN COMMISSARY OPERATOR. Customer shall notify Provider *in writing* of any change in the identity of the commissary operator, or if Customer wishes to resume the purchase and resale of Prepaid Calling Cards, which change shall be effective on the date that Provider receives the notice.

FACILITIES AND RELATED SPECIFICATIONS:

Facility Name and Address	Commissary Operator
Pinal County Sheriff's Department 971 N. Jason Lopez Circle Florence, AZ 85132	Keefe

CALLING RATES

Provider will charge rates that are in compliance with state and federal regulatory requirements. International rates, if applicable, will vary by country.

Exhibit A: Customer Statement of Work

Pinal County (AZ)

A003701

This Customer Statement of Work is made part hereto and governed by the Master Services Agreement (the "Agreement") executed between Securus Technologies, Inc. ("we" or "Provider"), and Pinal County ("you" or "Customer"). The terms and conditions of said Agreement are incorporated herein by reference. This Customer Statement of Work shall be coterminous with the Agreement.

A. Applications. The parties agree that the Applications listed in the Service Schedule or below shall be provided and in accordance with the Service Level Agreements as described in the applicable section of the Service Schedule to the Agreement.

B. Equipment. We will provide the equipment/Applications in connection with the SCP services needed to support the required number and type of phones and other components and storage for 180 days. Additional equipment or applications will be installed only upon mutual agreement by the parties, and may incur additional charges.

C. Site Administrator. We will provide a fulltime Site Administrator, which may be used to respond to high priority issues at Arizona Department of Corrections or other nearby facility locations as needed.

EXECUTED as of the Effective Date.

<p><u>CUSTOMER:</u> Pinal County</p> <p>By: <u>Victoria L. Prins</u></p> <p>Name: <u>Victoria L. Prins</u></p> <p>Title: <u>CFO</u></p>	<p><u>PROVIDER:</u> Securus Technologies, Inc.</p> <p>By: <u>Robert Pickens</u></p> <p>Name: Robert Pickens</p> <p>Title: Chief Operating Officer</p>
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Please return signed contract to:

14651 Dallas Parkway
Sixth Floor
Dallas, Texas 75254
Attention: Contracts Administrator
Phone: (972) 277-0300

Jan
4/26/12

**Exhibit B: Kiosk Statement of Work
Pinal County (AZ)
A003701**

This Kiosk Statement of Work is made part hereto and governed by the Master Services Agreement (the "Agreement") executed between Securus Technologies, Inc. ("Securus," "we," or "Provider"), and Pinal County ("you" or "Customer"). The terms and conditions of said Agreement are incorporated herein by reference. This Kiosk Statement of Work shall be coterminous with the Agreement.

RECITALS

WHEREAS, TouchPay Holdings, LP ("TouchPay"), a Texas Limited Partnership, whose address is 1708 Mesquite Bend Drive, Irving, Texas 75063, provides electronic payment services, network services, terminal driving and other related services for free standing electronic payment kiosks for its clients; and

WHEREAS, Securus has entered into an agreement with the Customer whereby Securus provides certain services to the Customer, individually or through the use of a third party; and

WHEREAS, in addition to the services provided under the Agreement, Securus will install and operate the Kiosk(s) as described herein through its third party provider, TouchPay.

I. DEFINITIONS.

- A. Implementation Project Plan shall mean a detailed "roadmap" of events that need to occur in order to successfully complete any given project in a timely manner, error free and within budget constraint parameters.
- B. Kiosk shall mean the hardware and software necessary to provide remote electronic financial transactions.
- C. Kiosk Operations Outsourcing shall mean having a third party involved in the owning, operating, replenishing of supplies and performing various maintenance functions on various Kiosk devices.
- D. Kiosk Site Survey shall mean a physical visit by trained technicians to a potential installation site to determine the appropriateness and suitability of a specific location that would potentially be used for hardware installation.
- E. Network Operating Regulations means the bylaws, rules and regulations of the Network Organizations, as amended from time to time, and as such exist from time to time.

II. PAYMENTS.

- A. Securus, through its third party provider, TouchPay, will provide a premises-based proprietary Lobby Kiosk, a Booking Kiosk, an Interactive Voice Response System ("IVR"), an on-line Web Payment Portal ("Web"), and a Retail Walk-in locations for the processing of certain payment-related services, as set forth herein, which would enable Securus to accept payments from Clients (herein "Client" shall mean the depositor of funds into a specified account) for the purpose of transferring payments from such Client to Customer.
- B. For all services and provisions designated below, all fund amounts, including all cash and all approved credit/debit payments deposited for the benefit of Client, shall be transferred in real time into the appropriate accounts, and be immediately available for use. Provider, through TouchPay, shall electronically transfer said funds through an automated clearinghouse (ACH) or similar banking system, into the Customer's designated inmate trust banking account within ninety-six (96) hours after the deposits are authorized and accepted by Provider. Provider will monitor all transactions and take reasonably appropriate actions to help prevent fraudulent transactions by implementing the recovery procedures.
- C. For all Debit Release Card services through TouchPay, the entire balance of funds in inmate's account shall be made available for transfer to inmate's pin-based debit card upon inmate's release from Facility, and said funds shall be immediately available for inmate's use.
- D. Fees for Services.

In coordination with the installation of the products listed in the Scope of Service, Client agrees to the following configuration:

Facility Size (ADP)	100-200	200-350	350-500
Phone Account Payments	Required	Required	Required
Trust Account Payments	Required	Required	Optional
Self Release (Bail) Payments	Required	Required	Optional
Booking Kiosk*	Optional	Optional	Optional
Kiosk Canned Messaging	Required	Optional	Optional
Recovery Payments	Required	Optional	Optional
Accept Payments at Windows	No	No	No / Limited
Accept Money Order Payments	No	Optional	Optional

* Fees for Booking Kiosk services will be determined on a case by case basis

- For cash, credit/debit card and ACH transactions for **Inmate Phone Deposits**, TouchPay will charge the Client/Depositor a base fee as follows:

Deposit Amount	Fee Website	Fee - Transaction by Phone/IVR	Fee - Lobby Kiosk/ezPay
0-\$20.00	\$6.95	\$6.95	\$4.00
\$20.01-\$100.00	\$6.95	\$6.95	\$5.00
\$100.01-200.00	\$6.95	\$6.95	\$6.00
Canned Messaging			\$2.00

For each credit/debit card Phone Deposit, TouchPay will charge the Client the base fee as listed above plus 7.5% of the face amount of each transaction. Fees are subject to change depending on the deployment of other equipment.

For Retail Walk-in location transactions, TouchPay will charge the Client the Base Fee above plus \$2.00 for each transaction.

- For cash, credit/debit card and ACH transactions for **Trust/Commissary Deposits** and **Recovery Payments**, TouchPay will charge the Client/Depositor a base fee as follows:

Deposit Amount	Fee Website	Fee - Transaction by Phone/IVR	Fee - Lobby Kiosk/ezPay
0-\$20.00	\$4.00	\$4.00	\$4.00
\$20.01-\$100.00	\$5.00	\$5.00	\$5.00
\$100.01-200.00	\$6.00	\$6.00	\$6.00
Canned Messaging			\$2.00

For each credit/debit card Trust/Commissary Deposits and Recovery Payments, TouchPay will charge the Client the base fee as listed above plus 3.5% of the face amount of each transaction for all credit/debit card Trust/Commissary Deposit transactions. Fees are subject to change depending on the deployment of other equipment.

For Retail Walk-in location transactions, TouchPay will charge the Client the Base Fee above plus \$2.00 for each transaction.

- For cash, credit/debit card and ACH transactions for **Self Release (Bail) Deposits** in a trust fund account, TouchPay will charge the Client/Depositor a base fee as follows:

Deposit Amount	Fee - Transaction by Website	Fee - Transaction by Phone/IVR	Fee - Lobby Kiosk Cash	Fee - Lobby Kiosk - CC/DC
\$0.00-\$100.00	\$5.00	\$5.00	\$5.00	\$5.00

\$100.01-9,500.00	\$10.00	\$10.00	Additional \$5.00 per \$100.00 deposited	\$10.00
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For each credit/debit card Self Release (Bail) Deposits, TouchPay will charge the Client the base fee as listed above plus 7.5% of the face amount of each transaction. Fees are subject to change depending on the deployment of other equipment.

For Retail Walk-in location transactions, TouchPay will charge the Client the Base Fee above plus \$2.00 for each transaction.

III. SCOPE OF SERVICES

Securus will install one (1) Lobby Kiosk and one (1) Booking Kiosk on the Customer's premises at locations mutually agreed by Customer and Provider.

- A. Securus shall create, and assist Customer in creating, an interface between TouchPay's system and the Customer's JMS Provider's computer and network systems to accomplish electronic transfer of funds to Customer's accounting system.
- B. Customer's JMS Provider will provide Securus a list of payment types as well as the payment amount for each transaction type.
- C. Prior to the installation of any hardware that may be necessary for the payment services, Customer shall provide Securus with information regarding the location on Customer's premises where the Kiosk and / or ezPay terminal(s) shall be located. Customer shall prepare the site for the kiosk(s), according to TouchPay's reasonable instructions. Power and Internet connections are Customer's sole responsibility.
- D. Title to all hardware provided by Securus for the purpose of providing payment services shall remain solely that of TouchPay or Securus as TouchPay's licensee. Within 30 days of the expiration or earlier termination of this Agreement, or within 30 days of receiving notice from Customer, whichever is shorter, Securus shall, at its own expense, remove all of its hardware from Customer's premises.
- E. TouchPay shall bear all risk of loss or damage to the hardware. Customer shall not be liable for any loss or damage to the hardware.
- F. Debit Release Cards – Debit release cards will be provided at no charge to the Facility, and may be used to issue refunds for inmate trust and/or phone account balances at time of release.
- G. Customer agrees to use best efforts to facilitate the use of TouchPay's payment services as described herein. However, Customer shall not be obligated to use TouchPay as the exclusive means for placement of funds into Customer's accounts, except as designated in the Facility Size matrix above, nor shall Customer be obligated to promote, advertise, or otherwise direct Clients to TouchPay's payment services. Customer shall retain the right to discontinue the use of TouchPay's payment services in its sole discretion when necessary to guard against risk of death, injury, or breach of security to a Customer facility.
- H. Securus shall repair or replace a defective hardware within 48 hours of notice to Securus at the address designated for notice in the Agreement.

IV. DUTIES OF THE PARTIES

- A. Securus.
 1. Securus, through its third party vendor, TouchPay, shall conduct a Kiosk Site Survey and develop an Implementation Project Plan at Securus' expense.
 2. Securus shall provide, install, and operate products according to the Scope of Services above, at the Customer's location at Securus' expense. The Kiosk(s) shall remain the property of TouchPay or Securus as TouchPay's licensee at all times during the Term of this Agreement and shall be returned to Securus (i) at the expiration or earlier termination of the Agreement or (ii) the termination of the Kiosk services under this Exhibit, whichever occurs first. Securus shall set up the Kiosk in a manner Securus deems to be best for transaction and revenue generating capabilities.

(a) Securus may remove a Kiosk previously deployed if, in its sole and reasonable discretion, Securus deems the Kiosk to be unprofitable, unsafe to operate or maintain, or is otherwise determined by Securus to be in an undesirable location for a Kiosk.

3. Securus, through TouchPay, is responsible for cash removal from the Kiosk on a regular basis, and will be responsible for all maintenance of the Kiosk.

B. Customer.

1. Customer shall provide a secure location at which the Kiosk(s) shall be installed. For reasons of safety and security, the Kiosk must be attached securely to the floor of the Customer location.

2. Customer shall provide all electrical power and network connectivity necessary for the operation of the Kiosk at the Customer location.

3. Customer shall cooperate with Securus and TouchPay by providing such assistance as is necessary for the installation and operation of the Kiosk at the Customer location, allow customers unrestricted access to the Kiosk to conduct transactions and allow unrestricted access to the Kiosk to TouchPay, or its designees, for maintenance of the Kiosk and provide such additional assistance as is necessary to enable the performance of the services.

4. Customer shall allow Securus to perform marketing services to promote usage of the Kiosk to the public.

EXECUTED as of the Schedule Effective Date.

<u>CUSTOMER</u>	<u>PROVIDER</u>
Pinal County	Securus Technologies, Inc.
By: <u>Victoria L. Pons</u>	By: <u>Robert Pickens</u>
Name: <u>Victoria L. PONS</u>	Name: Robert Pickens
Title: <u>CFO</u>	Title: Chief Operating Officer

Please return signed contract to:

14651 Dallas Parkway
Sixth Floor
Dallas, Texas 75254

Attention: Contracts Administrator

Phone: (972) 277-0300

Approved as to Form:

[Signature]
Deputy County Attorney

[Handwritten Signature]
4/26/12

**ORIGINAL: Cover Letter &
Executive Summary**

**An RFP Solution Presented
Expressly for**

Pinal County, Arizona

**RFP # PC-111317
Inmate Telephone Services**

January 11, 2012

Presented to:

Brenda Widugiris, Senior Procurement Officer
Pinal County Purchasing Division
31 North Pinal Street
Building A, Second Floor
Florence, Arizona 85132
520-866-6265

Presented by:

Darrin Hays
Account Manager
Securus Technologies, Inc.,
14651 Dallas Parkway, Ste. 600
Dallas, TX 75254



SECURUS[™]
TECHNOLOGIES
connecting what matters[™]

Transmittal Letter

January 11, 2012

Brenda Widugiris
Senior Procurement Officer, Pinal County Purchasing Division
31 North Pinal Street
Building A, Second Floor
Florence, Arizona 85132

RE: RFP PC 111317, Provision of Inmate Telephone Services for PCSO-ADC

Dear Ms. Widugiris:

Please take a few minutes to examine our enclosed proposal, which both improves revenue for the PCSO-ADC and provides the level of technology needed to fully manage inmate telephone services.

In the accompanying proposal, Securus Technologies, Inc. has developed an RFP response specifically for PCSO that meets and exceeds the expectations and criteria established by the Request for Proposal. Our proposal includes the following:

- Multiple funding methods for inmate accounts to maximize your monthly commission revenue to the District's Inmate Welfare Fund
- Our unparalleled commitment to service — Securus has the Arizona Department of Corrections contract and has technical support on duty 24 hours a day 365 days a year. Our Field Technicians and Area Managers live in Pinal County, St. John, Tucson, and Yuma.
- Accountability — We do not outsource any of our technical support, installation, or field services. Even our call center is located in the United States (Dallas, Texas),
- The ability to share information and recordings directly with the Arizona Department of Corrections which retains the recording's integrity for court admissibility.
- Jail staff can easily monitor and manage inmate telephone usage to prevent harassment of victims, witnesses, staff, and the general public.
- Reasonable local rates so inmates and their friends and families can stay in ready contact with each other. This ensures the sheriff's constituents are happy with these low local rates.
- Reasonable International rates in order to satisfy ICE standards and audits for contractual requirements.
- A host of anti-fraud technologies and investigative tools for your staff to include three-way call detection above 90 percent and verified by an independent study.

- A no-cost lobby kiosk and booking kiosk from TouchPay Systems integrated with your current jail management system (JMS), Spillman, making money available to inmates immediately. For payment, the kiosk takes paper bills in denominations from \$1.00 to \$100.00 as well as credit cards. Nominal end-user fees, and no fees to the county.
- A release card system is offered at no cost to the county. The county will no longer have to spend countless hours counting inmate funds and issuing checks. The county will not have to carry the released inmate's funds on its books for extended periods. This will comply with numerous accreditation standards, as release cards allow released inmates to access their money at any time of day or night.
- An Accounting/Trust Fund Module, which Pinal County Sheriff's Office can own and implement whenever it is ready. This Accounting Module will ensure no vendor can take the accounting software necessary to run the Inmate Trust Fund needed for Inmate Telephone Systems, Commissary, etc. By offering this Accounting Module, PCSO can benefit from peace of mind if the current Trust Fund owner (Swanson) decides not to service PCSO through contractual dispute or contract termination.
- Securus has successfully integrated with Spillman 4.3 in Cochise County, Arizona. They also have a Master Services Agreement (MSA) with Swanson Services.

Securus Technologies is regarded as one of the leading companies in the United States providing inmate communications, detention facility management systems, investigation solutions, and automation technology to improve operational efficiencies. We serve more than 2,200 county and state customers throughout the country, including five counties in Arizona, the Arizona DOC, CCA, GEO, MTC, Emerald, and Salt River DOC.

Enclosed is an RFP response that benefits you both financially and technologically.

Darrin Hays, is the Account Manager responsible for the Pinal County RFP response. He will be the primary contact to provide answers to any questions that Pinal County may have. Darrin can be contacted by phone 480-717-8790 or by email at dhays@securustech.net.

Thank you for your consideration of our proposal. We look forward to serving Pinal County, the Sheriff's Office, and your community.

Sincerely,



Robert E. Pickens, Chief Operating Officer
Securus Technologies, Inc.
14651 N. Dallas Parkway, Suite 600
Dallas, Texas 75254
972-277-0300
bpickens@securustech.net

Executive Summary

Highlights:

Low End-User Rates – Significant reduction in rates to create more connections

Seamless Transition – Unique ability to manage transition with minimal disruption and inconvenience

Leading Call Management Platform
– Future-proof platform allows unprecedented access, control, and flexibility

Extensive Footprint in State – Five-county existing customer base, AZ DOC, and CCA creates opportunity for information sharing

Unmatched Industry Experience – More than 25 years, 2,200 sites, and 11 State DOCs

Premier Facility Support – Backed by 24x7x365 Technical Support Center and Network Operations Center

Leading Innovation – More than 80 patents allows technology to work for you

U.S. Based Call Center – Industry-leading service for constituents

Advanced Investigative Capabilities
– Enhanced services creates improved public safety

Financial Security – Industry leading metrics and controls with strong backing to allow continued re-investment

Preferred Partners – Access to integrated ancillary services and funding

Securus Technologies, Inc. appreciates the opportunity to submit our proposed solution to Pinal County for its request for Proposal (RFP) for its Inmate Telephone System. We have reviewed the requirements of this opportunity and have demonstrated in our response that we completely meet all of the requirements set forth by Pinal County.

Today, Securus is the leading provider of inmate telephone systems in the United States. We lead the inmate telephone industry with over 25 years of experience, over 2,200 installed facilities, and with more than 80 patents. While we are proud of our heritage, we don't rest on our accomplishments. We continue to re-invest in our people, platforms, and products and have committed more than \$17 million in incremental spending over the last year to further our industry-leading capabilities. No competitor matches our level of investment and development in the inmate telephone industry. We are committed to continue to lead our industry and be the best partner to you, both now and in the future.

From a review of your RFP and as a result of meetings with your staff, we understand your needs include the following:

- To generate commissions and maximize revenue to the District's Inmate Welfare Fund
- To have a quality system that exceeds all requirements for monitoring and restricting inmate calls to include Three-way Call Detection
- To manage inmate telephone usage to prevent harassment of victims and witnesses
- To keep end-user rates competitive-including International calls
- To receive an advanced system that minimizes staff time required for system administration

- To provide a "Trust Fund" (Stand Alone Accounting Module), which PCSO will own fully. By owning the Trust Fund, PCSO will not lose the ability to maintain inmate financial accounts.
- To implement anti-fraud and investigative capabilities
- To share information and increase the investigative process by having the ability (IGA) to access the Arizona Department of Corrections' recordings of inmate telephone calls.
- To have responsive customer service and technical support included with the system
- To provide a booking kiosk, a lobby kiosk, and a release card system to expedite and reduce labor costs associated with booking and releasing inmates.
- To provide a Site Administrator (SA). Provided PCSO is happy with their current Site Administrator, Securus will consider hiring the SA, provided the current incumbent SA is amenable to conditions of employment to include pay and benefits, ensuring there are no "non-compete" clauses in his/her current contract, and he/she can pass a current background check.

The purpose of this summary is to provide you with an overview of our solutions to your needs. To facilitate your evaluation and to provide some additional information on Securus and our qualifications, we have attached some supplemental information to this summary.

A Solution for Your Needs

We did not become the leading inmate telephone provider to this industry by just developing technology. Rather, our success has been based on our ability to understand our customers' needs and make sure that we take our innovations and mix them with business processes and a customer-oriented philosophy to create a solution that meets and exceeds your requirements. Our proposal is organized around your needs.

Our Reporting—Accuracy is Vital



We pay commission on gross revenue – our reputation and stellar history on passing audits is your security that you won't be shorted on commissions. We are the only inmate telecommunications provider that is Sarbanes-Oxley Section 404 compliant, and we are the only provider to have completed an American Institute of Certified Public Accountants Statement on Auditing Standards No. 70 Type 2 Certification (SAS – 70, Type 2). These two distinctions show that we have passed rigorous testing by independent auditors on internal controls and reporting capabilities to insure our investors and customers that we have appropriate controls in place to provide necessary safeguards on the accuracy and security of information that we manage and produce. Securus adheres to all truth in billing laws.

Call Completion—More Important than Commission Percentage

Our size and years of experience allows us to help you generate higher call volumes. The following table provides an overview on the key components of our call completion program.

Feature	What it Means to Pinal County
<p>Securus is the Industry Leader with more billing agreements with local exchange carriers than any other inmate phone provider</p>	<p>We can connect more collect calls so end-users do not have to set up accounts to receive calls from inmates. With short-stay inmates, they can bond out or connect without delay. This helps you capture calls you would not receive if the called party had to first set up an account. More calls = higher commissions.</p>
<p>Advanced credit scoring allows up to \$900 of credit to collect calls accounts</p>	<p>We don't limit calling to credit worthy parties--so you can benefit from additional call completions. More calls = higher commissions.</p>
<p>Securus is the Industry Leader with more billing arrangements with alternative local service providers than any other inmate phone provider</p> <p>Convenient points of sale and cost-effective terms for pre-paid friend and family accounts:</p> <ul style="list-style-type: none"> • 24x7x365 U. S. based customer service center to set up accounts • Dedicated sales agents to help subscribers set up accounts • In-lobby and booking kiosks • Web-site can take funding • Over 58,000 Western Union locations • Automated option to fund on calls or visits to jail • Multiple billed numbers on a single account • Always offer a no transaction fee option and a no minimum charge option for budget conscious subscribers • Low \$25 minimum account size for called parties that desire additional convenience 	<p>See above—even if your home telephone is not served by a traditional local exchange carrier, we can still provide collect calls. More calls = higher commission revenues.</p> <p>By making it convenient and easy to fund, we create more accounts. We use our own customer service representatives to help callers set up accounts—we don't outsource this experience—we find our associates are 10% to 15% more effective in setting up accounts than outsourced call agents. Calling into a facility to check on an inmate? We can set it up so that the caller can get transferred to our call center to fund an account. Don't have cash? You can fund at any Western Union location. We recognize the added economic pressures that face inmates and their friends and family members, so we always make available <u>no minimum account size</u> and <u>no transaction fee</u> options for funding accounts. The ability to put multiple telephone numbers on a single account makes it much easier for families to manage their calls. More convenience = quicker funding = higher commission revenues.</p>
<p>Convenient points of sale and cost-effective terms for pre-paid inmate accounts:</p> <ul style="list-style-type: none"> • Debit calling with Swanson and Spillman integration 	<p>Pre-paid options available to inmates allow them to determine who they call - we find that by providing calling plans for inmates, we can increase overall call volumes by 10% to 20%. Our integration capabilities with other service providers make it easy for you to implement these options. More convenience = quicker funding = higher commissions.</p>

Feature	What it Means to Pinal County
<p>Securus is the Industry Leader with more marketing campaigns to help you grow revenues:</p> <ul style="list-style-type: none"> • Instant Pay • Dialer campaigns • Live agent campaigns • In-facility material to promote calling options 	<p>Need to connect to a wireless number? No problem, our patented process allows us to do this and then market to the end-user the advantages of setting up an account. Running low on funds? We'll let you know about it so you can replenish your account so you don't miss a call.</p> <p>More marketing = more calls = higher commissions.</p>

Competitive End User Rates

We understand the importance of keeping costs competitive and affordable for the inmate and his/her friends and family members. Our proposed rates are clear and fair, and more importantly, our billing terms are convenient and cost-effective. While evaluations are often based on call rates, we think it is important to also consider credit practices and account set-up fees and minimums when making comparisons between providers.

Feature	What it Means to Pinal County
<p>Immediate reduction in current call rates</p>	<p>Stimulates call volumes and makes it affordable to stay in contact with loved ones. This helps keep families together and helps keep inmates from returning to jail when their sentence expires.</p>
<p>Collect call option</p>	<p>Our industry leading number of billing agreements with local carriers allows us to complete as many collect calls as possible so end-users don't have to set up pre-paid accounts. This helps end-users manage their monthly cash flow.</p>
<p>No minimum amount option for pre-paid accounts</p>	<p>We always maintain an option for parties that can't afford to pay us our normal \$25 minimum funding amount. We understand that subscribers can afford to pay \$2 per call, but, can't afford to pay \$25 in advance.</p>
<p>No transaction fee option for pre-paid accounts</p>	<p>We do not charge convenience fees for prepaid accounts funded by check, money order, or cashier's check.</p>

Feature	What it Means to Pinal County
Adhere to Truth in Billing Laws	We follow all truth in billing laws and require billing parties to follow strict standards and not add unapproved fees to calls. Securus believes in "transparency" and allows counties and state governments to access their "up-to-the-minute" statements 24x7x365.

Quality Installation

We understand that the vendor you select needs to be able install their system quickly and with minimal disruption to staff and inmates. The Secure Call Platform (SCP) that we propose to install for you has had over 1,600 successful installations over the past few years. This is the leading packet based system installed in correctional facilities. No other system on the market today has more successful installations than SCP. We designed, built, and maintain our equipment and the team that we have selected to install this system is fully trained and experienced in implementing it.

We will use a time-tested project plan to ensure we install our system and train users efficiently and effectively. Our approach uses a five phase process with multiple quality checkpoints along the way to make sure our implementation is done to your satisfaction. You will be kept up to date on our progress against our jointly developed plan. By including joint planning, quality checkpoints and formal communications within our approach, we make sure that we understand your needs and requirements and that we perform to your expectations. We don't conclude our installation until you provide us with formal sign-off and acceptance of our performance.

We take your satisfaction seriously and survey our facility customers at the conclusion of every project to determine how we did and to see if we can find ways to improve our processes. Our average satisfaction rating equals 4.6 on a five point scale.

Advanced System



We propose to install our Secure Call Platform (SCP) system. Based on market coverage, this is the most popular system in the industry today. Our centralized architecture and packet-based design creates the optimum combination of performance, quality, security, and end-user control on the market. The system is fully loaded with our industry leading patented technology and is virtually future proof and scalable. We've invested over \$100 million in the design, capacity and built-in redundancy of the system.

Feature	What it Means to Pinal County
Centralized architecture	We can enhance our system quickly and cost-effectively. We release updates to the system three to four times each year so you are assured your system is future proof and that you always have access to leading technology.

Feature	What it Means to Pinal County
Premium digital quality	Call quality is superior to that of analog-based systems. This is essential in high noise environments. The digitized call allows us to better recognize background conversations and call security issues and produces a better call experience for users and investigators. Security is enhanced and end-users report higher satisfaction.
Remote monitoring from 24 x 7 x 365 Network Operations Center	We monitor system performance around the clock and can recognize and correct problems before you are aware of them. Downtime is measured in minutes vs. hours typical of premised-based systems. Inmates and staff stay happy.
Arizona-Residing Securus Employees for fast response and outstanding service	Currently, Securus has Area Managers (AMs) and Tech Support staff and Managers residing in Arizona, and Pinal County for quality customer service and fast response times to your needs
Remote access	Investigators can access the system remotely to monitor calls and work on reports.
Advanced call recording management	Our patent pending technology-combines audio data and call information in memory and writes it to disk in a continuous data stream—it becomes locked and is not editable—this guarantees that the recording is admissible in legal proceedings. Storage policy is strictly maintained by protocol and completed without human intervention.
User-friendly reporting and self-help capabilities	The reporting system is easy to use and able to customize reports based on user needs. This helps reduce time pressures on investigative staff and make crime prevention capabilities more robust.

Investigative Capabilities



You need to make sure that the provider you select can offer you a system that allows investigators to work with calls to identify, prevent, and solve criminal activity. SCP meets PCSO's technology requirements by combining Securus' industry-leading patent portfolio with our industry-leading market coverage to create the perfect system for investigative activities. Based on our understanding, each year our platform prevents and solves more crime than any other platform on the market. And through SCP, Pinal County can share investigative information

with other Securus accounts (Arizona Department of Corrections) to get the most leverage out of the system.

Feature	What it Means to Pinal County
Enhanced call security: <ul style="list-style-type: none"> • Three-way call detection • Remote call forwarding detection • Perma-block 	You get greater control over where inmates call and make sure you keep the public safe with our patented technology. You protect victims by allowing them to block unwanted calls from inmates.
Improved investigative tools: Quality Customer Service	Improved investigative tools like Covert Alert and Crime Tip. Also, "Read-Only" access for whomever you choose to give access PINS to. i.e. Homicide, Vice, ICE, FBI, ATF, etc. 24x7x365 support for friends and families of inmates for billing questions, funding, account set up, customer service, fraud control, and any other service issues.
Advanced Technical Support	Primary support for facilities -- resolving technical or maintenance issues with our products and services and ordering prepaid cards.
Largest footprint in the state	We serve five other counties in the state. We also hold the AZ Dept of Corrections and CCA Accounts in Arizona. All five of these counties are already on our SCP system as well as the Salt River DOC CCA, MTC, GEO, San Luis Detention Facility (Emerald), and Ak Chin PD. With cooperation from other counties, you can share information on our system to help investigate criminal activities.

Conclusion

We want to be your chosen partner and hope that we have answered all your questions and provided you the information you need to make your decision.

If you choose Securus you'll get:

- The leader in terms of experience, capabilities, technology and customer service
- The most advanced and cutting-edge call platform available on the market today
- The dedication of over 800 Securus associates to exceed your expectations
- A partner who understands your needs and has the resources and commitment to meet your changing needs in the future
- The most financially secure Inmate Telephone System Provider in the nation
- The state of Arizona's largest inmate telephone provider
- A service-oriented, customer-conscious company with excellent references

We sincerely thank you for this opportunity.

Title Page

Solicitation Number: RFP#PC-111317

Responder Name Securus Technologies, Inc.

Responder Address 14651 Dallas Parkway, Suite 600, Dallas, TX 75254

Responder Telephone Number 972-277-0300

Name and Title of Contact Person Darrin Hays (Account Manager) 480-717-8790
Robert E. Pickens (Chief Operating Officer) 972-277-0300

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Tab 1—Profile and Qualifications

Attachment B: Responder's Profile

- A. Provide the name of the person who will be the primary Responder and the address for the primary servicing office:

1. Name: Robert E. Pickens Title: Chief Operating Officer

2. Company

Name: Securus Technologies, Inc.

3. Address: 14651 Dallas Parkway, Suite 600

4. City: Dallas State: Texas Zip Code 75254

5. Telephone: 972-277-0300 Fax: 972-277-0514

6. Email Address: BPickens@securustech.net

- B. Number of years local servicing office has been working with County/State Agency Clients: 25

- C. How many years of experience does the local Contractor have: 25
Key Employee: 11 yrs.

- D. Will a Business Liaison be assigned to our account? Yes No

1. If yes, identify who: Darrin Hays

2. How many years of County experience does this Leader have handling public entity clients? 3 years County, 8 years State

Securus Technologies, Inc.

FIRM

 1-9-12
AUTHORIZED SIGNATURE & DATE

Attachment C: References

Please list a MINIMUM of three (05) clients for whom you have provided similar services to as per the Scope of Services in this solicitation.

Cochise County Sheriff		
Company Name:	Dept. <u>Detention Div.</u>	Contact: <u>Kenny Bradshaw, Jail Cmdr.</u>
Phone:	<u>520-432-9505</u>	Fax: <u>N/A</u> E-mail: <u>kbradshaw@cochise.az.gov</u>
Project Name:	<u>Inmate Telephone System</u>	

Denton County Jail		
Company Name:	<u>(Texas)</u>	Contact: <u>Captain Tim Rich</u>
Phone:	<u>940-359-1851</u>	Fax: <u>N/A</u> E-mail: <u>tim.rich@dentoncounty.com</u>
Project Name:	<u>Inmate Telephone System, including Secure Instant Mail and Voicemail</u>	

Sandoval County Detention Center		
Company Name:	<u>(New Mexico)</u>	Contact: <u>Al Casamento, Director</u>
Phone:	<u>505-867-5339</u>	Fax: <u>N/A</u> E-mail: <u>N/A</u>
Project Name:	<u>Inmate Telephone System</u>	

San Luis Regional Detention Center		
Company Name:	<u>(Arizona)</u>	Contact: <u>Asst. Warden Javier Ramirez</u>
Phone:	<u>928-750-1538</u>	Fax: <u>N/A</u> E-mail: <u>N/A</u>
Project Name:	<u>Inmate Telephone System</u>	

San Juan County Adult Detention		
Company Name:	<u>Center (New Mexico)</u>	Contact: <u>Tom Havel, Administrator</u>
Phone:	<u>505-566-4504</u>	Fax: <u>N/A</u> E-mail: <u>N/A</u>
Project Name:	<u>Inmate Telephone System</u>	

Attachment D: Conformance to Terms, Conditions, and Instructions

ACKNOWLEDGEMENT OF TERMS, CONDITIONS & INSTRUCTIONS

Any exception not contained within this section of the Solicitation will be deemed invalid and will not be considered.

Acknowledgements:

The Responder has read, understands, and shall comply with all Terms, Conditions and Instructions. Responders that accept the County's Terms, Conditions and Instructions shall check YES to clearly indicate their acceptance. Responders who take exception to any of the County's Terms, Conditions and Instructions shall check NO, and clearly indicate the exception according to the instructions below.

YES, I acknowledge that I have read and understand all Terms, Conditions and Instructions and shall comply with all in any resultant contract.

NO, I acknowledge that I have read and understand all Terms, Conditions and Instructions and shall comply with all in any resultant contract, with the exceptions listed below.

Exceptions (If checked NO)

Responders that take exception to any Terms, Conditions and Instructions shall justify their exception as well as propose alternate language for the County's consideration. Exceptions shall be listed below or within a separate document entitled "PC-110816 Exceptions to Terms, Conditions and Instructions" and contain the paragraph number and name of the Clause, rationale for exception and the proposed alternate language. Additional pages may be added as long as all exceptions are submitted as one document. Any exceptions not contained and submitted on this form shall not be reviewed or contained in any resultant contract.

Please see Securus' proposed alternate language on the following page.

The undersigned hereby acknowledges that there are *no exceptions* to this solicitation:

Securus Technologies, Inc.

FIRM

 _____ 1/9/12
AUTHORIZED SIGNATURE & DATE

Robert E. Pickens, Chief Operating Officer

Paragraph Number and Name: 6-14 TERMINATION FOR CONVENIENCE

Rationale for Exception: Since Securus is providing the service and system at no charge to the county, we respectfully request that the termination for convenience clause be removed. This request is not due to the fact that we are worried about our ability to perform. With over 2,200 correctional facilities in service today, and a better-than-95-percent retention rate, our record speaks for itself—we don't lose our customers.

That said, we will be making a very significant investment in the system we install for the county, without asking for any portion of that system to be paid for by the county. All we ask is for a minimum term to be completed before any convenience clause takes effect, so we can be sure we have, at minimum, recovered our investment. We would be happy to work with the county to determine how long that will be once we have come to final terms of our new relationship, and look forward to serving your community for years after that window has expired.

Proposed Alternate Language: Not applicable

Tab 2—Completed Various Forms

Attachment E: Addendum Acknowledgment Form

This page is used to acknowledge any and all addendums that might be issued. Any addendum issued within five days of the solicitation due date, will include a new due date to allow for addressing the addendum issues. Your signature indicates that you took the information provided in the addendums into consideration when providing your complete response.

Please sign and date

ADDENDUM NO. 1 Acknowledgement Robert Paul Signed 1/9/12
Signature Date Issued 12/23/11

ADDENDUM NO. 2 Acknowledgement _____
Signature Date

ADDENDUM NO. 3 Acknowledgement _____
Signature Date

If no addendums were issued, indicate below, sign the form and return with your response.

Securus Technologies, Inc. _____
FIRM

Robert Paul 1-9-12
AUTHORIZED SIGNATURE & DATE

Attachment F: Non-Collusion Form

State of Arizona Texas)
County of Dallas) ss.

Robert E. Pickens, affiant,
(Name)

the Chief Operating Officer
(Title)

Securus Technologies, Inc.
(Contractor/Contractor)

the persons, corporation, or company who makes the accompanying Offer, having first been duly sworn, deposes and says:

That such Offer is genuine and not sham or collusive, nor made in the interest of, or behalf of, any persons not herein named, and that the Responder has not directly or indirectly induced or solicited any other Responder to put in a sham Offer, or any other person, firm or corporation to refrain from offering, and that the Responder has not in any manner sought by collusion to secure for itself an advantage over any other Responder.

Robert E. Pickens
(Name)

Chief Operating Officer
(Title)

Subscribed and sworn to before me

this 9th day of January, 2010

Signature of Notary Public in and for the

State of Texas

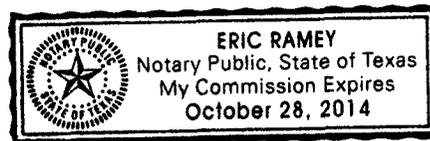


Table with 2 columns: NAME AND ADDRESS OF CERTIFICATE HOLDER (ERIC RAMEY, 14651 DALLAS PARKWAY, SUITE 600, DALLAS, TEXAS 75254) and DATE ISSUED (10/28/2010) AUTHORIZED REPRESENTATIVE (ERIC RAMEY)

Tab 2—Completed Various Forms

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County of DALLAS

Attachment H: Pricing Page

JAIL COLLECT CALL RATES	CONNECT	RATE/MINUTE
Local *	\$2.50	\$0.00
IntraLATA (Local Access Transport Area)	\$2.50	\$0.10
InterLATA (Local Access Transport Area)	\$2.50	\$0.25
Out-of-State	\$2.50	\$0.75
International (Except Mexico)	N/A	\$1.20
Mexico	N/A	\$1.20
JAIL DEBIT CALL RATES		
Local *	\$2.50	\$0.00
IntraLATA (Local Access Transport Area)	\$2.50	\$0.10
InterLATA (Local Access Transport Area)	\$2.50	\$0.25
Out-of-State	\$2.50	\$0.75
International (Except Mexico)	N/A	\$1.20
Mexico	N/A	\$1.20
JAIL PREPAID COLLECT CALL RATES		
Local *	\$2.50	\$0.00
IntraLATA (Local Access Transport Area)	\$2.50	\$0.10
InterLATA (Local Access Transport Area)	\$2.50	\$0.25
Out-of-State	\$2.50	\$0.75
International (Except Mexico)	N/A	\$1.20
Mexico	N/A	\$1.20

* The proposed rate for a local call up to 20 minutes is \$2.50.

Commission Rate = 70 %

NOTE: Rates do NOT include Federal, State, and/or local taxes or regulatory fees.

If there are other fees associated with the awarded contract other than the above fees, Contractor must state the type of fee including the percentage or rate that will be charged. PCSO-ADC will NOT be charged any other fees that are not listed on this Pricing Page.

Please refer to the following page for possible fees that Securus may charge.


 Robert E. Pickens, Chief Operating Officer

1/9/12

Securus' proposed rates do not include federal, state, and/or local taxes or regulatory fees. Securus may charge some of the following fees:

- **Federal Regulatory Recovery Fee** – The Federal Regulatory Recovery Fee helps recover costs associated with the provision of state-to-state and international long distance services including the administration of the federal universal service fund (USF), other federal regulatory fees, proceedings and compliance items. The Federal Regulatory Recovery Fee of \$3.49 applies each month in which an end-user accepts state-to-state and/or international calls.
- **Bill Statement Fee** - A bill statement fee of up to \$3.49 may be applied to an end user's local exchange carrier bill in each month in which collect calls from confinement facilities are billed, regardless of the number of calls accepted. The bill statement fee is a monthly charge to recover some of the company's expenses associated with calls from confinement facilities served by the company and that are billed through local exchange carriers. No fee will be assessed in any month if no collect calls are accepted. This fee will not be assessed on end users that prepay for their services or those that are directly billed by the company.
- **Credit Card & "Check by Phone" Processing Fee** – Customers remitting payment by either a Credit Card or Check by Phone will be charged a fee of up to \$6.95. Customers are advised they may also remit a check or money order payment via the U.S. Postal Service, or using the on-line bill payment service of their bank, in order to avoid this fee.
- **Return Check Charge** – A return check charge of up to \$25.00 may be assessed for checks returned for insufficient funds.

Responder's Checklist

	Yes/No
Did you sign your Offer sheet?	Yes
Did you sign and notarize the Non-collusion statement?	Yes
Did you include all the necessary attachments?	Yes
Did you include your references?	Yes
Did you describe your firm's capabilities and support for any proposed services?	Yes
Did you acknowledge all addendums, if any?	Yes
Is the outside of your submittal marked with the Solicitation #, Due Date and Time?	Yes
Did you include one original and the required number of copies?	Yes
Did you follow the order for submissions of documents?	Yes
Did you include proof of insurance(s) requested?	Yes
Did you submit additional information (i.e. brochures, marketing information)?	Yes

Securus Technologies, Inc.

FIRM



1/9/12

AUTHORIZED SIGNATURE & DATE

Robert E. Pickens, Chief Operating Officer

OFFER AND ACCEPTANCE FORM – Page 2

By signing the previous page of the Offer and Acceptance Form, Responder certifies:

- A. The submission of the proposal did not involve collusion or other anti-competitive practices.
- B. The Responder shall not discriminate against any employee or applicant for employment in violation of Federal Executive Order 11246.
- C. The Responder has not given, offered to give, nor intends to give at any time hereafter, any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor, or service to a public servant in connection with the Submittal.
- D. The Responder certifies that it complies with Executive Order 12549 related to Federal Government Debarment and Suspension (see 4-7).
- E. The Responder certifies that the individual signing the proposal is an authorized agent for the Responder and has the authority to bind them to the contract.

Securus Technologies, Inc.

FIRM

 1-9-12
AUTHORIZED SIGNATURE & DATE

Offer & Acceptance Form

TO PINAL COUNTY:

The undersigned hereby offers and agrees to furnish the material, service, or construction in compliance with all terms, conditions, specifications, and amendments in the Solicitation.

Robert E. Pickens Chief Operating Officer
Authorized Signature **Title**

Robert E. Pickens 1-9-12
Printed Name **Date**

Securus Technologies, Inc. 972-277-0300
Company Name **Telephone**

14651 Dallas Parkway, Suite 600 Dallas, TX 75254
Address **City, State, Zip**

For clarification of this offer, contact:

Name: Darrin Hays **Phone:** 480-717-8790 **Fax:** 972-277-0514

<p>ACCEPTANCE OF OFFER (For Pinal County Use Only)</p> <p>The offer is hereby accepted and the Responder is now bound to sell or provide the materials, services, or construction as indicated by the Purchase Order or Notice of Award and based upon the solicitation, including all terms, conditions, specifications, amendments, etc. and the Offer as accepted by Pinal County.</p> <p>The contract is for: <u>Inmate Telephone Services</u></p> <p>This contract shall henceforth be referenced to as Contract No. <u>PC-111317</u>. The Contractor is cautioned not to commence any billable work or to provide any material or service under this contract until Contractor receives an executed purchase order or notice to proceed.</p> <p>Awarded this <u>11</u>th day of <u>April</u> 2012.</p> <p><u>Pete Rias</u> <u>Chairman</u> <u>Pete Rias</u> Name (Print) Title Signature</p> <p>Approved as to form: <u>[Signature]</u> 3/27/12 Pinal County Attorney's Office</p>		
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Tab 3—Additional Materials

Technical or supplemental literature and information

Section 2—Scope of Services

2.1 Facility/Inmate Demographics: PCSO-ADC is operated at 971 North Jason Lopez Circle, in Florence, AZ 85132. The PCSO-ADC facility has an occupational rate for up to 1,504 inmates/detainees. PCSO-ADC provides housing for County inmates, as well as detainees for the US Marshals and the Department of Homeland Security-ICE (Immigration and Customs Enforcement). Of those housed, approximately 43% are County inmates, 37% ICE detainees, and 20% US Marshal inmates. Currently, there are 157 phones in service; they are set up as follows:

- 2.1.a "A" Unit = 9 Phones
- 2.1.b "B" Unit = 20 Phones
- 2.1.c "C" Unit = 20 Phones
- 2.1.d "D" Unit = 1 Phone
- 2.1.e "E" Unit = 20 Phones
- 2.1.f "F" Unit = 20 Phones
- 2.1.g "G" Unit = 20 Phones
- 2.1.h "H" Unit = 20 Phones
- 2.1.i "J" Unit = 20 Phones
- 2.1.j Roll Around Cart Phone = 2 Phones
- 2.1.k TTY Phone = 1 Phone
- 2.1.l Intake = 4 Phones

✓ **COMPLY**

2.2 Contractor Requirements: The items listed in this section are general requirements. All respondents submitting a proposal shall indicate *COMPLY*, *DOES NOT COMPLY*, OR *EXCEPTION* next to each requirement with a comment describing the "DOES NOT COMPLY" or the "EXCEPTION" response.

✓ **COMPLY**

2.2.a The Contractor shall provide all equipment, labor, supervision and materials required to acquire, install, operate, and maintain all telephone equipment necessary for the operation of a collect/debit/prepaid telephone system for inmates/detainees at no charge to PCSO-ADC.

✓ **COMPLY**

Securus will provide all equipment, labor, supervision, and materials required to acquire, install, operate, and maintain all telephone equipment necessary for the operation of a collect/debit/prepaid telephone system for inmates at no charge to PCSO-ADC. Our offer includes the installation of all new equipment to the latest generation of the Securus Secure Call Platform (SCP) inmate telephone system. This installation will be a “turn-key” solution that Securus will own and maintain throughout the life of the contract. All additional wiring, cabling, conduit, cross-connects, jacks, plates, and related hardware, necessary for the system to operate will be provided at no cost to the County. Securus assigns fully qualified, factory-trained field technicians to inspect shipped equipment, and install and maintain SCP for the duration of the contract period.

2.2.b The Contractor shall replace and install at a minimum new "Cat 5E" wiring with terminations at both ends and run lengths not to exceed 90 meters in order to provide quality voice transmission for inmate calls.

✓ **COMPLY**

Securus will replace and install new CAT5E wiring with terminations at both ends and run lengths not exceeding 90 meters to provide quality voice transmission for inmate calls.

In addition to using CAT5E wiring for quality voice transmission of inmate calls, Securus' centralized SCP system uses digital signaling to improve the voice quality of the calls.

Secure Call Platform Voice Quality

Securus offers industry-leading digital service. Digital signaling provides superior quality than the analog signaling typically used by traditional premised-based telephone systems. With traditional premised-based systems, it can be difficult to hear one or both sides of the conversation, detect and prevent three-way calling, detect call forwarding, or hear background conversations. Securus' centralized SCP system uses private circuits and digital signaling to provide unsurpassed call clarity, which results in higher accuracy in fraud detection and prevention, voice verification biometrics, and near-perfect sound quality.

To experience the difference between digital and analog signaling, compare the quality offered by a DVD or CD (i.e. digital signals) to that offered by audio or video tapes (analog signals).

Many of our customers are thrilled when comparing our call quality to that of their previous system. The following quote is from the Kentucky Department of Corrections: “The clarity of the call is so clear we were able to hear what was going on in the background at the called party house, which was a domestic dispute, in which we were able to send an officer out quicker.”

Differences in call quality is distinct between digital and analog signaling and the two methods use very different quality measurement scales to compare quality within their respective signaling groups.

- In the old analog environment, sound quality is measured on loss, noise, balance and grade of service metrics. Signal loss of each trunk is measured using a 1000 cycle tone (milliwatt) which identifies the total circuit loss which is usually in proportion to circuit length (mileage) and quality of the circuit itself (analog circuits using copper can be very old and may not perform well in wet environments).
- With digital signaling (used by Securus in our packet-based network), sound quality is measured based a Mean Opinion Score (MOS). MOS is a subjective measurement that is derived by averaging ratings given by independent auditors to determine an overall score. Scores range from 1 (bad) to 5 (excellent). The standard for digital telephone quality is considered a score of 3.7 or better. Even though digital signaling allows for better detection for security threats, conversations can still be impaired if there is significant (i.e. greater than 100 milliseconds) packet loss or delays. This can happen if signaling uses the public Internet or a private system that does not have the necessary bandwidth to support the voice traffic.

Our SCP uses private Multi-Protocol Label Switching (MPLS) circuits within our network. MPLS is widely accepted to be the premium service available for transporting digitized voice signals. Further, we use a mixture of G.711 and G.729a signaling protocol and we dedicate enough bandwidth for each conversation over our private network to keep packet delays under 100 milliseconds which provides the ability to achieve a MOS of 4.3 (better than digitized telephone quality). The quality is transferred directly to our recordings as we use only digital recording equipment for playback of calls.

2.2.c All telephone service related to the inmate telephones shall be provided at the Contractor's own expense. PCSO-ADC will NOT incur any costs associated with any portion of the installation or services throughout the term of the contract.

COMPLY

Securus will provide all inmate telephone service at no cost to PCSO-ADC. PCSO-ADC will not incur any costs associated with any portion of the installation or services throughout the term of the contract.

2.2.d The Contractor shall not place any advertising information on any telephone or telephone enclosure without the prior written approval of PCSO-ADC.

COMPLY

Securus will not place any advertising information on any telephone or telephone enclosure without the prior written approval of PCSO-ADC.

2.2.e The Contractor acknowledges that after the initial installation, the number and style of inmate telephones may be increased, decreased or modified based on PCSO-ADC's requirements at no cost to PCSO-ADC.

✓ **COMPLY**

2.2.f The Contractor shall pay all royalty and license fees relating to the items covered by the contract. In the event any third party shall claim the manufacture, use, and sale of these goods offered constitute an infringement of any copyright, trademark, or patent, the Contractor shall indemnify and hold harmless Pinal County, PCSO-ADC, and its officers and employees from any cost, expense, damage, or loss incurred in any manner by the County and PCSO-ADC because of such alleged infringement.

✓ **COMPLY**

2.2.g The Contractor shall be required to provide an onsite administrator to ensure that PCSO-ADC remains in full compliance with the National Detention Standards for inmate calling.

✓ **COMPLY**

Securus will provide an onsite administrator to ensure that PCSO ADC remains in full compliance with the National Detention Standards for inmate calling. If Pinal County prefers, Securus will give the current onsite administrator first right of refusal for this position.

2.2.h The Contractor shall provide descriptive literature and user manuals for the proposed telephone system.

✓ **COMPLY**

Securus will provide descriptive literature and user manuals for the proposed Secure Call Platform (SCP) system and additional features for Pinal County. Securus provides this information through industry-leading product training. Please refer to Attachment Appendix 1 for samples of the descriptive literature. User manuals can be obtained at the time of PCSO-ADC staff training.

2.3 Minimum Requirements of Equipment: The items listed in this section are minimum requirements of equipment. Respondents shall meet these requirements to be considered responsive to the RFP.

✓ **COMPLY**

Securus meets and exceeds all minimum requirements of equipment. As the industry leader of inmate telephone systems and service, Securus will provide a proven inmate telephone system for Pinal County that exceeds expectations.

2.3.a System Configuration:

- The inmate telephone system shall be a turnkey, non-coin telecommunications service.

✓ **COMPLY**

Our offer includes the installation of all new equipment to the latest generation of the Securus SCP inmate telephone system. This installation will be a “turn-key” solution that Securus will own and maintain throughout the life of the contract. All additional wiring, cabling, conduit, cross-connects, jacks, plates, and related hardware, necessary for the system to operate will be provided at no cost to the County. Securus assigns fully qualified, factory-trained field technicians to inspect shipped equipment, and install and maintain SCP for the duration of the contract period.

- The inmate telephone system shall be capable of completing station-to- station and/or person-to-person collect/debit/pre-paid calls from inmates/detainees.

✓ **COMPLY**

Securus’ SCP will complete collect, debit, and pre-paid calls from inmates/detainees. Our SCP is a state-of-the-art system designed to provide Pinal County with the ultimate in inmate call control and reporting. SCP’s advanced features provide extremely powerful and flexible tools for controlling inmate calling, reducing fraud, increasing investigative capabilities, and generating valuable administrative reports, while providing many payment options for inmates and called parties.

Secure Call Platform Overview

The Securus Development team custom-built SCP for the corrections industry, making this platform a fully integrated system of simple-to-use software tools, and computer and telephony hardware. SCP’s hardware and software components readily adapt to the changing needs of a facility’s operations. SCP can monitor, record, and block/unblock inmate telephone calls, and generate reports, all in real time.

Our SCP provides security to the public through the following features:

- Automated operators instead of live operators

- Personal allowed number (PAN) lists that prohibit calls to numbers that are not approved by the system administration
- Real-time inmate call monitoring and recording for investigative and safety purposes
- Call duration settings and telephone on/off times
- Call detail records for investigative purposes
- Fraud control features

Our SCP allows our customers to operate a smarter and more efficient jail. SCP’s investigative tools permit a higher degree of accuracy and allow investigators to locate inmate-calling information more quickly and reliably. The system is scalable and flexible, reducing labor demands by automating many tasks. Routine inmate calling operations can be configured to require minimal administration, allowing your staff to focus on what they do best—maintaining a safer, more secure correctional environment.

SCP also increases usability by providing anywhere, anytime access for authorized personnel. All of the investigative and administrative resources are available to approved personnel through our single-point access, the SCP user interface. Access can be made from any Windows-based computer with access to the Internet.

Payment Options

Securus offers a wide variety of funding options for friends and family members of inmates to use in setting up prepaid accounts. We know that convenience drives account creation and that account creation drives more calling, so we focus on making sure the funding process is easy to follow and available when and where the inmates’ friends and family members need it. We believe that we offer the most comprehensive and convenient options for funding accounts in the industry. Friends and family members can call our call center 24 hours a day, 7 days a week and 365 days a year and speak with a live operator to help them set-up and fund their accounts, or they can take advantage of our easy to use website for funding, or they can fund accounts by mail or by visiting one of over 58,000 Western Union locations.

The table below displays our features of our funding options and how they benefit called parties.

Friend and Family Funding Options	Means to You
<p>In-house Call Center</p> <ul style="list-style-type: none"> • Available 24 hours a day, 7 days a week and 365 days a year • Staffed with Securus employees • Use automated telephone access or talk to a “live” agent • Fund an account <ul style="list-style-type: none"> ○ Accept check by telephone, Visa, and MasterCard (all options may not be 	<p>We believe the customer experience should not be out-sourced to an outside vendor. As such, our customer satisfaction scores are 20 percent higher than the industry standard. We are available so that you don’t have to use staff time to answer questions on telephone account issues.</p>

Friend and Family Funding Options	Means to You
<p>available to all customers based on our risk management practices)</p> <ul style="list-style-type: none"> • Manage account (e.g. open accounts, make or check payments, confirm rates, obtain credit limits, review call history, review account balances, manage account notifications, and get questions answered) 	
<p>Website Access</p> <ul style="list-style-type: none"> • Create an account • Fund an account <ul style="list-style-type: none"> ○ Accept check by telephone, Visa, and MasterCard (all options may not be available to all customers based on our risk management practices) • Manage account (see above description) 	<p>This is a popular option for those parties that wish to fund without interacting with a call center agent. More funding means more calls.</p>
<p>Lockbox</p> <ul style="list-style-type: none"> • Accept personal checks, money orders, and cashier's checks • No funding minimum 	<p>Cash conscious parties can fund without a transaction fee and without a minimum. This allows inmates to talk with called parties who would not ordinarily be able to set-up accounts.</p>
<p>Western Union</p> <ul style="list-style-type: none"> • Fund at over 58,000 locations 	<p>For those without credit cards or who want immediate account set-up with no minimum fee, we provide funding options at any Western Union location. More funding means more calls.</p>

Inmate Funding Options	Means to You
<p>Inmate Debit</p> <ul style="list-style-type: none"> • Integrated with trust fund or telephone fund accounts 	<p>With the integrated option, this allows the inmate access to other accounts to draw from for telephone calls.</p>

- The inmate telephone system shall not require any electrical outlets at the actual telephone set locations.

✓ **COMPLY**

The telephone units are line-powered and require no external wiring, backup batteries or AC voltage.

- The inmate telephone system shall have an Investigative Module.

✓ **COMPLY**

Securus' SCP includes integrated investigative features. All features can be accessed through the SCP user interface.

With cooperation from the Arizona DOC, PCSO and Arizona DOC can share investigative information using the SCP user interface.

Secure Call Platform User Interface

The SCP is a highly featured, flexible, state-of-the-art system designed to provide our customers with the ultimate in investigations, inmate call control, fraud control and tracking, security, and reporting.

SCP's user interface is Pinal County's window to all of these features. Because it is entirely Web-based, authorized users access the system at any time, from any location. We call this anytime/anywhere access. This design delivers investigative recordings with digital clarity and provides easy remote monitoring from any secure Web browser with Internet access.

This system is one of the only single-point-access user interfaces in the industry, built to allow our customers complete control over their systems in a simple, reliable, secure environment. Authorized users can easily generate reports or apply settings and configurations to turn on a phone to a pod, restrict a phone, change a blocked number, and turn on or off a feature or application—all in real time. All features are completely integrated and can easily be accessed with the click of a mouse. As a result, Pinal County will experience the following benefits:

- Increased efficiency for staff
- Increased flexibility
- Quicker "on-demand" access to call detail records and call recordings
- Unequaled investigative access to potential criminal activity

To access the SCP interface, users open Internet Explorer (version 6 or higher) and enter the URL: <https://commandcenter.securustech.net>. They then enter a valid user name and password.

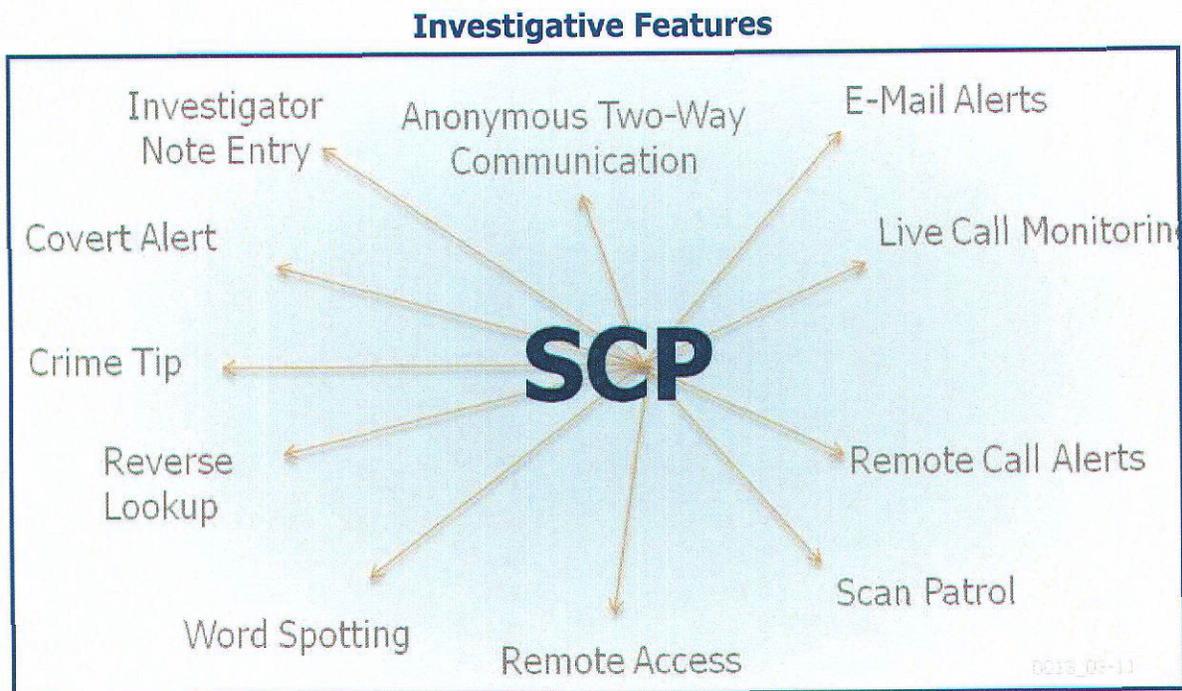
Each user is assigned access rights by the administrator, which allows the County to control security based on the facility's clearance objectives. Administrators can limit individual access to each application, but they can also limit access to each function within each application. To help manage access, a user log is provided that illustrates the username, time of access, and modules accessed.

Exclusive Investigative Solutions

It is no longer enough to just process phone calls through an inmate telephone system. As such, Securus has the largest documented investment in new technologies through its annual capital

expenditure and Patent portfolio. Securus' SCP provides the following investigative solutions, fully integrated and inherent in the SCP system.

Our goal is to provide Pinal County with the best inmate-calling platform in the business, the best service, and the most sophisticated investigative platform in the industry. Securus' SCP includes more than 450 distinct features, many of which are specifically designed to identify potential criminal activity perpetrated through use of the inmate telephones. Examples of our investigative features that increase the member counties potential to prevent crime are presented in the following figure.



The following descriptions are provided for the features that aid in identifying potential criminal activity perpetrated through the use of the inmate telephones.

Call Tracker

Securus' SCP allows for authorized users to add notes and tracking numbers to call detail records associated with recordings. This feature, known as Call Tracker, allows authorized users to simply click the notepad icon located on the call detail record, in order to add notes to an inmate call. The Call Tracker feature gives authorized users the ability to add a tracking number, gang affiliation, duration into the call, and any other notes associated with the call. Additionally, this feature allows authorized users the flexibility to either keep the note private to their own investigation, or to selectively share the note with other users. From the simple to use notes screen, users may also view previous notes associated with the same call.

Adding a Note to a Call Detail Record

Proprietary and Confidential

Add a Note to a Call Detail Record

Secure Call Platform Facility Routing Number: 99001

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL

Facility	Site	Phone Group	Phone
Securus Demo Site	All Sites	All Phone Groups	All Phones

Call Detail Records Search

FILL IN SEARCH CRITERIA (* indicates Required Fields)
(Use * for wild card / partial searches)

Country Code: _____ Dialed Number: _____ Destination Zone: -- ALL --
 Custody Account #: _____ PIN: _____ Prepaid Account #: _____
 First Name: _____ Last Name: _____
 Termination Category: -- ALL -- Blocked Reason: -- ALL --
 Call Type: -- ALL -- Call Status: Complete
 Date Criteria: Date/Time Range Start: 04/21/2011 00:00:00

Results Per Page: 10

Search EXCEL PDF

140 Results	SITE	PORT LOC	DIALED #	START	END	DUR	ACCT #/PIN
	Securus Demo Site	je test 4	(1) 9222770561	04-21-2011 01:10:58	04-21-2011 01:11:08	10 (s) 0.17 (m)	7890
	Securus Demo Site	je test 4	(1) 9222770561	04-21-2011 01:13:28	04-21-2011 01:14:35	67 (s) 1.12 (m)	7890
	Securus Demo Site	je test 4	(1) 9222770561	04-21-2011 01:27:29	04-21-2011 01:28:12	49 (s) 0.72 (m)	7890
	Securus Demo Site	LP 17	(1) 9222770529	04-21-2011 01:29:13	04-21-2011 01:29:54	41 (s) 0.68 (m)	0000343
	Securus Demo Site	LP 17	(1) 9222770529	04-21-2011 01:34:42	04-21-2011 01:34:49	7 (s) 0.12 (m)	0000343
	Securus Demo Site	Board Room	(1) 9222770529	04-21-2011 01:36:30	04-21-2011 01:36:42	12 (s) 0.2 (m)	0000343

Click the "notes" icon to add a note to any selected call detail record.

Add Note To CDR

Tracking #: 4122
 First Name: Cora
 Last Name: Condon
 Do Not Share:

Available Users: [List of users]
 Selected Users: [List of users]

Notes:
 Attaching to Case #1422

View Previous Notes Cancel Save Note

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When searching for Call Tracker entries, authorized users can easily navigate to the simple to use Call Tracker Search tool. The Call Tracker Search tool allows authorized users the ability to search for Call Tracker entries by tracking number, authorized user first and last name, phone number dialed, inmate account number and PIN, and complete a full text search on the notes added to the call, such as gang affiliation and the start / end date of a call. As with every report in the SCP user interface, the search results are exportable to Excel, PDF, or CSV.

Searching for Call Tracker Records

Proprietary and Confidential

Secure Call Platform Facility Routing Number: 99001

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL

Facility: Securus Demo Site Site: All Sites Phone Group: All Phone Groups Phone: All Phones

Call Tracker Search

FILL IN SEARCH CRITERIA (* Indicates Required Fields)

(Use * for wild card / partial searches)

Not Shared: Tracking #: _____ First Name: _____ Last Name: _____
 Custody Account #: _____ PII #: _____ Dialed Number: _____
 Notes: _____

Start Date/Time: 05/19/2010 End Date/Time: 04/19/2011 Results Per Page: 10

Search EXCEL PDF CSV Reset

2 Results PAGE 1 OF 1 EXCEL PDF CSV

CDR	TRACKING #	TRACKER NAME	DIALED #	ACC#/PIN	NOTE
		Dee Sonti	9722770596	0343 0343	share all
	5272010	Huong Allen	9722770596	5252010 5252010	This is Huong test

SCP's Call Tracker feature provides the unique capability to extend the expiration of a recording. Many times Call Tracker entries are added to calls that are currently under investigation. It is common to find that investigators do not want recordings from active investigations purged from the system—regardless of the recording retention policy in effect. With Call Tracker, authorized users can protect a recording from being purged by extending the expiration of the call by 30, 60, 90 days, or for the life of the contract. This is easily accomplished by selecting the Extend Expiration icon. The Extend Expiration feature allows authorized users to view the current recording expiration date and time (date and time in which the recording is set to be purged) and choose to extend the expiration of the recording by 30, 60, 90 days or to mark the recording to be retained online for the life of the contract.

Crime Tip

Securus' Crime Tip feature is an inmate crime reporting tool that provides inmates with a secure way to provide crime tips and/or leave contact information for follow-up, if they desire. The SCP system anonymously records all messages left on the Crime Tip Hotline, allowing inmates to provide crucial information without being exposed as an informant. Inmates can choose to report:

Information pertaining to possible criminal activity, including narcotics and fraudulent activities

- A crime that has already taken place
- A threat to their safety
- Anything that they feel necessary to the investigative staff

The inmate's identity remains anonymous, or he/she may leave a name for the facility to reward the inmate for information leading to the successful prevention of a crime, or the apprehension of any individual caught in the act of committing a reported crime.

The Securus Crime Tip feature includes:

- A pre-arranged telephone number (designated by the facility), provided to all inmates
- An option to listen to all or selected recorded messages
- An option to burn specific information onto CDs for use as evidence
- A way to generate reports of all recorded messages with the date and time of the message
- A way to leave an anonymous reply message to the inmate

Covert Alert

The SCP provides an alert system, called Covert Alert. Covert Alert provides the capability to automatically call, and alert authorized designated County staff and offer live call monitoring.

The following figure illustrates the SCP user interface screen used to configure the alert notification.

Configuring an Alert Notification

Proprietary and Confidential

Secure Call Platform

Facility Routing Number: 99001

The screenshot shows the 'Secure Call Platform' interface. At the top, there's a navigation bar with 'HOME', 'SYSTEM', 'MONITOR', 'TOOLS', 'ADMIN', and 'FACILITY PORTAL'. Below that is a 'MANAGEMENT LEVEL' section with dropdown menus for 'Facility' (Securus Demo Site), 'Site' (Kellway Text Lab Allen), 'Phone Group' (All Phone Groups), and 'Phone' (All Phones). The main content area has tabs for 'General', 'Global Lists', 'Call Schedules', 'Call Forwards', 'Phone Groups', and 'Virtual Groups'. The 'Global Lists' tab is active, showing a 'Return to Dial List' button and 'GENERAL DIAL LIST INFORMATION'. A list of settings is displayed, including 'Dial Number: 1 0001000000', 'Blocked: NO', 'Reason: N/A', 'Private: NO', 'Watch: NO', 'Record Calls: NO', 'Passive Acceptance: NO', 'Word Spotting: NO', 'Voice Biometrics: DEFAULT', 'Dialing Class of Service: ACTIVE', 'Speed Dial Code', '3-Way Call Detection: DEFAULT', 'Max Call Dur: 0 minutes', 'Description: per set', and 'Create Date: 06/24/2010'. Below this is a 'COVERT ALERT INFORMATION' section with a table for configuring alerts. The table has columns for 'Alert Phone', 'Alert Email', 'Alert Location', 'First Name', 'Last Name', 'Status', 'PIN', 'Hide Call', and 'Last Updated'. The 'Status' column is set to 'ACTIVE'.

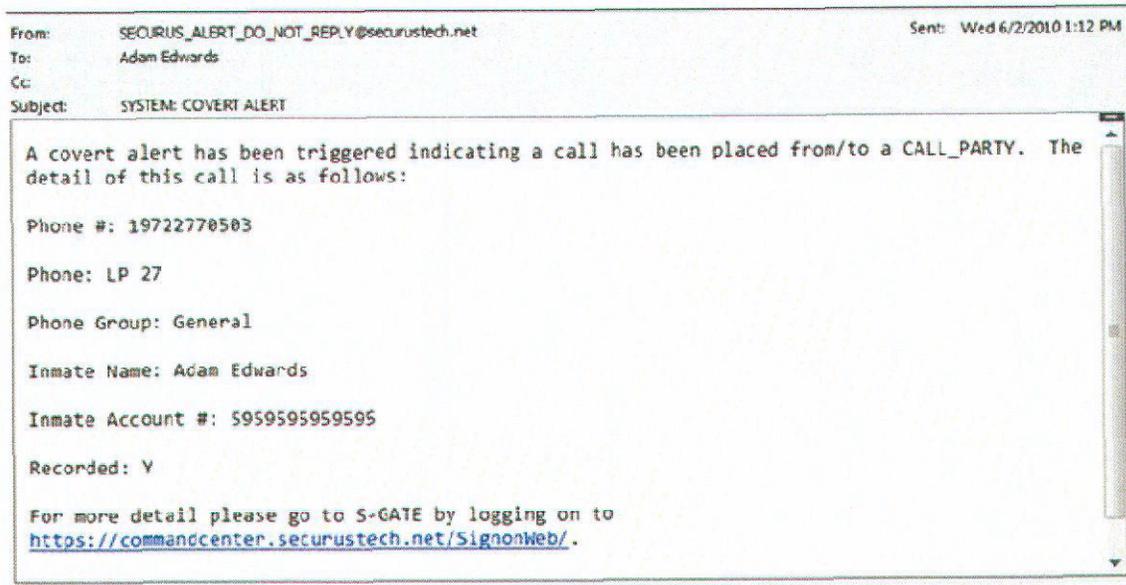
Covert Alert has the capability to bridge a call to an authorized remote number for those dialed numbers, phones, or inmates PIN, that are under surveillance by the investigative unit. The Covert Alert feature allows authorized personnel to monitor a call, from any designated remote location, while the call is in progress.

After a dialed number, phone, or inmate PIN, is assigned a “covert” status, the user simply enters a telephone number (such as cellular, home, or office), which is where he or she wants the call sent to for live monitoring. When a call is placed by an inmate, or to a phone number, or on a phone that has a covert alert trigger, it is then automatically sent to the pre-designated investigator phone number(s). A call can be sent to multiple numbers simultaneously allowing several investigators to listen into the call.

There are no distance barriers to the retrieval process so the remote telephone number can be located within the facility, or across the country. As an additional benefit, administrators may continue to monitor this call and other calls, through the on-site workstation, while utilizing the S-Gate Live Monitor, or remote live call-forwarding feature. This allows facility investigators to effectively monitor potential illicit activities regardless of the investigator's location.

In addition, if selected an e-mail is sent to the investigator that will notify the investigator of the date, time, inmate PIN, originating telephone, and dialed number immediately after the called party accepts the call. The following figure provides a sample e-mail alert.

Alert Notification E-Mail
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Additional Security Feature

As an added security feature, the investigator will be prompted for a personal identification number (PIN) when he or she receives a call from Covert Alert. The investigator's PIN must be entered and accepted before the call is connected to the investigator. This feature ensures that only the authorized person will receive Covert Alert calls. When the investigator receives a Covert Alert call, he or she will hear a message such as the following:

"This is a covert alert call from John Smith, an inmate at the Pinal County Adult Detention Center. To accept this covert alert call, please enter your investigator PIN now."

"Barge In"

While on the covert alert call, the investigator can terminate the call between the inmate and the called party by pressing a predetermined code. In addition to being able to disconnect the call, the investigator can also barge into the inmate conversation and speak to both the inmate and the called party by pressing a predefined "Barge In" code and confirming that they want to barge in.

The confirmation helps to eliminate an investigator from accidentally pressing the barge in code with their cheek.

This “Barge In” capability is available through both Covert Alert and on calls forwarded from S-Gate Live Monitor. When live monitoring a conversation, the call can be forwarded to an investigator cell phone, office phone, or other designation, allowing them to barge into the conversation using the predetermined barge in code and acceptance digit.

Covert Alert Call Detail Record Report

The Covert Alert Call Detail Record Report allows authorized users to search for calls in which a covert alert was triggered. The report provides comprehensive detail regarding the call. The following figure is an example of the SCP user interface call detail record search used to create a covert alert report.

Covert Alert Calls Detail Report

Proprietary and Confidential

Secure Call Platform

The screenshot displays the Secure Call Platform interface. At the top, there is a navigation menu with options: HOME, SYSTEM, MONITOR, TOOLS, ADMIN, and FACILITY PORTAL. Below this is a 'MANAGEMENT LEVEL' section with dropdown menus for Facility (Securus Demo Site), Site (All Sites), Phone Group (All Phone Groups), and Phone (All Phones). The main section is titled 'Covert Alert Call Detail Records Search' and contains a search form with the following fields: Alertee Country Code, Alertee Dialed Number, Alertee First Name, Alertee Last Name, Country Code, Dialed Number, Custody Account #, PIN #, First Name, Last Name, Termination Category (set to -- ALL --), Call Status (set to -- ALL --), and Date Criteria (set to Date/Time Range). The search parameters are: Start: 05/01/2010 00:00:00, End: 04/19/2011 23:59:59. Below the search form are buttons for Search, EXCEL, PDF, CSV, and Reset. A text box on the right side of the screenshot states: 'Covert Alert report results display critical information about each triggered alert such as who was alerted, what happened, call status, call start and end, duration, dialed number and more. By clicking the icon to the left of each record, users can display full call detail information for each call. SCP's Covert Alert feature and reports have assisted in many criminal investigations throughout the country.'

17 Results PAGE 1 OF 2 >>>

SITE	PORT LOC	ALERTEE DIALED #	ALERTEE NAME	TERM CAT	START	END	DUR (S)	DIALED #	ACCT #PIN	NAME	CALL STATUS	PIN ACCEPT
Securus Demo Site	LP 10	2145664417	dee dee	No Investigator Acceptance	05-25-2010 16:33:31	05-25-2010 16:34:12	41	9722770591	dee25082508	dee qa	complete	
Securus Demo Site	LP 10	2145664417	dee dee	Parent Call Ended	05-25-2010 18:16:02	05-25-2010 18:16:17	15	9722770591	dee25082508	dee qa	complete	
Securus Demo Site	LP 8	2145664417	dee dee	No Investigator Acceptance	05-27-2010 13:15:33	05-27-2010 13:16:24	51	9722770596	dee25082508	dee qa	complete	
Securus Demo Site	je test 4	2143345467	James Rogers	No Investigator Acceptance	05-28-2010 10:13:23	05-28-2010 10:14:12	49	9723659243	898989899	Helen Huynh	complete	
Securus Demo Site	je test 4	2143345467	James Rogers	Covert Alert Error	05-28-2010 11:04:06	05-28-2010 11:06:39	152	9723659243	898989899	Helen Huynh	incomplete	

Simultaneous Recording and Monitoring

Securus' recording and monitoring system is fully integrated with our Secure Call Platform (SCP), and provides secure recordings of inmate telephone conversations. It can be configured to accommodate the recording requirements for correctional facilities of any size. The system is fully automated and is designed to be a cost-effective solution for all correctional facilities. Authorized personnel can listen to live or archived recordings via multi-media PC interfaces connected over

local area networks (LANs). Multiple levels of security provide that only authorized personnel can access and monitor the inmate recordings.

Call Monitoring

The SCP Live application allows for immediate, real-time monitoring of calls in progress via the multi-media PC workstation. Facility personnel (with appropriate password privileges) can monitor live calls by highlighting the call in progress and clicking on the speaker icon. This process is undetectable by either the inmate or the called party and does not disrupt the recording process. Concise descriptions of activity appear for each phone in use. For example, the system shows the specific telephone location, inmate PIN, the destination number dialed, city and state of the destination, time and duration of call, any restrictions such as “watched” or “private,” and the status of the call, such as “in progress,” “calling destination,” “get acceptance.”

The system can also automatically eliminate all monitoring or recording of special calls, such as to legal counsel, by designating the number as a “private” number. SCP prevents all unauthorized attempts to listen to private calls—the user interface will not display the speaker icon that allows users to play non-private calls. In addition, the call record lists the call as “private” on the user interface.

Call Monitoring, Silent

When monitoring is invoked, the system incorporates analog suppression/amplification hardware that allows guard monitoring of calls without inmate or called party detection. To assure complete investigator anonymity, there is absolutely no noise, dB loss, or other indicator when this feature is activated via handset, headset, or an amplification instrument such as speakerphone, orator, magnetic, taping equipment, etc.

Call Recording

The SCP'S unique, fully integrated recording application works independently of other products so there is never a need for a third-party manufacturer's product to be integrated into the system. This allows the facility to deal with a sole-source provider if any issues arise.

The SCP uses large capacity hard drives, along with RAID (redundant array of independent disks), that virtually extend the call storage period to meet your specific needs. Recordings are stored on-line for immediate access for 12 months. The SCP can also burn the information to CD and/or DVD for additional back up, if necessary.

The SCP can record all calls simultaneously and also allow personnel to listen to a pre-recorded call, while active calls continue to be recorded—all without loss of information. The system records the entire conversation from call acceptance to termination of the call.

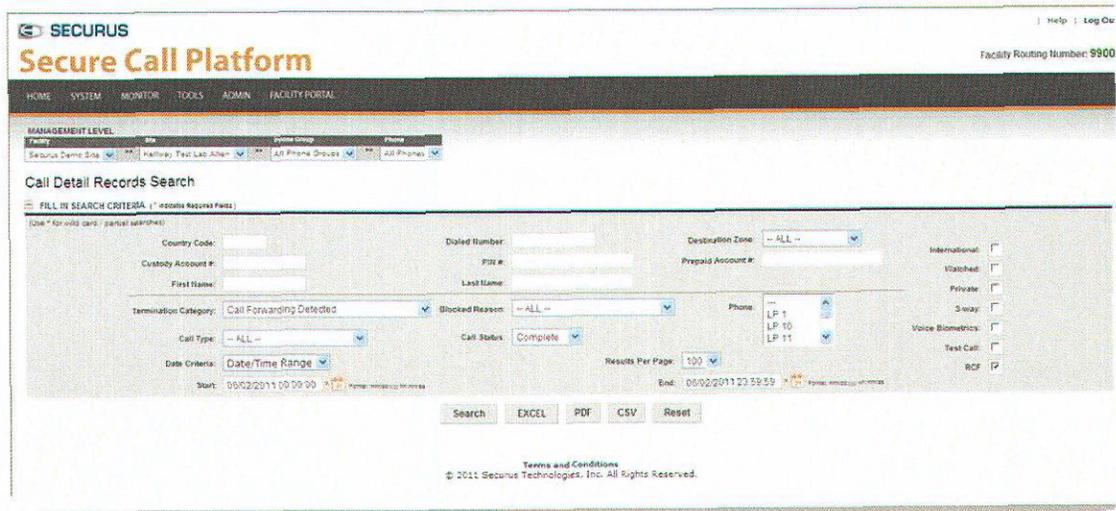
Remote Call Forwarding Detection

Securus leads the industry in fraud detection and prevention and is pleased to offer real-time Remote Call Forwarding Detection (RCFD) specifically designed for our SCP proposed in this response. Our RCFD solution provides the ability to immediately terminate a call in real time if it detects that a called party's telephone number is call forwarded to another telephone number.

As an added feature, SCP can be configured to not terminate the call, but simply make a “notation” in the database on the specific inmate’s call if false disconnects are a concern. The SCP user interface secure Web site provided by Securus allows authorized users the ability to create Call Detail Reports for those RCFD calls by selecting the “RCF” flag or using the specific termination code “Call Forwarding Detected” as shown in the graphic below.

Call Forward Detection

Proprietary and Confidential



Scan Patrol (Optional)

Authorized County personnel who are monitoring calls can use our Scan Patrol feature to scan through live calls via the existing live monitoring that is available today. Similar to the scan function on most automobile AM/FM radios, users can enter a specific time for which the system will play each call before moving to the next active call. The scanning will begin from the first active call on the first active port and continue to the next active call, looping back to the first active call when reaching the end.

The following figure presents an example the SCP Scan Patrol page.

Scanning Live Calls

Proprietary and Confidential

Secure Call Platform

The screenshot shows the 'Secure Call Platform' interface. At the top, there is a navigation menu with options like HOME, SYSTEM, MONITOR, TOOLS, ADMIN, FACILITY PORTAL, ADMINISTRATION TOOL, ELECTRONIC DRAGNET, and REVERSE BNA LOOKUP. Below this is a 'MANAGEMENT LI' section with a 'Facility' dropdown and a 'Scan all active calls for a configurable time' button. The main area is titled 'Live Monitor' and includes a 'Scanning: 5 Sec.' control with 'Start' and 'Stop' buttons. A table lists active calls with columns for Play, Location, Inmate Name, Acct #, Prepaid Acct #, Dialed #, City, St, Fwd, Dur (s), Priv, Watch, Status, Dialed Number, and Call Date/Time. Below the table is a 'Recent history' section showing a list of calls with columns for Dialed Number and Call Date/Time. Annotations with arrows point to various elements: 'Scan all active calls for a configurable time' points to the top button; 'Forward the call to a remote investigator' points to a button above the table; 'Listen to the call' points to a play button in the table; 'Terminate the call' points to a red 'X' button in the table; 'Click the number to see a recent history of calls to this number' points to a dialed number in the table; and 'Recent history appears here' points to the recent history list.

Play	Location	Inmate Name	Acct #	Prepaid Acct #	Dialed #	City, St	Fwd	Dur (s)	Priv	Watch	Status	Dialed Number	Call Date/Time
<input type="checkbox"/>	A1-8	Murphy	22055		859-444-235	RICHMOND, KY	572				Call in Progress	859-444-235	01-08-2011 08:54:17
<input type="checkbox"/>	D1-2	Banks	15120		859-444-235	LEXINGTON, KY	420				Call in Progress	859-444-235	01-08-2011 21:44:22
<input type="checkbox"/>	Yard Booth /9	Hill	22067		502-444-235	LOUISVILLE, KY	722				Call in Progress	859-444-235	01-08-2011 21:42:37
											Call in Progress	859-444-235	01-08-2011 21:31:06
											Call in Progress	859-444-235	01-08-2011 21:27:53
											Call in Progress	859-444-235	01-08-2011 21:26:33
											Call in Progress	859-444-235	01-08-2011 21:24:50
											Call in Progress	859-444-235	01-08-2011 21:24:50
											Call in Progress	859-444-235	01-08-2011 21:20:32
											Call in Progress	859-444-235	01-08-2011 21:18:53
											Call in Progress	859-444-235	01-08-2011 21:17:12

Recent history appears here

Showing calls to 859-444-235

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Word Spotting (Optional)

SCP's Word Spotting is an investigative tool that automatically finds specified keywords and short phrases within inmate conversations. This technology not only speeds up investigations and reduces labor demands, but also increases investigative capabilities.

Word Spotting Technology

Securus' Word Spotting solution was developed specifically for the corrections environment. As an experienced innovator, Securus built and tested this technology in our development lab using real calls placed by real inmates with feedback and direction from real investigators. This approach ensures that Pinal County will be using a premier investigative tool with the best accuracy in the industry today.

SCP's Word Spotting features include:

- A default dictionary of more than 7,500 search words that can be customized to meet the facility's needs, including slang and jargon not found in standard dictionaries. As security threat groups expand their code word vocabulary and new intelligence is gained, new keywords can be added.

- A user-friendly interface where suspicious inmates or phone numbers can be selected for ongoing searches.
- A Word Spotting search engine that automatically processes inmates or phone numbers with no additional involvement from facility staff.
- Integrated reporting that allows users to identify calls where specified keywords were spoken.
- A unique feature that allows users to select suspicious recordings from the standard Call Detail Report and send them through the search engine with a single mouse click.

Securus' Word Spotting: Fully Integrated with SCP

Other similar tools in the industry use off-the-shelf systems that are intended to be used for call centers or professors. These systems do not account for the ever changing landscape of criminal investigations or the evolving mentality of inmates. In many instances, these systems also force investigators to copy calls to local machines or move calls to a separate tool to identify specified words spoken throughout the call.

In contrast, Word Spotting is fully integrated with the SCP calling platform. Through this integration, Word Spotting searches for specified keywords in calls automatically without the need to switch programs or download calls.

Word Spotting Reports

Authorized users can access the Word Spotting reporting tools through SCP's user interface. From here, search criteria such as date range, PIN, dialed number, and inmate name can be used to pull a report that lists all of the calls with identified keywords.

The reports provide standard information such as the name of the inmate, their PIN, and the dialed number. In addition, investigators can see which keyword was "found" and the time within the call that the word was spoken, saving valuable time by eliminating the need to listen to the entire call.

Suspicious calls can be selected and those recording can be analyzed using the integrated SCP media player. By using the media player with the report information, investigators can "skip" to the exact location in the conversation when the keyword occurred.

Word Spotting Report

Proprietary and Confidential

Secure Call Platform Facility Routing Number: 99001

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL

Securus Demo Site All Sites All Phone Groups All Phones

Word Spotting Search

FILL IN SEARCH CRITERIA (Includes Required Fields)

Country Code: Dialled Number: Key Word:

Custody Account #: PRT #:

First Name: Last Name:

Results per page: 10

Start: 04/25/2011 00:00:00 End: 04/27/2011 23:59:59

Search Reset

PAGE 1 OF 1											
RESULTS	SITE	PHON LOG	CITY CODE	DIALLED #	CALL DURATION	ACCT # PIN #	NAME	USER NAME	FLAGGED WORDS	FLAGGED WORDS START	FLAGGED WORDS END
3	Securus Demo Site	LP 1	1	9722770490	04-26-2011 15:22:29	7890	BeLen	WordSpot	Busted	00:00:50.27	00:00:50.59
	Securus Demo Site	LP 1	1	9722770490	04-26-2011 15:22:29	7890	BeLen	WordSpot	Hit	00:00:23.48	00:00:25.61
	Securus Demo Site	LP 1	1	9722770490	04-26-2011 15:22:29	7890	BeLen	WordSpot	Shot	00:00:19.28	00:00:19.57

Note: 2 seconds' buffer added to the Flagged Words StartTime and EndTime while playing the Recording

⏪ ⏩ ⏴ ⏵ ⏸

Reverse Lookup (Optional)

SCP's reverse lookup feature provides Pinal County staff with the ability to identify the billing name and address (BNA) of a dialed phone number captured in a call detail record. Users can easily point, click, and initiate a BNA search that looks for the number in both private and external sources of data. This search process is unique in the industry, providing the most accurate BNA information possible.

When the search finds a positive match for a destination phone number, a pop-up box will appear on the screen describing phone number's billing name, billing address, and the date the number was last verified in the system. Unlike other similar tools in the industry today, Securus' fully integrated reverse look-up feature will be provided to Pinal County at no additional cost.

Reverse lookup was designed to allow users with the flexibility to access the results from anywhere the number exists in the system such as:

- Call detail reports
- Blocked number lists

- Global allowed lists
- Call frequency reports
- BNA search screen, a dedicated BNA investigative tool

Reverse (BNA) Lookup Feature, Accessed through SCP's Call Detail Report
Proprietary and Confidential

The screenshot displays the 'Secure Call Platform' interface. At the top, it shows 'Facility Rostering Number: 9900'. Below this is a navigation menu with options like HOME, SYSTEM, MONITOR, TOOLS, ADMIN, and FACILITY PORTAL. The main area is titled 'Call Detail Records Search' and contains various search filters such as 'Country Code', 'Dialled Number', 'Termination Category', and 'Date Criteria'. A text box with an arrow points to a specific row in the search results table, indicating that clicking on a dialed number triggers a pop-up window.

Call Detail Records Search

On many reports, including the Call Detail Report, investigators are one click away from the BNA for dialed numbers. They need only to click the dialed number of interest and a pop-up box appears with all of the relevant location information.

SEARCH	EXCEL	PAGE
8 Results		
<input type="checkbox"/>		
Securus Demo Site	LP7 (1) 9722770556	05-11-2011 05-11-2011 300 (s)
	Local	08:44:03 08:49:03 5 (m)
<input type="checkbox"/>		
Securus Demo Site	LP7 (1) 9722770556	05-11-2011 05-11-2011 262 (s)
	Local	09:50:10 09:54:32 4:27 (m)
<input type="checkbox"/>		
Securus Demo Site	LP7 (1) 9722770556	05-11-2011 05-11-2011 1200 (s)
	Local	09:56:16 10:16:14 20 (m)
<input type="checkbox"/>		
Securus Demo Site	LP7 (1) 9722770556	05-11-2011 05-11-2011 394 (s)
	Local	10:27:05 10:33:39 6:57 (m)
<input type="checkbox"/>		
Securus Demo Site	LP7 (1) 9722770556	05-11-2011 05-11-2011 2256 (s)
	Local	10:36:17 11:14:33 38:27 (m)
<input type="checkbox"/>		
Securus Demo Site	LP7 (1) 9722770556	05-11-2011 05-11-2011 2185 (s)
	Local	11:30:55 12:07:00 36:42 (m)

Name & Address Verification

Phone Number: 9722770556
 Last Verified: 28-Jan-2011 13:12:19 959
 Name: SECURUS SECURUS ATTN: ACCOUNTS PAYABLE
 Address: 14651 DALLAS FWY STE 600, DALLAS, TX 75254-8816

- The inmate telephone system shall be "host" based. Recordings shall be stored in multiple locations to ensure catastrophic events do not compromise, alter, or destroy the integrity of the call bank. All inmate telephone recordings shall remain the sole property of the PCSO-ADC.

COMPLY

Securus will provide Pinal County with our industry leading SCP system, which is a centralized (hosted) call platform, storing recordings in multiple locations to prevent compromise, alteration, or destruction of records in case of catastrophic events. PCSO-ADC will retain ownership of the inmate telephone recordings.

Call Detail Record Storage

Securus provides a secure, centralized System Database for call detail records that are replicated to many other systems within the Securus network, including the rating and billing database. This feature is designed to prevent loss of data. Securus' SCP has the capacity to store multiple years of call data as required by the facility.

Securus uses Oracle for its database file structure. Oracle Database delivers economies of scale on easily managed grids, making it easier to:

- Reduce downtime with maximum availability architecture
- Partition and compress data to run queries faster
- Securely protect and audit data, and enable total recall of data
- Make productive use of standby resources

Oracle simplifies the process of linking data in multiple tables. This is a key feature of a relational database management system, or RDBMS. Storing data in multiple tables enables Securus to define relationships between the tables, as well as the applications that feed information into those tables.

Not only does Oracle allow our SCP to link the call data to multiple tables, it also maintains consistency between them, ensuring that the data among related tables is correctly matched to maintain referential integrity.

Utilizing the Oracle database provides us the ability to respond faster to changing business conditions, thus providing our clients with a system that is more responsive to their continually evolving needs.

Oracle supports all standard relational data types, as well as native storage of XML, Text, Documents, Images, Audio, Video and Location data. Access to data is via standard interfaces such as SQL, JDBC, SQLJ, ODBC .NET, OLE .NET, and ODP .NET, SQL/XML and Xquery and WebDAV.

Call Recording Storage

Securus will store call recordings for immediate access online for the required length of time, accessed from anywhere/anytime. Call recordings are stored in Securus' centralized Disaster-Resistant Carrier-Class Data Centers, which are managed under the direct supervision and immediate hands-on maintenance by trained data center personnel. In addition, all equipment used to store recordings is monitored by the Securus' fully staffed Network Operations Center 24 hours a day, 7 days a week, and 365 days a year.

Our SCP system will write all recorded calls to two separate Storage Area Networks initially, using two separate connections to the different Storage Area Networks, providing for redundancy.

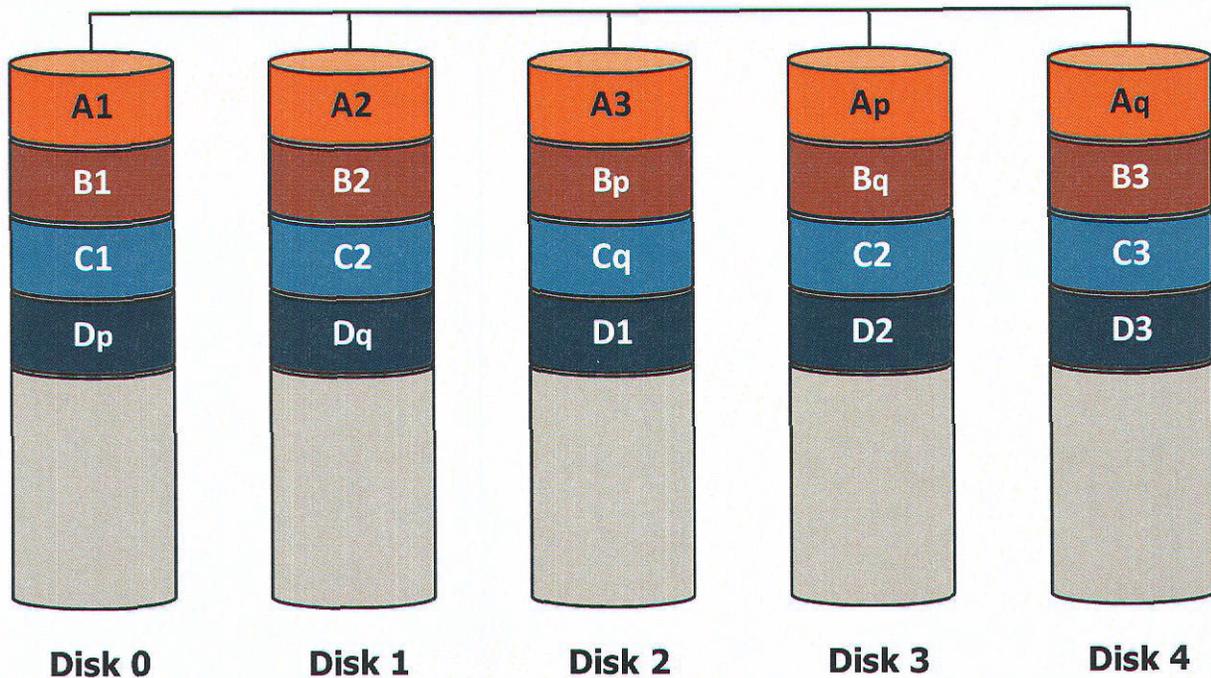
Securus' SCP provides a unique set of features that uses advanced technology to store inmate call recordings. Traditional premises based calling platforms use local hard drives that may simply fail and are susceptible to local disasters such as floods, tornadoes, hurricanes and fires. This created a need for manual backup schemes that are no longer necessary with SCP. SCP uses 'SAN' (Storage Area Network) storage. A Storage Area Network (SAN) is a high-speed special purpose network or

sub-network that interconnects different kinds of mass storage and shared storage devices (such as disk arrays, tape libraries, optical jukeboxes, etc.) with associated data servers.

The SAN architecture makes all storage devices available to all servers on LANs (Local Area Networks) or WANs (Wide Area Networks). The SAN solution not only delivers complete scalability for a facility's storage requirements, but also supports disk mirroring, backup and restore, archival and retrieval of archived data, data migration from one storage device to another and the sharing of data among different servers in a network.

As more storage devices are added to a SAN, they too become accessible from any server in the larger network. The SAN uses a series of standards to spread data across multiple drives for additional protection and redundancy. This technology enables the SAN to deliver superior performance and also fault tolerance to disk failures thereby ensuring that data is no longer susceptible to loss due to individual or multiple drive failure. Accordingly, the SAN provide facilities with the ultimate protection against single drive, multiple drive, or server failures, and the broad interoperability required for critical data and application as well as increased security for each call recording.

Within the SAN, the SCP system utilizes, among other storage, RAID6 technology, which are arranged in such a way that even if one of the hard disk drives fails during the data recovery process, the systems continue to be operational, with no data loss.



In addition, Securus' SAN translates to more than 500 terabytes of storage space and is continuously monitored and managed through intelligent automated processes and storage policies. When these very large storage systems approach a safe threshold of capacity, we expand capacity to ensure all call records and recordings authorized for storage through the agreed upon terms of the contract are retained in secure locations that are resistant to local disasters to the facility.

Scalability to meet any facility's contractually required storage demands, resistant to local disasters, reduced downtimes with maximum availability, partitioned and compressed data to run queries faster, securely protected and audited to enable total recall of data, standby resources that are continually monitored to ensure maximum availability, Securus' Call Data System provides facilities with one of the most advanced systems in the industry that is built to meet any facility's requirements.

Our standard inmate calling system can record and store basic call data with the capability to provide management reports. The length of time the calls are stored is not limited to a minimum or maximum period. Since every site's requirements are different, Securus is happy to discuss the optimal timeframe for data storage with the Facility. All recordings are stored online and on disk. Typically, CDRs are stored for seven years.

In addition to the on-line access to call recordings on our fault tolerant SANs, the recordings are also written to tape and stored off-site at an environmentally controlled media storage facility as a disaster recovery measure.

Recordings can be downloaded from the system in various formats and copied to a CD, DVD or any drive (such as a removable flash drive) available to the user in widely accepted formats for portability and may be e-mailed as well, which will also aid in the transition of recordings to the new contract upon termination.

Disaster Recovery

If a disaster causes a loss of service to the Inmate Telephone System (ITS), Securus is prepared to carry out emergency response and recovery operations.

Securus' SCP provides facilities with one of the most advanced systems in the industry and is built to meet any facility's disaster recovery needs. The SCP offers:

- Scalability to meet contractually required storage demands
- Resistance to local disasters
- Reduced downtimes with maximum availability
- PXd data to run queries faster

Securus has a field support department with more than 150 field service associates supported by a centralized field dispatch team in support of our national customer base. The Field Service Technicians (FST) are strategically positioned to support ongoing maintenance as well as any disaster recovery situations that our customers may encounter. The FSTs are trained and provided with disaster recovery processes, plans and checklists. The FSTs are supported by senior technical support resources and engineering in order to expedite repairs and minimize customer downtime.

Below is additional detail regarding processes that are in place to ensure effective responses for emergency and recovery operations. In addition, we are also including information on our preventative and security processes.

Securus System Control & Service Center

To provide protections that effectively lower the risk of loss of data, all data is stored in a centralized database and backed up offsite. Our web-based system allows authorized users to access the data from any location with an Internet connection. Securus maintains the system at the highest level of operability.

Securus' SCP provides a unique set of features that use advanced technology to store inmate call recordings. Traditional premises-based calling platforms use local hard drives that may fail and are susceptible to local disasters, such as floods, tornadoes, hurricanes, and fires. The SCP uses 'SAN' (Storage Area Network) storage. SAN is a high-speed sub-network of shared storage devices. SAN's architecture avails all storage devices to all servers on LANs (Local Area Networks) or WANs (Wide Area Networks). Data on the SAN is stored in RAID (Redundant Arrays of Independent Disk) formats, spreading the data across multiple drives and providing additional protection. Data is no longer susceptible to loss due to an individual drive failure. Accordingly, SANs provide facilities with the ultimate protection against single drive or server failures, as well as increased security for each call recording.

The SCP is co-located in a Telx or AT&T Disaster Resistant Carrier Class Data Center that is managed under the direct supervision and immediate hands-on maintenance of data center personnel.

The call detail and call recordings are initially stored for on-line retrieval on multiple RAIDs in two separate SANs. The system writes all recordings to each SAN, promoting disaster recovery in case of single disk or entire RAID failure.

Archiving to off-line is automated and managed by robotic tape drives. The facility does not have to intervene or archive tape libraries. This automation removes the risk of human error.

Facility Emergency Response Checklists

Securus has developed procedures (checklists) to protect equipment and personnel in the event of an emergency situation. Securus will combine efforts between headquarters and field staff to expedite recovery wherever possible. Securus will carefully coordinate each checklist with appropriate facility guidelines.

Spare Parts and Inventory Requirements

Securus maintains an inventory of spare parts at our headquarters in Dallas, Texas, and has distribution agreements with multiple vendors to provide expedited national delivery service. The corporate headquarters in Dallas, Texas, maintains a standardized emergency recovery package of frequently used spare parts and equipment that will be available for shipment to support failure backup efforts at our customer sites. Similar field spare parts kits are maintained by each of our technical field representatives located throughout the country.

Response

Emergency recovery operations are prioritized by critical facilities and equipment locations. The first priority is to recover maximum-security institutions and institutions with high inmate phone usage. The preference of the customer is considered at all times. Field and headquarters management will ensure that responders are using all appropriate checklists and that the preparation for recovery operations is initiated within appropriate response guidelines.

Emergency Condition Declaration

Securus classifies disasters on a 1-3 level, as shown in the following table. Level 3 represents a moderate impact disaster and affects a small localized area. Level 2 represents a disaster that is high-impact and affects a more wide-spread area, which may include multiple facilities. A Level 1 disaster represents catastrophic events that are extremely wide-spread or affect a specific region with many facilities and customers.

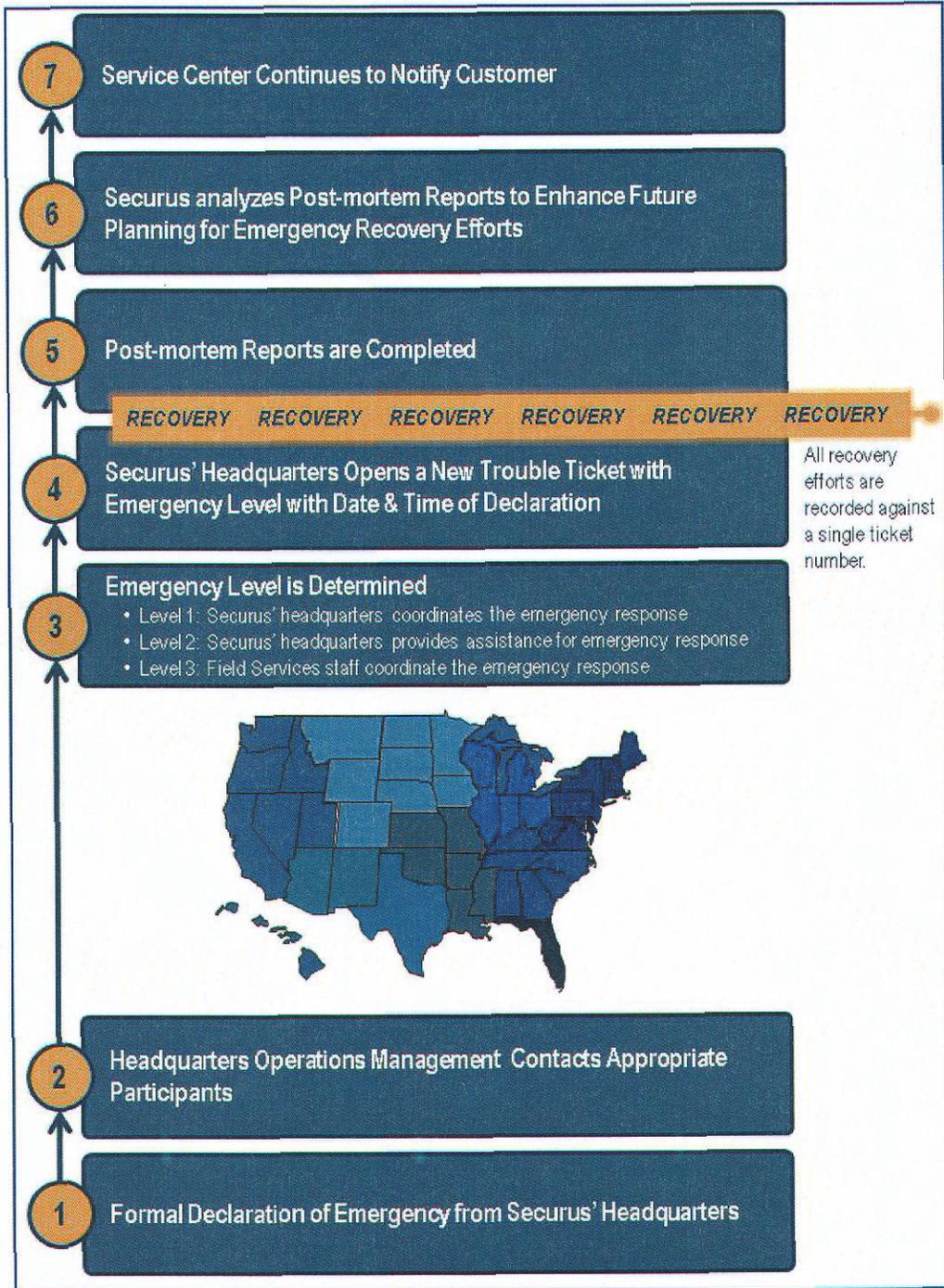
The regional field manager or his/her representative, or someone from the customer site, will contact the Securus headquarters to request a formal declaration of an emergency condition. Headquarters operations management will establish a conference bridge with the appropriate participants as soon as possible. If the information gathered from the call substantiates an emergency status, the emergency response level is determined. The following table defines the emergency condition levels:

Table: Emergency Response Condition Levels	
Condition Level	Response
Level 1	Full headquarters response and possible deployment of a Headquarters Response Team to the region to coordinate and assist local recovery efforts.
Level 2	Headquarters support will provide assistance to the local Recovery Team as required to obtain internal County support as necessary.
Level 3	The local Recovery Team will coordinate all recovery operations. Headquarters assistance beyond normal technical assistance should not be required.

Note: A Level 3 declaration notifies headquarters of the seriousness of an ongoing recovery effort, and provides the necessary background information if the local response team lead requests an upgrade to a higher condition level.

Our corporate headquarters will open a new trouble ticket in our ticket tracking system, indicating the declared condition level and the date and time of the declaration. All open tickets pertaining to the ongoing emergency recovery effort will be linked to the new trouble ticket and closed to ensure that all recovery efforts are recorded against a single ticket number.

Timeline Events of Disaster Recovery Operations



Inmate Telephone System Failure Back-Up Escalation Plan

Emergency Contact Information

Securus will develop and maintain toll-free, 24-hour-a-day, 7-day-a-week emergency access phone number lists that will be readily available for use during an emergency situation. Contact information will be updated at regular intervals to ensure accuracy

Technical Support

Securus understands that throughout the duration of a critical event, our customers rely on our support to guide them with minimal loss of equipment and data. Qualified resources will be available to assist the County. These resources include more than 150 full-time field technicians who can deploy nationwide, and a full list of contacts—up to and including Securus executives.

We also realize that during a disaster, it may be even more important that inmates and detainees can stay in contact with their friends and family. To support these end users, Securus maintains two call centers in Dallas and Mexico that can continue call processing, even if there is a failure at one location.

Coordination

The field management team will develop mutual agreements with other Securus regions in the country or with vendors to supply resources, equipment, or manpower. Additional equipment and personnel may not arrive for several days, depending on available transportation, condition of the roadways and airports, and other factors, therefore, field management will not delay the decision to ask for assistance from other sources.

Mobilization

Mobilization of a Headquarters Response Team, if necessary, will depend on need, as determined by the headquarters and field management.

The Headquarters Response Team will be dispatched from Dallas as soon as possible to assist field recovery efforts. However, field staff will begin recovery operations without delay.

Emergency Response Teams

Securus will form the following teams to respond to declared emergency conditions. These teams will include subject matter experts and necessary support staff.

Table: Emergency Response Teams	
Team	Manning and Responsibility
Field Local Recovery Team	Plans and directs local recovery operations. Staffed by field staff personnel only.
Headquarters Support Team	Provides technical support and assistance to local recovery teams. Staffed cross-functionally, as required.

Table: Emergency Response Teams	
Team	Manning and Responsibility
Headquarters Response Team	Deployed to Securus local markets to assist local recovery operations. The Headquarters Response Team is staffed by subject-matter experts and led by headquarters operations management.

Recovery

Field staff will continue recovery operations until critical inmate calling functions have been recovered and Securus can restore phone service operations to normal call and data transmission capability. Senior Securus management will, at that time, recall the Headquarters Response Team and field staff will return to normal operation. Recovery operations may still continue but emergency operations are no longer necessary and are not cost effective to maintain.

- The inmate telephone system shall have the ability to integrate with current systems to include the Jail Management System (Spillman 4.3 with upgrade to 6.1 in the near future), Commissary System (Swanson), and Trust Fund and Banking System (Cobra Banker). NOTE: Upon booking an inmate, the inmate telephone system shall communicate with the Jail Management System, thus NOT requiring staff to create a separate telephone account.

COMPLY

Securus' SCP will integrate with current systems, including Jail Management Systems (Spillman), Commissary (Swanson), and Trust Fund and Banking (Cobra Banker). When an inmate is booked at the PCSO-ADC, SCP automatically communicates with the Jail Management System to retrieve the required information. No manual intervention is needed on the part of PCSO- ADC.

Securus has solid, proven experience with Integration. Securus currently integrates with more than 60 independent facility owned systems/shared databases and with more than 110 vendors worldwide.

Swanson

Securus has an excellent long term relationship with Swanson. Securus has an active agreement with Swanson to provide integrations and many products to our shared customers. Securus and Swanson currently integrate at many locations, with our most recent integration being implemented on January 4, 2012. Securus understands how important these integrations are for our customers, hence the solid relationship and agreement we have established with Swanson. Securus has integrated with Swanson in at least 26 locations and has many more pending.

Securus will provide Web service interface to Swanson Commissary, which will allow seamless funding for debit accounts including credits, debits, and refunds on release. Securus can also

provide commissary order by phone with Swanson. The integration will also include the management of inmate custody accounts, PIN number, and other critical inmate information.

Spillman

Securus has an established relationship with Spillman Technologies. Securus currently has eight signed agreements with Spillman to integrate our systems at shared customer locations. We are currently installed in two of these locations and actively working on turning up the remaining six. We have experience integrating with both the older and newest versions of the Spillman system.

Securus' Integration

Securus has its own dedicated Integration Department that works exclusively on integrating the various systems and products in the correctional environment. Having this dedicated Integration Department allows Securus to deliver fast and flexible solutions for our customers. Securus' technology is flexible and does not mandate rigid specifications when working with facility owned systems, JMS, OMS, Commissary, vendors, etc. Securus will fully cooperate with your facility and your vendors to automate the systems.

The most common technologies Securus uses to integrate with your systems include: HTTP, FTP push or pull of files in any textual format, SOAP Web Services, JSON, XML-RPC, and TCP Sockets. All of these methods are performed over a secure connection.

Securus is able to transform your data format for insertion into our platform, negating the need for costly code modifications to your system. Securus integration engineers will consult with your facilities IT department or system provider to determine the best integration strategy for your specific application.

Securus Integration Process

The dedicated Securus Integration team is the exclusive team that designs, develops, tests and implements all custom integrations with corrections industry and banking systems. Our mission is to deliver fast and flexible solutions for our customers. This process is incorporated into the overall Project Plan for the installation of the Securus SCP inmate telephone system. Major milestones include:

- Collect Preliminary Needs/Requirements
- Contract Signed
- Finalized Requirements document
- Approved Scope Statement
- Finalize Design Document
- Schedule Customer Implementation
- Develop Custom Integration Solution
- Test Custom Integration Solution

- Implement Custom Integration Solution
- Customer Approval and Sign off

- The inmate telephone system shall allow collect/debit/prepaid calls to cellular phones.

✓ **COMPLY**

Securus can provide PCSO with our optional, exclusive Instant Pay™ promotional calling program to complete calls from inmates that otherwise may be blocked. Promotional (not included in gross revenue) Instant Pay calls are made possible through an exclusive, optimized call validation processes that allows more connections to numbers that would otherwise be blocked. They are inclusive of an additional bonus to the PCSO as described in the financial offer.

How It Works

When an inmate or detainee at your facility attempts to make a call, our validation system will route the call in an optimized fashion and attempt, through multiple means, to connect the call. If the called party does not have a prepaid or post-paid payment product already established with Securus, or we are unable to process the call due to LEC or CLEC billing restrictions or any other reasons, the call will route through our Instant Pay™ Program. Called parties will be given an option to receive and pay for a single call immediately using one of our Instant Pay™ Program options rather than be blocked.

The Instant Pay™ Program optimizes the routing of all calls from your facility, in a matter of milliseconds, and provides the called party with promotional messaging and one of the following Instant Pay™ options:

- Pay Now™ - Provides the called party with a 20-second promotional call every 15 to 30 days at no charge and then offers the option to Pay Now™ using a credit or debit card. The called party also has the option to be transferred to our Customer Service Center to open a prepaid AdvanceConnect™ account, further increasing County revenues.
- Text2Connect™ - Connects a promotional call made to a mobile phone through the acceptance of a premium SMS text message. Charges for the message are billed by their mobile provider on their mobile phone bill.

The called party receives a text message receipt for the SMS text message and is given the option to learn how to open a prepaid AdvanceConnect™ account. Text2Connect™ is available through our third-party processor who maintains relationships with select mobile phone companies around the country and manages the connection. The Instant Pay™ Program with Pay Now™ and Text2Connect™, differentiates Securus from our competitors by providing solutions to facilities that helps connect the critical first call which creates more prepaid accounts, completes more calls that others cannot, and allows detainees to bond out quicker and more effectively. The Instant Pay

Programs ability to connect almost any call results in increased revenue and reduced administrative burden for our facility customers.

2.3.b System Access:

- The system shall provide one-way out-going collect/debit/prepaid calls. Calls to the Public Defender's Office will be allowed as non-collect calls. PCSO- ADC may indicate other telephone numbers that may be called as non- collectable calls at its discretion.

✓ **COMPLY**

Securus provides outgoing calls only—at no time will inmate telephones receive incoming calls. The SCP provides inmate calls via collect, debit, and prepaid methods, as well as the opportunity for free calls as required.

During installation, a "Global List" of uniquely dialed numbers is created in Securus' SCP which includes approved free calls to specific numbers. Typically, the list includes numbers that are normally blocked to local judges, sheriff, facility personnel, jury members, witnesses, etc. However, users can also indicate which numbers are allowed free calls such as Public Attorneys, DA and Crime Stoppers. Because a Global List may contain thousands of entries, the SCP offers unlimited potential to add new entries after installation. Free calls are required in many cases but can easily be misused causing loss of revenues to the facility. Securus utilizes all methods possible to properly manage the use of free call provisioning to assure proper usage levels are maintained and revenue maximization is achieved.

Securus will work with the County to mutually agree which telephone numbers must be provided as free calls.

- The system shall prevent (call block) to:
 - i. 911
 - ii. All 800 services
 - iii. All 900 services
 - iv. 411 numbers
 - v. Directory Assistance
 - vi. Local Emergency Numbers
 - vii. Three Way Calls - Contractors shall describe in detail how their three- way call prevention is accomplished with their system.
 - viii. Other numbers as directed by PCSO-ADC
 - ix. Access to a live operator in any circumstance
 - x. All calls to pay phones
 - xi. All credit card calls
 - xii. The system shall be capable of local, long distance, and international collect calls. Contractors shall address international calling capability and cell phone calling capability.

COMPLY

Securus' SCP blocks calls to 911, 800, 900, 411, directory assistance, local emergency, live operator, pay phones, and other numbers as required by PCSO-ADC. In addition, SCP prevents inmates from making three-way calls and credit card calls.

Global Call Blocking

During installation, a global call blocking table is established, which immediately prevents inmates from making calls to specific numbers. Typically, the database includes numbers to local judges, sheriffs, facility personnel, jury members, attorneys and witnesses. Because a global call blocking table may contain thousands of entries, Securus' SCP offers unlimited blocking potential.

All dial-around area codes and exchanges, such as 800, 900, and 976, are blocked by default. In addition, access to live operator services, such as 0, 411, and 911, are blocked by default.

To provide maximum convenience to facility personnel, authorized facility personnel can administer blocked numbers using our single-point access, the SCP user interface, or by calling Securus' Technical Support directly. All blocked numbers have an associated "Note" field stored in the blocked number database to record specific information for future reference.

Securus has a significant amount of experience spanning two decades of coordinating the installation and de-installation of inmate telephone systems. During the transition to a Securus inmate telephone system, we will work closely with the previously contracted vendor and Pinal County to convert all telephones to the new services in a secure and timely manner. Our transition teams are always focused on providing our customers with a smooth, seamless transition.

- The system shall be capable of programmed call duration limits, as set by PCSO-ADC. The system will automatically terminate a call giving a one- minute warning. The capability of providing different time limits for individual inmates, cell blocks, and designated groups of telephones is desirable.

✓ **COMPLY**

Securus' SCP provides the ability to set pre-programmed call duration limits, as needed by the PCSO-ADC. SCP automatically terminates a call with a one-minute warning prior to disconnecting the call. Authorized users can set different call restrictions for individual inmates, cell blocks, and designated groups.

Programmable Call Duration

Securus' SCP system can set a maximum time limit for any type of call and/or all calls related to an individual PIN and/or all PINs

Call Termination Warning

Securus' call termination warning provides both the inmate and the called party with notifications of call terminations by voice prompt at one minute prior to the end of the call's pre-programmed time limit. All call records contain a 'reason for termination' code that indicates why a call ended.

Call Restrictions

Securus' Calling Restrictions enable the control of calling activity, such as call durations by inmate, by port, by multiple phone group, by customer, or by facility. Calling activity may also include allotted limits and thresholds applied to phone numbers and inmates by attempt or to control an inmate's calling activity.

SCP provides the facility with the capacity to set a maximum time limit for any type of call and/or all calls related to an individual PIN and/or all PINs. In addition, multiple restrictions may be tagged to any PIN or telephone number associated with a PIN.

Examples of restrictions are:

- Maximum duration of a call for PIN
- Maximum number of calls from that PIN per day/week/month, etc.

To relieve facility staff from calling restriction maintenance responsibilities, all imposed calling restrictions are automatically managed by the calling platform.

If court restraining orders or called party financial conditions require a limit to the amount of time or monthly cost of inmate calling to a particular party, the system automatically complies with such restrictions by denying calls when maximum restrictions are met.

Securus' Calling Restrictions also provide additional PIN suspension features to further assist facility staff in maintaining control of inmate activity. A single inmate's PIN or any number of inmates' PINs may be suspended for a specified time from either the on-site administrative

terminal or an authorized remote terminal. This suspension feature, frequently used for punitive reasons, allows the facility to deny telephone privileges to one or more inmates without affecting other inmates who share the same inmate telephones. The length of time for PIN denial is entered and automatically policed, enforced, and released by the system. The system will automatically reset the PIN to allow calls on the day requested, with no manual intervention required. This feature allows inmates, if necessary, to make privileged calls even while on suspension from other calls. Direct manual control of this suspension feature is also allowed from the on-site administrative terminals or authorized remote terminals.

- The system shall ensure that for all long distance calls, the cost begins when the end user accepts the call.

✓ **COMPLY**

Securus requires active acceptance by the called party for all collect calls, including long distance.

- The system shall be capable of processing calls on a bilingual basis including, but not limited to, four languages with English and Spanish as a minimum. Submitted proposals shall describe how a caller would access different prompts using the proposed system.

✓ **COMPLY**

Securus' automated operator uses clear and concise, professionally recorded voice prompts to assist the inmate throughout the calling process. By default, Securus' SCP system provides language prompts in both English and Spanish. However, SCP may be configured to provide language prompt instructions to the inmate in as many as nine additional language prompts as required by the County.

Accessing Different Language Prompts

After the necessary language prompts are set up in the SCP system, inmates select their specific language of choice at the beginning of the call process by dialing a single digit.

During the acceptance of a call, the called party receives the acceptance instructions in English first, and then receives an option to continue in the language selected by the inmate. This fraud deterrent feature eliminates possible attempts by the inmate to confuse the called party with a language he/she does not understand. Securus will work with the customer on the pricing of additional language options.

- Contractors shall place printed instructions on the telephone concerning how to obtain service. These instructions shall also be available audibly.

COMPLY

Securus will provide printed instructions on the telephone to further assist in the calling process. These instructions are in a durable printed format at each inmate telephone location in English, Spanish, and the other languages specified by the County. As a security measure, Securus will use materials and techniques appropriate for the correctional environment that explains the process in a clearly defined and easy to read manner. In addition to the written instructions, SCP provides audible instructions to the inmate through our Automated Operator Services.

Sample Dialing Instructions in English and Spanish

	
This Call is Being Recorded	Esta Llamada va Hacer Gravada
DIALING INSTRUCTIONS	INSTRUCCIONES PARA LLAMADA
Press '1' for English	Marque '2' para español
For a collect call, press '1'	Para llamada a cobrarse, marque '1'
For a debit call, press '2'	Para llamada de débito, marque '2'
TIPS Hotline, press '8'	Para línea de aviso secreto, marque '8'
Enter your PIN number	Marque su número de identificación personal
Enter your area code and phone number	Marque su número de teléfono, incluya su código local o lada
You may hear silence during the acceptance of your call. Please continue to hold.	Vas a oír silencio mientras aceptan su llamada. Continúe esperando por favor.

Automated Operator Services

SCP includes an interactive voice response (IVR) system that provides automated operator service (AOS). This automated operator assistance uses clear and concise, professionally recorded voice prompts to establish call acceptance and assist inmates and called parties throughout the calling process.

- The system shall have full-time fraud protection against hook switch calls, credit card calls, directory assistance calls, call forwarding, conference calls, and second party calls.

COMPLY

Securus' SCP provides full-time fraud protection against hook switch calls, credit card calls, directory assistance calls, call forwarding, conference (three-way) calls, and second party calls.

Securus leads the industry in fraud prevention by developing and owning more than 80 technology patents today along with approximately 40 patents pending with the U.S. Patent Office. Securus is, without a doubt, the leading technology innovator in our industry and has been for more than 20 years. Every large inmate telecom provider in our industry, such as GTL, VAC, and Embarq, use our patent technology under our license agreements. Correctional facilities have come to rely on the technology Securus develops to not only provide inmates and friends and family members vital telephone service, but to assist the law enforcement community in solving or preventing crimes.

Constant Fraud Controls

Perhaps the most significant emerging threat to unauthorized, fraudulent, and illicit activity is call diversion schemes that mask the true destination of the call. Securus provides the most advanced fraud detection capabilities in the correction industry. Securus' SCP continuously analyzes call data and system parameters to detect any system anomalies, hardware failures, fraud indications, lowered revenue levels, or unusual usage patterns. All telephone activity is logged and statistically analyzed to detect any attempts at call forwarding, three-way calling, 'hookswitch dialing', 'black boxing', 'hacking', or any other fraudulent telephone activities.

The SCP will provide, at a minimum, the following aids in preventing fraudulent use:

- Detection of three-way calls (patented)
- Elimination of secondary dialing
- Prohibition of switch hook dialing
- Limitation on the number of times a telephone number may be redialed by the inmate within a specific period of time (parameters to be set by the Department)
- Collection and prevention of DTMF
- Detection of call forwarding

The system, by default, does not allow the inmate to press additional digits. Our SCP uses our patented DTMF collection techniques to only collect and act upon digits that the system is expecting to be pressed. Unlike traditional premises-based systems, SCP controls the call and buffers all information from when digits are pressed, to when they are sent through the call flow. For instance, the system asks for a language selection and expects a one-digit answer; the system asks for a PIN and expects a max PIN length to be entered. After the call is completed, the system does not expect the inmate to press any digits and will not read any extra digits if they are pressed. Inmates could press as many digits as they want and the system will not pass them through or react to them in any way. This makes it impossible for inmates to receive a secondary dial tone or call anyone by dialing additional digits after the call is completed. This patented feature is only available on the SCP.

- The system shall not be capable of receiving incoming calls. The inmate telephone system shall provide outgoing collect/debit/prepaid service with no access to direct dialed or operator handled service.

COMPLY

The SCP will not allow incoming calls at any time. SCP provides inmates with the ability to make outgoing collect, debit, and prepaid calls.

To assure the Securus system provides maximum security, the trunks in the SCP data center are provisioned outgoing-only, ensuring that no incoming calls can reach the inmate. Securus has performed full testing of these trunks, verifying compliance with this requirement.

Funding Options

Securus offers a wide variety of funding options for friends and family members of inmates to use in setting up prepaid accounts. We know that convenience drives account creation and that account creation drives more calling, so we focus on making sure the funding process is easy to follow and available when and where the inmates' friends and family members need it. We believe that we offer the most comprehensive and convenient options for funding accounts in the industry. Friends and family members can call our call center 24 hours a day, 7 days a week and 365 days a year and speak with a live operator to help them set-up and fund their accounts, or they can take advantage of our easy to use website for funding, or they can fund accounts by mail or by visiting one of over 58,000 Western Union locations.

The table below displays our features of our funding options and how they benefit called parties.

Friend and Family Funding Options	Means to You
<p>In-house Call Center</p> <ul style="list-style-type: none"> • Available 24 hours a day, 7 days a week and 365 days a year • Staffed with Securus employees • Use automated telephone access or talk to a "live" agent • Fund an account <ul style="list-style-type: none"> ○ Accept check by telephone, Visa, and MasterCard (all options may not be available to all customers based on our risk management practices) • Manage account (e.g. open accounts, make or check payments, confirm rates, obtain credit limits, review call history, review account balances, manage account notifications, and get questions answered) 	<p>We believe the customer experience should not be out-sourced to an outside vendor. As such, our customer satisfaction scores are 20 percent higher than the industry standard. We are available so that you don't have to use staff time to answer questions on telephone account issues.</p>

Friend and Family Funding Options	Means to You
Website Access <ul style="list-style-type: none"> • Create an account • Fund an account <ul style="list-style-type: none"> ○ Accept check by telephone, Visa, and MasterCard (all options may not be available to all customers based on our risk management practices) • Manage account (see above description) 	This is a popular option for those parties that wish to fund without interacting with a call center agent. More funding means more calls.
Lockbox <ul style="list-style-type: none"> • Accept personal checks, money orders, and cashier's checks • No funding minimum 	Cash conscious parties can fund without a transaction fee and without a minimum. This allows inmates to talk with called parties who would not ordinarily be able to set-up accounts.
Western Union <ul style="list-style-type: none"> • Fund at over 58,000 locations 	For those without credit cards or who want immediate account set-up with no minimum fee, we provide funding options at any Western Union location. More funding means more calls.
Kiosks (optional) <ul style="list-style-type: none"> • Available in lobby 	A funding source can be placed in close proximity to calling parties to encourage funding.

Inmate Funding Options	Means to You
Inmate Debit <ul style="list-style-type: none"> • Integrated with trust fund or telephone fund accounts 	With the integrated option, this allows the inmate access to other accounts to draw from for telephone calls.

- PCSO-ADC facility officials shall retain the capability of turning off or blocking service to any telephone or group of telephones from a central location inside the facility.

COMPLY

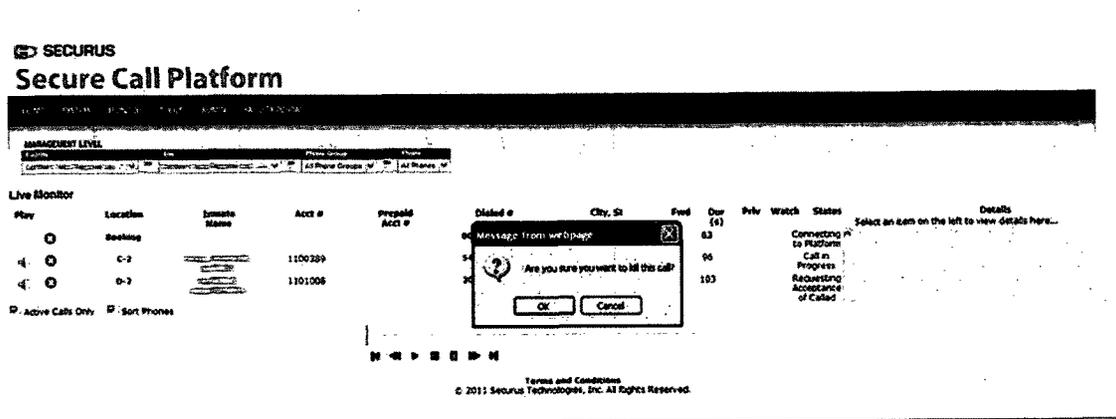
PCSO-ADC authorized users can access the SCP user interface from a central location inside the facility—or through any computer with Internet access—and turn off or block service to any telephone or group of telephones.

On/Off Station Control

Securus' SCP provides complete flexibility in disabling telephone use at any time of day through manual intervention or preset calling schedules.

The SCP user interface allows authorized users to immediately disable a telephone, group of telephones, or entire facility, using any PC with access to the Internet. Securus is one of the only providers to offer this capability to authorized users, anytime, from anywhere, 24 hours a day, 7 days a week. This is a major time-saving convenience for all participating users. This function allows authorized users to either kill the call immediately or allow the current call to finish while not allowing any more calls.

Disabling Telephones *Proprietary and Confidential*

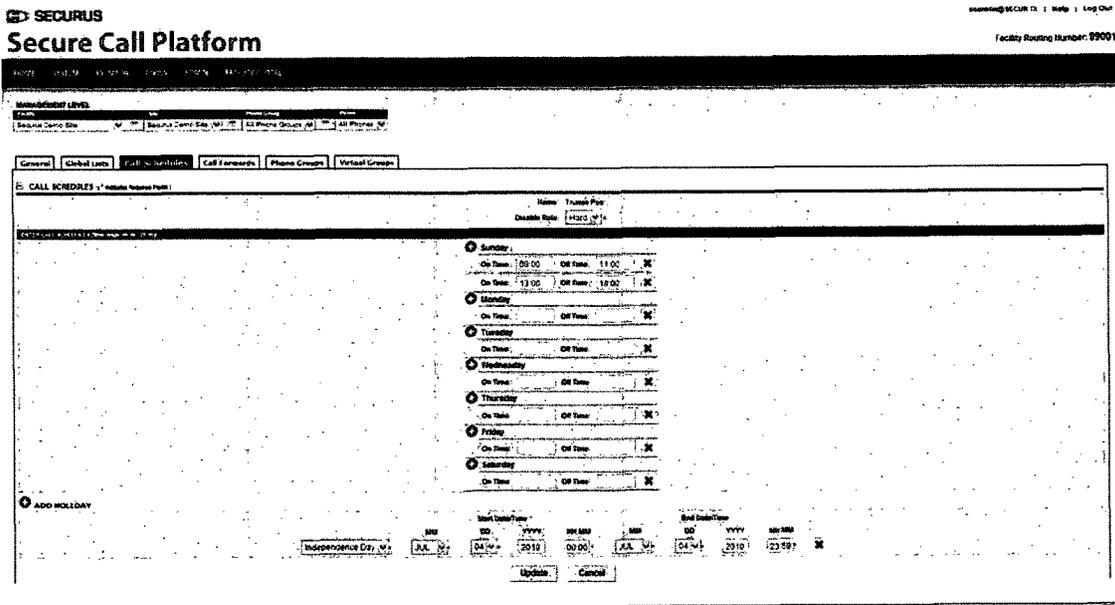


Programming Calling Schedules

If the facility needs predetermined schedules to shut off the telephones during certain times of the day or night, automated calling schedules can also be assigned. Automated calling schedules relieve the facility staff from manually performing this task on a daily basis.

Calling schedules control when inmates can place calls by setting multiple on- and off-times of day, within a week, and by day of week. Calling schedules can be configured and applied to individual telephones, groups of telephones, individual inmates, and globally.

Programming Calling Schedules
Proprietary and Confidential



The SCP is compatible with manual cut-off switches that are typically located in the main control room, officer substations, or guard towers, as required.

In addition, SCP allows unlimited time-based control of inmate calling. As with most features, calling times can be configured on a per-minute, per-telephone, per-group, per-facility, or system-wide basis. Multiple allowed/prohibited call times can be configured each day of the week. SCP can also accommodate special holiday programming.

- All phones shall be FCC registered and the Contractor's current FCC number shall be provided as part of the solicitation response. Contractor shall submit a detailed description of all specific features offered.

COMPLY

Securus' inmate telephones are the strongest and most reliable units available, and are designed specifically for the prison environment. Securus' proposed phones will comply with all applicable FCC requirements and will be FCC registered. The Wintel model 7090SS telephone is FCC registered US: 1DATE05BITC-254, IC: 3267A-ITC254

Securus Technologies, Inc.'s FCC Federal Registration Number (FRN) is 0019009349.

Securus is proposing the following Wintel® brand 7090 phone model. The following information is the manufacturer-provided telephone specifications.

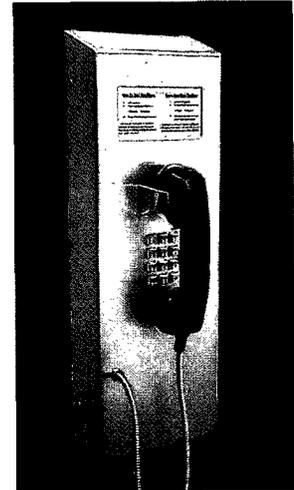
The Industry Standard

These phones are the overwhelming choice for state prison systems, the Federal Bureau of Prisons, county, and city facilities nationwide because of their proven reliability, durability, and flexibility.

Features/Options

The proposed phone models include the following features:

- Built-in user controlled volume “LOUD” button for ADA mandated volume control (must be user-controlled volume amplification AND volume must reset to normal with on-hook to meet ADA requirements)
 - Brushed stainless steel provides rugged vandal resistant telephone housing designed and built for inmate use
 - Confidencer technology, built into every dial, filters out background noise at the user's location, allowing better sound to the called party
 - All-in-one electronic dial features modular incoming line and handset connections for quick maintenance. Carbon and DuraClear® Handsets have separate 4-pin connections.
 - Heavy chrome metal keypad bezel, buttons, and hookswitch lever withstand abuse and vandalism
 - Armored handset cord is equipped with a steel lanyard (1000# pull strength) and secured with a 14 gauge retainer bracket for maximum vandal resistance
 - Handset has sealed transmitter and receiver caps, suitable for heavy use and abuse locations
 - Pin-in-head security screws minimize tampering
 - Hearing aid compatible and FCC registered US: 1DATE05BITC-254, IC: 3267A-ITC254
-
- The system proposed shall be designed to use only an automated operator to place calls. The system shall provide clear voice prompts to complete calls without the use of an operator. Contractor shall provide a clear description of all automated operator services that will be used for inmate calls. A live operator may be used with the “person-to-person” calling service. (Added per Addendum #1)



✓ COMPLY

Securus' SCP uses a patented-automated operator service (AOS) to place calls. The AOS uses clear, concise, professionally recorded voice prompts to assist the inmate and the called party through the call provides.

Automated Operator Services

When the called party answers the phone, SCP's advanced answer detection triggers the call acceptance voice prompt. The called party hears, "Hello, you are receiving a collect call from [INMATE NAME], an inmate at the [FACILITY NAME]. This call is subject to monitoring and recording." They then hear the following menu options:

- "To accept this call, press 1."
- "To refuse this call press 2."
- "To hear the rates and charges for this call, press 7."
- "To block future calls to your number, press 6."

The chart below describes how SCP's automated operator assists called parties and inmates:

SCP's automated operator allows called parties to:	SCP's automated operator allows inmates to:
<ul style="list-style-type: none"> • Request a rate quote • Hear the name of the facility and inmate calling • Accept or reject the call • Connect to a live agent to setup a pre-paid account • Choose to hear the prompts on the system in English, or the language selected by the inmate (if configured for this option) • Pay for the incoming call with InstantPay (if available) • Block their number prior to accepting a call using SCP's patented Perma Block technology* 	<ul style="list-style-type: none"> • Listen to prerecorded announcements • Select a specific language at the beginning of the call (if configured for this option) • Acknowledge that the call is going to be monitored and recorded • Hear available call time (prompt will tell the inmate call time limits based on calling schedules or calling restrictions) • Identify themselves by PIN or Voice Biometrics (if configured) • Add, remove, and/or listen to the phone numbers on their PAN list (if configured)

*SCP's automated operator also provides a patented Perma Block process, which allows a called party to block their number prior to accepting a call. This feature may be used to block calls by any inmate in the facility. The ability to immediately block calls helps reduce the number of called party complaints and reduces facility labor requirements. The called party can also choose to simply end the call by hanging up.

Types of Call Prompts

Voice Overlays

Securus' SCP allows voice overlay messages to be played throughout the call as an additional fraud protection feature. The established message may be programmed to play at one-minute increments or a random setting. An example of a voice overlay message is "This call is from the Pinal County Adult Detention Center."

Voice overlay can be configured by customer in the following ways:

- Play the message randomly or a fixed number of times per call
- Set the number of times to play the message during the call
- Change the time between when the message plays and when to play the next message
- Set the delay between call acceptance and when to play the first message
- Set the amount of time before the end of the call to play the message

Call Termination Warning

Securus' call termination warning provides both the inmate and the called party with notifications of call terminations by voice prompt at one minute prior to the end of the call's pre-programmed time limit. All call records contain a 'reason for termination' code that indicates why a call ended. Examples of termination reasons are:

- "The person you called has hung up. Goodbye."
- "Your call was answered but positive acceptance was not received from the called party possibly indicating an answering machine. Goodbye."
- "The number you called is busy. Please try again later. Goodbye."
- "The number you dialed was not answered. Goodbye."
- "No third party calls are allowed. This call is being terminated."
- "Your PIN is inactive. Please hang-up and try your call again at a later time."
- "Thank you for using [brand name] {Securus}."
- "No calls are allowed at this time. Goodbye."
- "Your call was not accepted. Goodbye."
- "You have entered an invalid response, please hang up and try your call again. Goodbye."
- "Your allowed numbers list is full. Goodbye."
- "The number you dialed is not on your approved calling list. Goodbye."
- "This call is being terminated by the facility. Goodbye."
- "The prepaid account balance is lower than needed to place this call."
- "You do not have sufficient funds to continue this call. Please hang-up and try your call again at a later time."
- "Please hang-up and try your call again at a later time."
- "That is not a valid mail box id. Thank you for using {product name}. [example: the Crime Tip System]."
- "The number you dialed is blocked from receiving collect calls at this time. Goodbye."
- "The number you dialed is blocked from receiving calls at this time."
- "Your account has been suspended. Goodbye."

- “That number is restricted. Goodbye.”
 - “The number you dialed was not answered. Goodbye.”
 - “You have entered an invalid telephone number.”
 - “Your PIN is not authorized for use at this facility.”
 - “That is not a valid PIN number. Your account information cannot be verified at this time. Please hang-up and try your call again at a later time.”
 - “You have reached your maximum number of calls allowed.”
- The system shall be capable of blocking an unlimited amount of individual numbers. Contractor shall state the method to be used to block telephone numbers. Blocked numbers shall be able to be entered at a central location and have immediate effect at the facility level or system-wide. The system shall have the ability to block or refuse access to calling cards.

COMPLY

Securus’ SCP can block an unlimited amount of individual telephone numbers. Authorized Pinal County users can enter blocked numbers through the SCP user interface, which is accessible at a computer onsite at Pinal County or through any Internet-enabled computer. Once entered, blocked numbers take effect immediately. Pinal County can block or refuse prepaid calling cards.

Global Call Blocking

During installation, a global call blocking table is established, which immediately prevents inmates from making calls to specific numbers. Typically, the database includes numbers to local judges, sheriffs, facility personnel, jury members, attorneys and witnesses. Because a global call blocking table may contain thousands of entries, Securus’ SCP offers unlimited blocking potential.

All dial-around area codes and exchanges, such as 800, 900, and 976, are blocked by default. In addition, access to live operator services, such as 0, 411, and 911, are blocked by default.

To provide maximum convenience to facility personnel, authorized facility personnel can administer blocked numbers using our single-point access, the SCP user interface, or by calling Securus’ Technical Support directly. All blocked numbers have an associated “Note” field stored in the blocked number database to record specific information for future reference.

Securus has a significant amount of experience spanning two decades of coordinating the installation and de-installation of inmate telephone systems. During the transition to a Securus inmate telephone system, we will work closely with the previously contracted vendor and Pinal County to convert all telephones to the new services in a secure and timely manner. Our transition teams are always focused on providing our customers with a smooth, seamless transition.

- **HOT NUMBER ALERTS:**
 1. The system shall allow an administrator to designate "Hot" PIN's and "Hot" destination numbers. When the system detects that a call is being made using any of these pre-

programmed "Hot" PIN's or destination numbers, the system shall automatically call destination numbers designated by PCSO-ADC. These designated numbers shall include direct-dial phones, staff cell and home telephones, as well as pagers. Alerts to any type of phone shall prompt the recipient for a security code, and, after receiving a proper code, conference them into the call. The recipient shall be undetected by the inmate and called party; however, the recipient shall have the ability to disconnect the call or cut into the call and talk to each party. Alerts to pagers shall send information to the specified pager including the number being dialed and the PIN used in dialing.

✓ **COMPLY**

Authorized users, such as an administrator, can designate a hot PIN or hot destination number for tracking and alerting purposes. SCP detects when an inmate is attempting to call using these alerted PINs or numbers and automatically alerts PCSO-ADC. Pinal County can access all these required features through SCP's Covert Alert feature.

Covert Alert

The SCP provides an alert system, called Covert Alert. Covert Alert provides the capability to automatically call, and alert authorized designated County staff and offer live call monitoring.

The following figure illustrates the SCP user interface screen used to configure the alert notification.

Configuring an Alert Notification

Proprietary and Confidential

Secure Call Platform

Facility Routing Number: 99001

The screenshot shows the 'Global Lists' configuration page. At the top, there are navigation tabs: HOME, SYSTEM, MONITOR, TOOLS, ADMIN, FACILITY PORTAL. Below that is a 'MANAGEMENT LEVEL' section with filters for Facility, Site, Phone Group, and Phone. The main configuration area has tabs for General, Global Lists, Call Schedules, Call Forwards, Phone Groups, and Virtual Groups. The 'Global Lists' tab is active, showing a 'Return to Dial List' button and 'GENERAL DIAL LIST INFORMATION'. A callout box points to the 'Dial Number' field (1 0001000000) with the text: 'Covert alerts can be set by PIN, phone, or any dialed number under investigation (here, a dialed number)'. Another callout box points to the 'Alert Phone' field with the text: 'Investigators can then easily enter a phone or email address that will receive the alert.' Below the main configuration area are sections for 'DIAL LIST NOTES' and 'COVERT ALERT INFORMATION' with a table of alert details.

Alert Phone *	Alert Email	Alert Location *	First Name *	Last Name *	Status *	PIN *	Hide Call	Last Updated
					ACTIVE		<input type="checkbox"/>	N/A

Covert Alert has the capability to bridge a call to an authorized remote number for those dialed numbers, phones, or inmates PIN, that are under surveillance by the investigative unit. The Covert Alert feature allows authorized personnel to monitor a call, from any designated remote location, while the call is in progress.

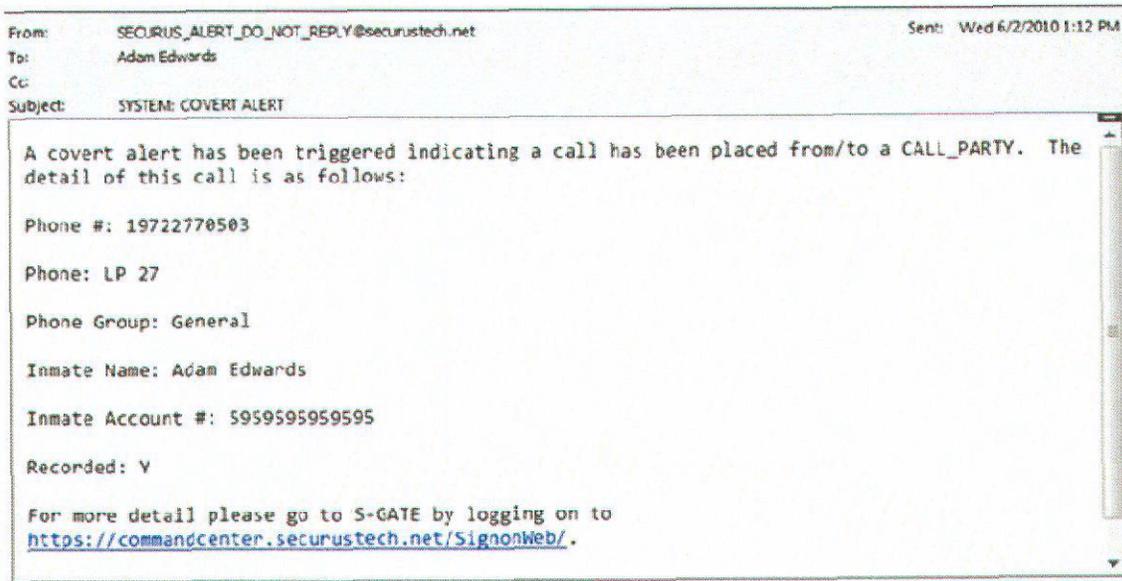
After a dialed number, phone, or inmate PIN, is assigned a “covert” status, the user simply enters a telephone number (such as cellular, home, or office), which is where he or she wants the call sent to for live monitoring. When a call is placed by an inmate, or to a phone number, or on a phone that has a covert alert trigger, it is then automatically sent to the pre-designated investigator phone number(s). A call can be sent to multiple numbers simultaneously allowing several investigators to listen into the call.

There are no distance barriers to the retrieval process so the remote telephone number can be located within the facility, or across the country. As an additional benefit, administrators may continue to monitor this call and other calls, through the on-site workstation, while utilizing the S-Gate Live Monitor, or remote live call-forwarding feature. This allows facility investigators to effectively monitor potential illicit activities regardless of the investigator’s location.

In addition, if selected an e-mail is sent to the investigator that will notify the investigator of the date, time, inmate PIN, originating telephone, and dialed number immediately after the called party accepts the call. The following figure provides a sample e-mail alert.

Alert Notification E-Mail

Proprietary and Confidential



Additional Security Feature

As an added security feature, the investigator will be prompted for a personal identification number (PIN) when he or she receives a call from Covert Alert. The investigator's PIN must be entered and accepted before the call is connected to the investigator. This feature ensures that only the authorized person will receive Covert Alert calls. When the investigator receives a Covert Alert call, he or she will hear a message such as the following:

"This is a covert alert call from John Smith, an inmate at the Pinal County Adult Detention Center. To accept this covert alert call, please enter your investigator PIN now."

"Barge In"

While on the covert alert call, the investigator can terminate the call between the inmate and the called party by pressing a predetermined code. In addition to being able to disconnect the call, the investigator can also barge into the inmate conversation and speak to both the inmate and the called party by pressing a predefined "Barge In" code and confirming that they want to barge in.

The confirmation helps to eliminate an investigator from accidentally pressing the barge in code with their cheek.

This “Barge In” capability is available through both Covert Alert and on calls forwarded from S-Gate Live Monitor. When live monitoring a conversation, the call can be forwarded to an investigator cell phone, office phone, or other designation, allowing them to barge into the conversation using the predetermined barge in code and acceptance digit.

Covert Alert Call Detail Record Report

The Covert Alert Call Detail Record Report allows authorized users to search for calls in which a covert alert was triggered. The report provides comprehensive detail regarding the call. The following figure is an example of the SCP user interface call detail record search used to create a covert alert report.

Covert Alert Calls Detail Report

Proprietary and Confidential

Secure Call Platform

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL

Facility: Securus Demo Site Site: All Sites Phone Group: All Phone Groups Phone: All Phones

Covert Alert Call Detail Records Search

FILL IN SEARCH CRITERIA (* Indicates Required Fields)

(Use * for wild card / partial searches)

Alertee Country: Country Code: First Name: Termination Category: Date Criteria:

Alertee Dialed Number: Country Code: First Name: Last Name: Call Status:

Dialed Number: Custody Account #: PIN #:

Start: 05/01/2010 00:00:00 End: 04/19/2011 23:59:59

Search EXCEL PDF CSV Reset

17 Results PAGE 1 OF 2

SITE	PORT LOC	ALERTEE DIALED #	ALERTEE NAME	TERM CAT	START	END	DUR (S)	DIALED #	ACCT #/PIN	NAME	CALL STATUS	PIN ACCEPT
Securus Demo Site	LP 10	2145664417	dee dee	No Investigator Acceptance	05-25-2010 16:33:31	05-25-2010 16:34:12	41	9722770591	dee2508 2508	dee qa	complete	
Securus Demo Site	LP 10	2145664417	dee dee	Parent Call Ended	05-25-2010 16:16:02	05-25-2010 16:16:17	15	9722770591	dee2508 2508	dee qa	complete	
Securus Demo Site	LP 8	2145664417	dee dee	No Investigator Acceptance	05-27-2010 13:15:33	05-27-2010 13:16:24	51	9722770596	dee2508 2508	dee qa	complete	
Securus Demo Site	je test 4	2143345467	James Rogers	No Investigator Acceptance	05-28-2010 10:13:23	05-28-2010 10:14:12	49	9723659243	899989 8859	Helen Huynh	complete	
Securus Demo Site	je test 4	2143345467	James Rogers	Covert Alert Error	05-28-2010 11:04:06	05-28-2010 11:06:39	152	9723659243	899989 8859	Helen Huynh	incomplete	

Covert Alert report results display critical information about each triggered alert such as who was alerted, what happened, call status, call start and end, duration, dialed number and more. By clicking the icon to the left of each record, users can display full call detail information for each call. SCP's Covert Alert feature and reports have assisted in many criminal investigations throughout the country.

2. The system shall allow system administrators to add or remove destination numbers from the hot list using an onsite workstation provided by the Contractor. When personnel receive an alert call from the system, they shall be prompted for a security code and then immediately be able to monitor the call in progress. The system shall allow the chain of three numbers to be called and sequential form to alert PCSO-ADC facility personnel. The system shall allow the person monitoring the conversation to terminate the call in progress shall the need arise.

✓ **COMPLY**

Authorized Pinal County users can add or remove multiple destination numbers from the Covert Alert list using an onsite workstation that Securus will provide. Covert Alert requires the alertee to enter a security code before being connected to the call. Once entered, the investigator can listen to the call and terminate it in progress, if needed.

Additional Security Feature

As an added security feature, the investigator will be prompted for a personal identification number (PIN) when he or she receives a call from Covert Alert. The investigator's PIN must be entered and accepted before the call is connected to the investigator. This feature ensures that only the authorized person will receive Covert Alert calls. When the investigator receives a Covert Alert call, he or she will hear a message such as the following:

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The confirmation helps to eliminate an investigator from accidentally pressing the barge in code with their cheek.

This "Barge In" capability is available through both Covert Alert and on calls forwarded from S-Gate Live Monitor. When live monitoring a conversation, the call can be forwarded to an investigator cell phone, office phone, or other designation, allowing them to barge into the conversation using the predetermined barge in code and acceptance digit.

2.3.c System Features:

- Contractor shall provide written descriptions of system features. Descriptions shall be concise, easy to understand, and explain in detail the system value.

COMPLY

Our SCP is a state-of-the-art system designed to provide Pinal County with the ultimate in inmate call control and reporting. SCP's advanced features provide extremely powerful and flexible tools for controlling inmate calling, reducing fraud, increasing investigative capabilities, and generating valuable administrative reports.

The Securus Development team custom-built SCP for the corrections industry, making this platform a fully integrated system of simple-to-use software tools, and computer and telephony hardware. SCP's hardware and software components readily adapt to the changing needs of a facility's operations. SCP can monitor, record, and block/unblock inmate telephone calls, and generate reports, all in real time.

Our SCP provides security to the public through the following features:

- Automated operators instead of live operators
- Personal allowed number (PAN) lists that prohibit calls to numbers that are not approved by the system administration
- Real-time inmate call monitoring and recording for investigative and safety purposes
- Call duration settings and telephone on/off times
- Call detail records for investigative purposes
- Fraud control features

Our SCP allows our customers to operate a smarter and more efficient jail. SCP's investigative tools permit a higher degree of accuracy and allow investigators to locate inmate-calling information more quickly and reliably. The system is scalable and flexible, reducing labor demands by automating many tasks. Routine inmate calling operations can be configured to require minimal administration, allowing your staff to focus on what they do best—maintaining a safer, more secure correctional environment.

SCP also increases usability by providing anywhere, anytime access for authorized personnel. All of the investigative and administrative resources are available to approved personnel through our single-point access, the SCP user interface. Access can be made from any Windows-based computer with access to the Internet.

The SCP is equipped with the following standard applications:

- Digital recording and playback of calls
- Dedicated customer care center to specifically address called party inquiries

- A variety of optional calling methods and platform flexibility to increase options and income for the facility while increasing the inmate's calling ability
- Number restriction and blocking capabilities
- Identification of watched numbers, attorney calls (private) on CDR
- Multi-level password security entry system
- Comprehensive call detail reports based on user search criteria
- Inmate custody accounts (pin application) with or without personal allowed number (PAN) list capabilities
- Expanded fraud control features (3-way, biometric identification, additional digit dialing prevention, etc.)
- Bilingual automated voice messaging, instructional prompts, tag lines and voice overlays
- Fully integrated debit-based calling platform
- Interface and integration capabilities
- Immediate port disabling (remote kill switch) from anywhere in the world with authorized access
- Automated PAN assignment
- Open architecture interface with jail / inmate management system to send electronic files for immediate upload into SCP
- Remote live monitoring capabilities—anywhere world wide
- True call portability for playback, replay, and download of conversations without the need of proprietary software

Call Monitoring

The inmate call-monitoring feature offers an investigative tool that allows authorized individuals to click on any call in progress and listen to the live conversation through a speakerphone or headset. The monitoring of live calls is undetectable by either the inmate or the called party and does not disrupt the recording process. There is no drop in volume or noticeable "click" when monitoring begins and the conversing parties are not aware of the monitor's presence.

Call Recording

Securus' SCP is designed with a configurable amount of year(s) for storage of recordings, all accessible through the online Web interface, for ease of access by Pinal County. No proprietary software is required to access SCP.

Securus' SCP allows for live monitoring of calls in progress and playback of pre-recorded conversations via any Windows based multi-media Personal Computer workstation. Facility personnel (with appropriate password privileges) are able to monitor live calls or pre-recorded conversations by simply clicking on the speaker icon. Pinal County personnel with the appropriate level of security will be able to conduct investigations and listen to conversations **from any PC with Web access** allowing ease of use and portability.

Below is a sample of a call detail report. To listen to the call, the user simply clicks on the speaker ICON on the left side of the screen.

Sample Call Detail Report
Proprietary and Confidential

Secure Call Platform

Facility Routing Number: 99001

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL

Facility: Securus Demo Site Site: All Sites Phone Group: All Phone Groups Phone: All Phones

Call Detail Records Search

FILL IN SEARCH CRITERIA (* Indicates Required Fields)

155 Results PAGE 1 OF 2

SEARCH	SITE	PORT LOC	DIALED #	START	END	DUR	ACCT #/PIN	PREPAID ACCT#	NAME	CALL TYPE	CALL STATUS	TERM CAT	BLOCKED REASON	CALL PROPERTIES
	Securus Demo Site	LP 25	(1) 2817556114	04-20-2011 04:52:29	04-20-2011 04:52:53	24 (s) 0.4 (m)	28770043 2877		James LeBoeuf	Debit	complete	Called party hangup		Language: English Test Call Charge: \$1.78 Tax: \$0
	Securus Demo Site	je test 4	(1) 5617039957	04-20-2011 11:20:25	04-20-2011 11:20:31	6 (s) 0.1 (m)	2011 2011		padma aia	Free Call	complete	Caller Hang up		Language: English
	Securus Demo Site	je test 4	(52) 5555667244	04-20-2011 12:10:34	04-20-2011 12:10:56	22 (s) 0.37 (m)	7890 7890		Helen Huynh	Advanced Connect	complete	Caller Hang up		Language: English Watched International
	Securus Demo Site	je test 4	(1) 8009726766	04-20-2011 13:01:56	04-20-2011 13:02:30	34 (s) 0.57 (m)	7890 7890		Helen Huynh	Commissary IVR	complete	Caller Hang up		Language: English
	Securus Demo Site	je test 4	(1) 8009726766	04-20-2011 13:15:18	04-20-2011 13:16:00	42 (s) 0.7 (m)	7890 7890		Helen Huynh	Commissary IVR	complete	Caller Hang up		Language: English
	Securus Demo Site	je test 4	(1) 8009726766	04-20-2011 13:40:37	04-20-2011 13:41:20	43 (s) 0.72 (m)	7890 7890		Helen Huynh	Commissary IVR	complete	Called party hangup		Language: English

EXCEL PDF CSV

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Covert Alert

SCP is equipped with a live call-forwarding feature for those numbers that are under surveillance by the investigative unit. The Covert Alert feature enables authorized personnel to monitor a call, from any designated remote location, while the call is in progress.

Once a telephone number, PIN, or telephone is assigned a 'covert alert' status, the user simply enters a telephone number (cellular, home, office, etc.) to which he or she wants the call sent for 'Live' monitoring and their e-mail address. The call is then automatically re-routed once the call is accepted (also configurable by when the telephone number is dialed, prior to the call being accepted) by the called party and is in progress. There are no distance barriers to the retrieval process so the remote telephone number can be located within the facility or across the world. As an additional benefit, administrators may continue to monitor other calls, through the on-site workstation, while utilizing the 'Covert Alert' live call-forwarding feature.

In addition the Covert Alert feature has the capability to send an e-mail notification to the authorized personnel regarding the call in progress. The e-mail will provide the phone number being called, the telephone in use, the telephone group in which the telephone resides, the inmate

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Sample Call Detail Report
Proprietary and Confidential

Secure Call Platform

Facility Routing Number: 99001

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL

Facility: Securus Demo Site Site: All Sites Phone Group: All Phone Groups Phone: All Phones

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155 Results PAGE 1 OF 2

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In addition the Covert Alert feature has the capability to send an e-mail notification to the authorized personnel regarding the call in progress. The e-mail will provide the phone number being called, the telephone in use, the telephone group in which the telephone resides, the inmate

name, the inmate account number, and if the call is being recorded (private calls will alert through e-mail only)

Call Blocking

During installation, a “Global List” table is established which allows for blocked number and denies inmates from making calls to specific numbers. Typically, access is denied to residential or business lines, including those of judges, sheriffs, facility personnel, jury members, attorneys and witnesses. Because Call Blocking tables often contain thousands of entries, SCP offers virtually unlimited blocking potential with a standard capability of 1,000,000 individual entries. The entries may consist of an entire area code, an entire exchange code within an area code, or a specific telephone number. All 800, 900 and 976 area codes are normally blocked along with all foreign area codes, unless specified. This blocked number list may be administered locally by facility personnel using the Administrative Workstation, or remotely by the Securus Technical Service Center. All blocked numbers have an associated ‘block’ reason code that is stored in the blocked number database for future reference. The SCP Global List page provides reporting and updates to this database.

Called Party Blocking

SCP provides an optional feature that allows the called party to permanently block future calls from the facility by dialing a predetermined digit on his or her telephone. This feature, when implemented, notifies the called party of this option during the call acceptance process.

Programmable Call Duration

Specific call durations may be assigned to inmate accounts (PIN), inmate telephones, telephone groups, or globally by facility. For example, assigning the call duration to a PIN forces all permitted numbers for that PIN be limited to that duration, while assigning a different call duration to a telephone group only impacts that specific group of telephones. This type of programming resolution ensures that the call duration requirements of a facility can be met at many different and specific levels.

Call Metering by Time Periods

Calling limits may be programmed to establish thresholds for number of call attempts, accepts, denies, and total call duration for selected periods of time (days, weeks, or months). Time periods range from one to twenty-eight days, and may begin on any day of the week (i.e., Wed-Tue). Should any of these adjustable thresholds be met during the selected time period, the caller is informed by voice announcement as to why his or her call cannot be completed.

Speed Dial

SCP allows programmable Speed Dial numbers that may be entered from any inmate telephone. A standard speed-dial table allows for translations from a dialed number into another dialed number. This allows for absolute translations of a seven or ten digit number into another or the translation of a 3 digit number into a telephone number. The speed dial numbers “110” or “111”, for example, may represent specific requests such as inmate medical alerts or officer assistance requests. The capability also exists to merge additional features.

Custody Accounts / PIN Operation (Open & Controlled)

Each inmate telephone may be programmed for PIN or non-PIN operation. This allows the facility to utilize the PIN operation in maximum security or long-term areas, while allowing an “all calls” option in overnight, work release, or trustee areas. SCP has no limit or restrictions on the number of PIN or non-PIN inmate telephones operating at the facility.

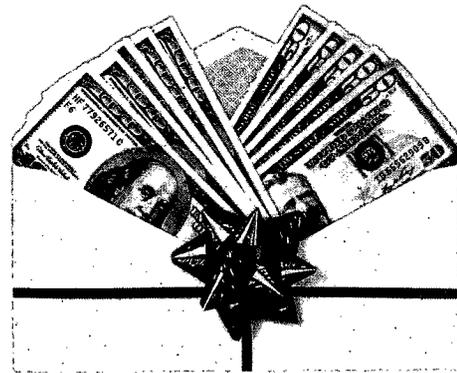
Some inmate facilities may choose to operate using a PIN system, under which each inmate is assigned a personal identification number (PIN). The inmate then enters his or her PIN before being allowed to make a telephone call. PINs also provide an audit trail of the specific inmate that placed a specific call. SCP enables the facility to allow or deny telephone numbers based on inmate identity.

True Number Validation

Securus also employs the most sophisticated intelligent validation network in the industry. As a real-time, computer telephony based switching system, the SCP never allows an inmate to be connected to a conventional dial tone. All dialed numbers are thoroughly analyzed before the call is allowed to process. This includes determining if the area code and exchange are valid, checking the number against any restrictions such as customer requested blocks, and verifying through the national Line Information Database (LIDB) that the number is able to receive collect calls, and is not a cellular or pay phone, pager, etc. Only once the dialed number passes all of these tests will it be dialed by the SCP. We currently serve several inmate facilities with our validation hub, and this collective information is very effective in reducing fraudulent and illicit calling.

Inmate Debit

Securus has developed the next generation, industry-leading debit product, called Inmate Debit. Inmate Debit accounts are inmate-owned phone accounts that allow inmates to fund phone calls to numbers they want to call. Because the calls are funded by the inmate, there is no cost to the called party. An inmate can transfer funds from the commissary system to his Inmate Debit calling account. The inmate initiates the funds transfer from the commissary system to his Inmate Debit calling account at the commissary. The inmate will provide his inmate identification at the point of sale and request the transfer of funds. The transfer amount will be deducted from the inmate’s trust or commissary account and added to his Inmate Debit calling account.



Debit transactions will include inmate ID and the dollar amount transferred, and will be sent electronically from the commissary to Securus’ secure FTP server. The resulting electronic data exchange immediately updates the ITS to show the inmate identification and amount of debit time added to the phone account (by each inmate).

As an added advantage, Inmate Debit accounts can also be funded by friends and family members. This creates more revenue—inmates can make more calls because they now have additional funds. In addition, unlike traditional prepaid collect accounts, the inmate owns his Inmate Debit account and is not limited to calling only the numbers specified by friends and family members. Inmate

Debit accounts increase the inmate calling opportunities, thereby increasing revenue and commissions for Pinal County.

Implementing Inmate Debit

Securus has a dedicated Integration team that is committed to integrating within 30 days. The Integration team will provide Pinal County with inmate and friends and family marketing materials to promote Inmate Debit and provide a smooth transition for the users. Securus will insert call prompts for inmates and friends and family to assist them in funding an account.

Once implemented, an Inmate Debit account is opened automatically at booking. Accounts for existing inmates can be opened manually through the SCP user interface.

Adding Funds

Inmates can add funds to their accounts through automated trust transfers, such as Commissary Order by Phone, forms, and kiosks.

Friends and family members can add funds to an Inmate Debit account without opening their own account. Friends and family members can deposit money directly into an inmate's debit account using several convenient points of sale:

- Securus Correctional Billing Services' Website
- Customer service representatives
- United States Post Office—Mail the payment to Securus Correctional Billing Services' PO Box.

Friends and family members also have multiple payment options to fund accounts, including credit or debit card and check by phone.

Handling Payments, Commissions, and Refunds

Securus handles all payments, relieving Pinal County from the cash handling business. As money is added to an Inmate Debit account, SCP recognizes the funding transaction and transfers the funds to Securus. Securus will then pay commission to Pinal County based on the monthly usage. Securus will send Pinal County a commission check each month that can be applied to the general fund or inmate welfare fund based on Pinal County's direction.

When an inmate is released from the Pinal County Adult Detention Center, the release information is transmitted to SCP. The Inmate Debit account is closed in SCP and the remaining unused balance is made available for refund to the inmate. Securus can remit the unused funds to Pinal County to be refunded to the inmate via Pinal County's refund process. Or, to further relieve Pinal County of cash-handling, Securus will make the refunds available to the inmates directly via Western Union's more than 470,000 worldwide retail locations.

Instant Pay™ Program (optional)

Securus can provide PCSO with our optional, exclusive Instant Pay™ promotional calling program to complete calls from inmates that otherwise may be blocked. Promotional (not included in gross

revenue) Instant Pay calls are made possible through an exclusive, optimized call validation processes that allows more connections to numbers that would otherwise be blocked. They are inclusive of an additional bonus to the PCSO as described in the financial offer.

How It Works

When an inmate or detainee at your facility attempts to make a call, our validation system will route the call in an optimized fashion and attempt, through multiple means, to connect the call. If the called party does not have a prepaid or post-paid payment product already established with Securus, or we are unable to process the call due to LEC or CLEC billing restrictions or any other reasons, the call will route through our Instant Pay™ Program. Called parties will be given an option to receive and pay for a single call immediately using one of our Instant Pay™ Program options rather than be blocked.

The Instant Pay™ Program optimizes the routing of all calls from your facility, in a matter of milliseconds, and provides the called party with promotional messaging and one of the following Instant Pay™ options:

- **Pay Now™** - Provides the called party with a 20-second promotional call every 15 to 30 days at no charge and then offers the option to Pay Now™ using a credit or debit card. The called party also has the option to be transferred to our Customer Service Center to open a prepaid AdvanceConnect™ account, further increasing County revenues.
- **Text2Connect™** - Connects a promotional call made to a mobile phone through the acceptance of a premium SMS text message. Charges for the message are billed by their mobile provider on their mobile phone bill.

The called party receives a text message receipt for the SMS text message and is given the option to learn how to open a prepaid AdvanceConnect™ account. Text2Connect™ is available through our third-party processor who maintains relationships with select mobile phone companies around the country and manages the connection. The Instant Pay™ Program with Pay Now™ and Text2Connect™, differentiates Securus from our competitors by providing solutions to facilities that helps connect the critical first call which creates more prepaid accounts, completes more calls that others cannot, and allows detainees to bond out quicker and more effectively. The Instant Pay Programs ability to connect almost any call results in increased revenue and reduced administrative burden for our facility customers.

Active Call Acceptance

The SCP requires positive 'called party' acceptance in order for a two-way conversation to take place. When the called party answers the phone, the system's answer detection triggers the call acceptance voice message. This message announces the inmate's call and asks the called party if they wish to accept the charges of a collect call.

The called party is instructed to dial a single digit on his or her own telephone to accept the collect call charges, or hang-up to disconnect the call and refuse charges. This 'active' acceptance procedure ensures that the called party does not get billed for any charges that they have not authorized.

Multilingual Capability

Each standard system is capable of providing message prompts in multiple languages (English and Spanish). An inmate selects a specific language at the beginning of the call process by dialing a single digit. This will initiate the selected language prompts to both the inmate and the called party in English or Spanish. Once the County has identified which languages they require, any new languages may be developed.

Call Termination Warning

Both the inmate and the called party are notified of call termination by voice prompting at one minute prior to the end of the call's pre-programmed time limit. All call records contain a 'reason for termination' code that indicates why a call ended.

Real-Time Remote Call Forwarding Detection

Securus leads the industry in fraud detection and prevention and is pleased to offer our latest enhancement, real-time Remote Call Forwarding Detection (RCFD) specifically designed for the SCP (Secure Call Platform) proposed in this response. Our RCFD solution provides the ability to immediately terminate a call in real time if it detects that a called party's telephone number is call forwarded to another telephone number. As an added feature, SCP may be configured to not terminate the call, but simply make a "notation" in the database on the specific inmate's call if false disconnects are a concern.

Three-Way Conference Calling Fraud Detection

Securus is the industry leader when it comes to three-way call detection and prevention. Securus holds a series of patents surrounding this feature. Without this feature Inmates could enlist the aid of an outside accomplice to "conference" them, via Central Office-provided three-way calling, to an "unrestricted" line, bypassing the system controls. Without this protection, the inmates have in effect, unrestricted access to the outside world, defeating the correctional objectives and policies of the Department along with subjecting the public to inmate harassment and fraud. The SCP is unique in its ability to detect and foil an accomplice's attempt to activate the three-way call. Once a three-way call attempt is detected, the system can be configured to initiate one or all of three available options as follows:

1. Warning, marking, and terminating calls identified and determined by the system to be a three-way call connection.
2. Warning called parties and the inmate using specific tag lines that three-way calling or conference calling is not allowed and are subject to termination.
3. Marking/Tagging the suspected three-way call attempts for review by administrative or investigative personnel through the system's call detail reporting.

With this more accurate three-way detection system, Pinal County can retain valuable investigative intelligence while curtailing security breaches from calls which should not be connected.

Securus' patented Three-Way Call Detection feature has been proven in independent tests to have nearly flawless effectiveness. With all three-way call blocking methods, the technology requires

“art” as well as science. Its configuration at each facility will be customized by Securus to adjust sensitive parameters and thresholds for optimum performance.

Prevention of Fraudulent Dialing

SCP controls all aspects of call processing, including providing all dialing capabilities. No central telephone lines are connected to SCP. For this reason, secondary dial tones are not possible. This enables SCP to prevent fraudulent attempts to obtain a secondary dial tone by dialing unnecessary numbers or hook switch attempts—hanging up the phone and picking it up very fast.

SCP’s Patented Dual Tone Multiple Frequency (DTMF) Detection Capability

SCP’s patented DTMF detection capability enables our system to detect and prevent fraudulent attempts to obtain a secondary dial tone by dialing unnecessary numbers. Unlike traditional premises-based systems, SCP controls the call and buffers all information—from the moment digits are pressed to moment they are sent through the call flow. If the inmate dials too many numbers in an attempt to deceive the system, SCP will not recognize the extra numbers.

For example, when a user selects a language, the system expects a one digit answer; or when a user enters a PIN number, the system will only recognize a specific PIN length to be entered. This is also true for calls to outside parties: after a call is completed the system will not read any extra digits if they are pressed. Inmates could press as many digits as they want and the system will not pass them through or react to them in any way. This makes it impossible for inmates to receive a secondary dial tone or call anyone by dialing additional digits after the call is completed. This patented feature is only available on SCP.

Prevention of Hook Switch Dialing

If the inmate attempts to hook switch—hang up the phone and pick it back up very fast—the call will normally end. Additionally, our three-way call detection capability will detect hook switch attempts and end the call (if configured to do so).

Call Branding

The SCP currently brands each inmate call with the name of the facility and the name of the inmate placing the call. Recorded inmate names are tracked and associated with inmate custody account. SCP is a Centralized platform and when servicing a multiple facility environment and the inmate’s stored name file automatically transfers with his or her custody account information to the destination facility.

Calling Party Identification

When the called party answers, the SCP call announcement message notifies the called party that they have a collect call from an inmate and states the name of the institution in which the inmate is located. The inmate’s recorded name is announced to the called party as part of this call acceptance message to provide identification of the calling inmate. For example, a typical announcement may say, “*You have a collect call from an inmate, “John Doe”, at the Pinal County Adult Detention Center.*” The facility name branding can be customized for every facility.

Voice Overlay

Voice overlay messages may be played throughout the call as an additional fraud protection feature. The frequency that the established message is played may be programmed by minute increments or a random setting. An example of a voice overlay message is *"This call is from the Pinal County Adult Detention Center."*

Controlled Talk/Listen Audio Paths

To prevent the inmate from passing messages or harassing comments to the called party prior to call acceptance, the audio talk paths are separated until positive acceptance occurs. After the called party answers, the SCP plays the acceptance message to the called party and the inmate. During this time, the inmate cannot talk to the called party or proceed with any additional dialing. The two-way talk path is not established until the called party agrees to pay the charges by dialing an acceptance digit.

Accurate Answer Supervision

The Platform utilizes industry-standard telephony cards that incorporate sophisticated answer supervision techniques. These advanced methods enable the SCP to distinguish a legitimate call answer and call acceptance event from network ring and busy signals, answering machines, operator intercepts, SIT (Signal Interface Tones) tones, pagers, hacking, chain dialing, and other non-conforming telephone activity. The SCP informs the inmate with one of the various reasons that the call was not completed.

Rate Quote

After the called party is notified by the SCP that they have a collect call from the Pinal County Adult Detention Center, the called party hears a quote rating of the cost of the call. An example is "The cost of this call is \$1.30 for the first minute and thirty-nine cents for each additional minute." The stated rates are dynamic and are calculated according to industry standard mileage using V and H coordinates of the originating and terminating locations. Quoted rates indicate the actual 'billed' rates and may be discounted according to time of day and day of week. This feature must be enabled for all interstate interLATA calls to meet the requirements of the FCC. The feature may also be enabled for other types of calls including local and intraLATA calls.

PIN/PAN Calling List Administration

The PIN (Personal Identification Number) tool offers very powerful call control features and expanded investigative tools. The PIN feature alone requires that each inmate use a PIN (typically his or her booking number) to successfully place a call. And, when the PAN (Personal Allowed Number) feature is incorporated, the inmate can place calls to only those numbers on his or her PAN list. Additionally, the PIN feature can control the inmate's pre-recorded name that may be used every time an inmate makes a call.

Multi-level Password Protection

The secure access tool is a multi-level password scheme specifically designed to enable facility administrators to assign different levels of access to individuals who will use different features of the SCP. While a high access level allows clearance to all functions of a particular SCP tool, a

medium access level may only allow access to a particular function or functions within the same tool. A low access level may be given to duty officers to routinely use the information search function of a given tool, while denying access or clearance to other functions or features.

User Management *Proprietary and Confidential*

Secure Call Platform

Facility Routing Number: 99001

MANAGEMENT LEVEL			
Facility			
Securus Demo Site			
Security Templates			
+ ADD NEW			
NAME	DESCRIPTION		PREDEFINED
✘ 3rd Shift -blocking only	Night jailers can block number but no changes otherwise		
✘ 5.0 Huong test	Huong test		
✘ 5.0.1 Add Template	Huong Test		
✘ 5.1Huong Test	Huong test		
✘ ABC-test1	This is for the demonstration		
✘ ALL BUT NO 3 way	ALL permissions but no 3 way		
✘ ALL BUT NO FREE	All but free		
✘ Adam All	Everything		
🔑 Admin - Crime Tip Modify	Crime Tip Modify Access Admin		✓
🔑 Admin - Crime Tip Read	Crime Tip Read Access Admin		✓
🔑 Admin - Informant Line Modify	Informant Line Modify Access Admin		✓
🔑 Admin - Informant Line Read	Informant Line Read Access Admin		✓
🔑 Admin - No Monitor	Administrator w/o Live Monitoring Rights		✓

Call Data

The SCP stores all Call Detail Records on a centralized Storage Area Network (SAN), located within the data centers. This data is kept in a proprietary format that provides detail for management reports, fraud analysis, and conversion to industry standard billing formats. All Call Detail Records are collected daily by Securus' Billing Systems for billing purposes and are archived at our secure Data Center.

Station On and Off Timers

The SCP may be programmed to automatically enable or disable telephones at different times of the day or night. Multiple programmable on or off times are provided for each individual telephone group, facility, and / or specific inmate custody account to eliminate the need for manually disconnecting inmate telephones during curfew hours. Changes to the on and off timers may be implemented by authorized facility personnel or remotely by Securus.

Programming Calling Schedules

If the facility needs predetermined schedules to shut off the telephones during certain times of the day or night, automated calling schedules can also be assigned. Automated calling schedules relieve the facility staff from manually performing this task on a daily basis.

Calling schedules control when inmates can place calls by setting multiple on- and off-times of day, within a week, and by day of week. Calling schedules can be configured and applied to individual telephones, groups of telephones, individual inmates, and globally.

Call Monitoring

In SCP, the call monitoring list may be sorted to show all telephones currently on hook (not being used) or off hook (being used). The SCP Live Monitoring screen also allows additional investigative capabilities to show recent call history to a particular telephone number or from a particular telephone, reducing the time needed for certain investigation. The check boxes located at the bottom left-hand portion of the call monitoring screen is used to sort the call list by any of the above categories.

- Select the **Active Calls Only** check box to show the telephones that are currently being used (off hook)
- Uncheck the **Active Calls Only** option to show all telephone locations within the facility
- Select the **Sort Phones** check box to sort the list by telephone location
- Simply select the telephone location or the Dialed Number to see a recent call history of the selected item listed in descending order

To listen to a 'live' conversation simply click the  icon at the beginning of the line of the selected 'In Progress' call. The icon blinks  a darker shade, indicating monitoring is in progress, as well as the player at the bottom of the screen shows actual call in progress and the conversation is heard through speakers connected to the workstation.

Call Monitoring

Proprietary and Confidential

Secure Call Platform

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL ADMINISTRATION TOOL ELECTRONIC DRAGNET REVERSE BNA LOOKUP

MANAGEMENT LEVEL

Facility: Site: Correctional Complex Phone Group: All Phone Groups Phone: All Phones

Live Monitor

Scanning: 5 Sec. Start Stop

Play	Location	Inmate Name	Acct #	Prepaid Acct #	Dialed #	City, St	Fwd Dur (s)	Priv Watch	Status	Dialed Number	Call Date/Time
	A1-8	Murphy	22055		859-444-233	RICHMOND, KY	572		Call in Progress	859-444-233	01-09-2011 08:54:17
	D1-2	Banks	15120		859-444-233	LEXINGTON, KY	420		Call in Progress	859-444-233	01-09-2011 21:44:22
	Yard Booth /9	Hill	22067		502-444-233	LOUISVILLE, KY	722		Call in Progress	859-444-233	01-09-2011 21:42:37
									Call in Progress	859-444-233	01-09-2011 21:31:06
									Call in Progress	859-444-233	01-09-2011 21:27:53
									Call in Progress	859-444-233	01-09-2011 21:26:33
									Call in Progress	859-444-233	01-09-2011 21:24:50
									Call in Progress	859-444-233	01-09-2011 21:20:32
									Call in Progress	859-444-233	01-09-2011 21:18:53
									Call in Progress	859-444-233	01-09-2011 21:17:12
Total Count: 35 Records											

Active Calls Only Sort Phones

Showing calls to 859-444-233

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To stop monitoring a call in progress, simply click the stop icon on the player. You may also fast forward, rewind, and pause playing the conversation on your speakers.

Remote Monitoring

The SCP system allows for remote access by other agencies, such as the Arizona Department of Corrections, ICE, and US Marshalls, without residing on the County network. Any authorized user with an approved user name and password can easily and remotely access recording and monitoring of inmate calls from any Windows 2000 Service Pack 4 or Windows XP PC with Internet Explorer 6.0 or higher.

Constant Fraud Controls

The SCP uses an automated operator exclusively. When a call is processed, any unnecessary dialing or hookswitch activity results in termination of the call, thereby eliminating potential fraudulent activities. These control features are the result of the SCP's ability to control all aspects of the call process including providing its own line voltage to the inmate station, isolating it from direct connectivity to a local telephone company.

Standard Reports

The SCP has a dedicated reports writer that provides investigative information based on the Call Detail Records. This comprehensive, sophisticated reporting tool provides standard reports; however, the specific information requested for these reports is determined on a user entered criteria basis by the parameters of a specific request.

The SCP is capable of searches and call detail analysis on all calls placed from each inmate telephone through the SCP which includes date, time and duration, telephone number or origination and destination, if utilized, inmate ID, reason for termination, and much more. Call details are kept on all call attempts, except those to blocked numbers. The standard reports can be customized by varying search criteria such as date range, facility, or call length. Additionally, specialized reports, such as frequently called numbers, blocked call detail reports, Personal Allowed Numbers spanning multiple inmate custody accounts, hourly usage reports, and more.

Standard SCP Reports *Proprietary and Confidential*

Secure Call Platform

Facility Routing Number: 99001

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL
 Facility: Securus Demo Site Site: All Sites Phone Group: All Phone Groups Phone: All Phones

Call Detail Records Search

FILL IN SEARCH CRITERIA (* indicates Required Fields)
 (Use * for wild card / partial searches)

Country Code: _____ Dialed Number: _____ Destination Zone: -- ALL -- International:

Custody Account #: _____ PIN #: _____ Prepaid Account #: _____ Watched:

First Name: _____ Last Name: _____ Private:

Termination Category: -- ALL -- Blocked Reason: -- ALL -- 3-way:

Call Type: -- ALL -- Call Status: Complete Voice Biometrics:

Date Criteria: Date/Time Range Results Per Page: 10 Test Call:

Start: 04/21/2011 00:00:00 End: 04/26/2011 23:59:59 RCF:

Search EXCEL PDF CSV Reset

140 Results PAGE 1 OF 14

	SITE	PORT LOC	DIALED #	START	END	DUR	ACCT #/ PIN	PREPAID ACCT#	NAME	CALL TYPE	CALL STATUS	TERM CAT	BLOCKED REASON	CALL PROPERTIES
<input type="checkbox"/>	Securus Demo Site	je test 4 (1)	Local	04-21-2011 01:10:58	04-21-2011 01:11:08	10 (s) 0.17 (m)				Person Call	complete	Called party hangup		Language: English
<input type="checkbox"/>	Securus Demo Site	je test 4 (1)	Local	04-21-2011 01:13:28	04-21-2011 01:14:35	67 (s) 1.12 (m)				Debit	complete	Facility terminated call		Language: English Test Call Charge: \$3.35 Tax: \$0
<input type="checkbox"/>	Securus Demo Site	je test 4 (1)	Local	04-21-2011 01:27:29	04-21-2011 01:28:12	43 (s) 0.72 (m)				Debit	complete	Facility terminated call		Language: English Test Call Charge: \$2.15 Tax: \$0



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Export Capabilities

The SCP Investigative Report modules allow the user to save a report as a file, in the Adobe® PDF format, Microsoft Excel, or CSV (comma separated file) file format. Reports may be saved to a variety of destinations. This feature allows for fast and convenient access to reports for future retrieval or sharing.

- System features to be described shall include, but not limited to, Call Length Control, Call Supervision, Inmate Messaging Services, Inmate Facility Orientation (English and Spanish mandatory) and Call Validation.

COMPLY

Securus' SCP provide features that all call length control, call supervision, inmate messaging, inmate phone orientation (prompts in English and Spanish), and call validation.

Call Length Control

Securus' SCP system can set a maximum time limit for any type of call and/or all calls related to an individual PIN and/or all PINs. In addition, many restrictions may be tagged to any PIN or telephone.

Examples of restrictions include:

- Maximum duration of a call for PIN
- Maximum number of concurrent calls to any number or from that PIN

To reduce workload for facility personnel, SCP automatically manages restrictions when they are imposed.

Call Supervision

SCP uses industry standard telephony cards that incorporate sophisticated answer supervision techniques. These advanced methods enable the platform to distinguish a legitimate call-answer-and-acceptance event from non-conforming telephone activity, such as:

- Network ring/busy signals
- Answering machines
- Operator intercepts
- Signal Interface Tones (SIT tones)
- Pagers
- Hacking
- Chain dialing

If an inmate's call was not completed due to one of these calling events, SCP informs the inmate audibly and provides the specific reason for call termination.

Inmate Messaging

Secure Instant Mail™

Traditionally, facilities have offered two forms of communication between inmates and friends and family - one-way telephone calls and standard mail delivery. Unfortunately, the mail room has become a primary entry point for contraband and coded messages.

Manually processing all this mail and reviewing each piece for contraband has resulted in major labor demands on facility and staff personnel. What is needed is a product that can change the way prison mailrooms are operated and turn the mailroom into a source of revenue for a facility.

Secure Instant Mail achieves this goal while providing the facility with additional revenue generation opportunities. Our service enables friends and family members to establish a prepaid Secure Instant Mail account to use to send and receive messages. These messages are pre-screened for key words. Pre-screening criteria can be defined for a specific facility, specific inmate or both.

How the System Works

The system is simple in its operation and invaluable to the County both in terms of improving efficiencies and revenues. It works like this:

- Incoming letters are created and sent by friends and family members from any Internet connected PC
- All letters are securely stored on the server where they can be downloaded by facility mail room personnel
- Facility personnel print and distribute approved letters
- Inmates may write a return letter to sender
- Return letters are faxed into the system and automatically e-mailed to originator

Facility Operational Efficiencies

As one of the only communication capabilities that allow friends and family members to initiate communication, facilities are able to participate in a new found revenue stream. As with calls, friends and family members pay a fee to send/receive letters. These fees are deducted from the sender's prepaid account. Facilities earn a portion of all collected fees. These fees increase the facility's operational efficiencies. Unlike traditional mail, multiple mail correspondence can be sent and delivered in one day.

Friends and family members also have the ability to contribute to the inmates commissary account. The system accepts the funds and transfers them to the facility's bank account for facility processing.

Reduction in Staff Labor

Since all Secure Instant Mail is automatically screened and generated prior to delivery, the requirement to open and review each piece by facility staff is virtually eliminated.

- Eliminates the need to X-Ray incoming mail
- No opening, removing or re-inserting letter contents
- No need to hand write mail violation notices

Increased Investigative Capabilities

To reduce the chance of passing information through the mail, the Secure Instant Mail program automatically scans and alerts personnel for key words and highlights for review by investigators. All Electronic Mail transliterates from multiple languages into English for fast review.

Contraband Reductions

Since all mail using the Secure Instant Mail program is automatically screened and generated within the facility, the distribution of drugs and contraband is significantly reduced.

Increased Audit and Review Capabilities

Secure Instant Mail provides one of the first automated methods for handling inmate correspondence. Letters are automatically archived and may be tracked by inmate, sender, group and frequency.

Hardware/Software Requirements

Facilities are required to provide the following equipment:

- PC Workstation
- Fax machine with telephone line
- Printer
- CD for Electronic Mail backup
- Internet connection

Voice Mail

Facilities have traditionally hesitated offering a voice messaging system because of the lack of system capabilities and security concerns. Accordingly, one-way phone calls are still the primary form of communication. If a call is placed and the called party does not answer, communication is not possible and the call is terminated.

Limited communication options have caused complaints to be filed by inmates and friends & family members resulting in increases in staff labor due to the handling of complaints, as well as a reduction in facility operational efficiencies due to the loss of contact availability.

Features & Benefits

- The messaging application provides an additional form of communication not available in standard calling systems
- Inbound voice mail contact provides a new revenue source for incoming calls

How the System Works

- Secure messages are left by any caller who has a Voice Mail account via the existing calling platform
- Voice Mail messages can be left for individual inmates or for multiple inmates in multiple facilities
- Inmates can access messages from any approved inmate phone
- The system creates a secured password protected account for specific inmates

System Security

- Since messaging runs on Securus' SCP (Secure Calling Platform), facilities have the same control of recording and monitoring as with their voice phone system
- Voice mail messages can only be accessed by the inmate, the sender and approved facility personnel

Increased Investigating Capabilities

Messaging provides investigators with the same recording and monitoring capabilities as any call. However, with friends and family members new capability to call in and leave a message, investigative possibilities are increased substantially

Hardware/Software Requirements

No need for a computer, messaging is handled the same as a call on the facility's SCP call management system

Charges to the friends and family members will apply.

English and Spanish Facility Orientation

In addition to the English and Spanish message prompts provided through the Automated Operator Service, Securus will set up a speed dial number in the SCP system for an inmate phone orientation. Inmates can enter the speed-dial code on the keypad, select their appropriate language, and listen to the SCP inmate phone orientation.

Call Validation

All calls, including inmate prepaid calls, are subject to call restrictions based upon call type. In many cases, carriers do not allow collect call billing to called party numbers. In these cases, inmate prepaid calls would be allowed for these types of restrictions.

Securus employs the most sophisticated intelligent validation network in the industry. As a real-time, computer telephony-based switching system, the SCP never allows an inmate to be connected to a conventional dial tone. All dialed numbers—whether prepaid or collect—are thoroughly analyzed before the call is allowed to process. This includes determining if the area code and exchange are valid, checking the number against any restrictions such as customer requested blocks, and verifying through the national Line information Database (LIDB). Only after the dialed number passes all of these tests will it be dialed by our SCP.

We currently serve several inmate facilities with our validation hub, and the collective information is very effective in reducing fraudulent and illicit calling.

2.3.d Reporting Requirements: A value based summary of reporting requirements shall be described. Report requirements include being able to receive the reports electronically. Step-by-step procedures are not requested at this time.

✓ **COMPLY**

PCSO can customize and print the standard reports available through the SCP user interface by defining the content of the parameter fields based on the following information:

- Customer, site, phone group, and phone
- Destination number (partial and/or full number entry)
- Date and time range
- Call frequency
- Call type (i.e., completed, incomplete, blocked, etc.)
- Number restriction and/or status assignment
- Personal allowed number cross-referencing
- Graphical display of call fluctuation
- Broad search with no data entry
- Suspected fraudulent call activity (3-Way, RCF etc)
- Inmate name
- Inmate's First and/or Last Name, PIN, if used, and/or account number
- Destination zone
- Watched, Private, and Test Call.

PCSO users also have the ability to customize standard reports by changing search criteria—such as date range, facility, or call length. PCSO can also search and analyze call details, including the date, time, and duration of a call, telephone number, origination, destination, inmate ID, reason for termination, and much more.

Standard Reports Available through SCP User Interface

Securus' SCP has a dedicated reports writer that provides investigative information based on the call detail records. This sophisticated reporting tool provides a reporting interface into all calling activities. Reports can be generated online and exported in:

- Excel
- CSV (Comma Separated Values)
- Adobe PDF format

Users can search and analyze call details on all calls placed from each inmate telephone through SCP. These details include date, time and duration, telephone number or origination and destination—if used—inmate ID, reason for termination, and much more. SCP retains call details on all call attempts. Users can customize the standard reports by varying search criteria, such as date range, facility, or call length.

SCP provides standard reports with parameter fields that allow the user to define the information content of each report based on the following criteria options:

- Per phone, per location, and per inmate
- Destination number (partial and/or full number entry)
- Date and time range
- Call frequency
- Call type (i.e., completed, incomplete, blocked, etc.)
- Number restriction and/or status assignment
- Personal allowed number cross-referencing
- Graphical display of call fluctuation
- Broad search with no data entry
- Suspected fraudulent call activity
- Inmate name
- Inmate PIN, if used, and/or account number
- Prepaid calling card number
- Destination zone (i.e., local, interLATA, interstate, intraLATA, international)

The Investigative Reports section compiles the data and opens the information in a report format, on the workstation monitor. Investigative Reports provides multiple functions for call playback, copying calls to remote media. Authorized personnel can use this unique application to generate a report with little or no concrete information available.

For example, SCP's frequently called number (FCN) report shows information relative to the amount of calls to a particular number and reflects the facility location from which the number was called.

The FCN feature allows investigators to generate a report by entering a frequency threshold that instructs the system to search for only those numbers that have been called a certain number of times throughout the facility. For example, by entering '50' in the parameter field, the system shows only those numbers that have been called 50 or more times within a designated timeframe. After the report appears on-screen, clicking the mouse produces a second report that represents all areas of the facility from which a specific number has been called. Investigators can use this report to analyze data and determine specific call patterns, detail suspicious activity, and selectively assign a watched number status to potential fraudulent numbers.

A full set of reports that administrative users need daily, as well as a full set of investigative reports, makes Securus' Standard Reports generator anything but standard.

Call Detail Report

The Call Detail Report (CDR) provides PCSO investigators with an intuitive and user-friendly report that enables them to view or search on virtually anything related to an inmate call, including:

- Site name from which the call was placed
- Phone location as labeled in the system
- Facility code
- Dialed number
- Start date/time
- End date/time
- Duration of call
- Inmate Account Number
- Inmate PIN
- Prepaid card number if used
- Inmate first, middle, and last name
- Type of call (voice mail, person call, prepaid call, debit call, etc.)
- Status of call (complete/incomplete)
- Reason for call termination
- Reason for block
- Call properties (watched number, RCF detected, three-way attempt, private number)
- Destination zone
- Desired results per page

Call Detail Report

Proprietary and Confidential

Secure Call Platform Facility Routing Number: 99001

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL

Facility	Site	Phone Group	Phone
Securus Demo Site	All Sites	All Phone Groups	All Phones

Call Detail Records Search

FILL IN SEARCH CRITERIA (* Indicates Required Fields)

(Use * for wild card / partial searches)

Country Code: _____ Dialed Number: _____ Destination Zone: -- ALL -- International:

Custody Account #: _____ PII #: _____ Prepaid Account #: _____ Watched:

First Name: _____ Last Name: _____ Private:

Termination Category: -- ALL -- Blocked Reason: -- ALL -- 3-way:

Call Type: -- ALL -- Call Status: -- ALL -- Voice Biometrics:

Date Criteria: Date/Time Range Start: 02/01/2011 00:00:00 End: 04/26/2011 23:59:59 Test Call:

RCF:

Results Per Page: 100

Search EXCEL PDF CSV Reset

2 Results PAGE 1 OF 1

SITE	PORT LOC	CALL ID #	START	END	CDR	ACCT # / PIN	PREPAID ACCT#	NAME	CALL TYPE	CALL STATUS	TERM CAT	BLOCKED REASON	CALL PROPERTIES
Securus Demo Site	Je test 4	(1) 8802279191	02-16-2011 03:11:47	02-16-2011 03:12:19	32 (s) 0.53 (m)	7890	7890	Helen Huynh	Operator	complete	Called party hangup		Language: English 3-Way
Securus Demo Site	Test Port 3	(1) 9228801062	03-23-2011 02:30:19	03-23-2011 02:31:11	32 (s) 0.87 (m)	7777	95759	Barry Davis	Person Call	complete	Called party hangup		Language: English 3-Way

Apply a number of different actions to the call record.

Comprehensive, critical call detail information

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Also, Call Detail Record (CDR) reports allow users to:

- Add notes to a call record or a tracking number
- Mark the notes private or public
- Play the call
- Copy the call to a management folder for download
- Download the call immediately with a one click operation
- Extend the call expiration date if it is approaching the agreed upon storage threshold
- Export the report results (all reports in SCP can be exported)
- Select a single site, all sites, or only-allowed sites, and specify information by phone, phone group, or the entire customer profile.

Call Frequency Report

The Call Frequency Report allows PCSO users to look up phone numbers in the system that have been called a certain number of times within a given time frame. Search criteria include:

- Threshold (Number of times a phone number was called)
- International
- Watched
- Private
- Termination Category
- Call Type
- Call Status
- Date Range

Call Frequency Report

Proprietary and Confidential

Secure Call Platform Facility Routing Number: 99001

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL
 Facility: Securus Demo Site Site: Securus Demo Site Phone Group: All Phone Groups Phone: All Phones

Call Frequency Search

FILL IN SEARCH CRITERIA (* Indicates Required Fields)

Select date range and other criteria to narrow the results.

Threshold: 2
 Termination Category: -- ALL --
 Start: 01/15/2011 End: 04/19/2011
 Call Status: -- ALL --
 Call Type: -- ALL --
 International:
 Watched:
 Private:

Search EXCEL PDF CSV Reset

20 Results PAGE 1 OF 2

SITE	DIALED #	FREQUENCY
Securus Demo Site	(1) 92722770311	25
Securus Demo Site	(1) 92722770556	15
Securus Demo Site	(1) 92722770596	10
Securus Demo Site	(1) 92722770300	9
Securus Demo Site	(1) 5743127016	6
Securus Demo Site	(1) 92722770305	5
Securus Demo Site	(1) 2144981174	4
Securus Demo Site	(1) 6128340463	4
Securus Demo Site	(1) 2146182718	4
Securus Demo Site	(1) 9238907824	3

Enter a threshold for the number of times a number was called to initiate the report.

Call Frequency results display each dialed number meeting or exceeding the defined threshold. By clicking on a frequency amount, all call detail information for the calls are displayed.

Call Tracker Report

The Call Tracker Report allows PCSO users to track CDR notes. (Notes made by themselves or other investigators.) Authorized PCSO users can export report results to Excel, PDF, and CSV file formats.

Search criteria include:

- Not Shared (when checked, shows the user’s notes that are flagged to “not share” with others)
- Tracking number
- First and last name
- Custody Account and PIN
- Dialed number
- Notes (allows users to conduct a search using key words included in the notes)
- Date range
- Results per page

Call Tracker Report

Proprietary and Confidential

The screenshot shows the 'Secure Call Platform' interface. At the top right, it displays 'Facility Routing Number: 99001'. The navigation bar includes 'HOME', 'SYSTEM', 'MONITOR', 'TOOLS', 'ADMIN', and 'FACILITY PORTAL'. Below this is a 'MANAGEMENT LEVEL' section with dropdown menus for 'Site' (Securus Demo Site), 'Phone Group' (All Phone Groups), and 'Phone' (All Phones). The main section is 'Call Tracker Search', which includes a 'FILL IN SEARCH CRITERIA' form. A callout box points to the 'Notes' field with the text 'Use comprehensive search criteria to find CDR Note.' The search form includes fields for 'Tracking #', 'First Name', 'Last Name', 'Custody Account #', 'PIN #', 'Dialed Number', and 'Notes'. There are also date range selectors for 'Start Date' (05/19/2010) and 'End Date/Time' (04/19/2011), and a 'Results Per Page' dropdown set to 10. Below the search form are buttons for 'Search', 'EXCEL', 'PDF', 'CSV', and 'Reset'. A callout box points to the search results table with the text 'View and interact with results. Click CDR icon to view full details about call records.' The results table shows two entries:

CDR	TRACKING #	TRACKER NAME	DIALED #	ACC/PIN	NOTE
		Dee Slomb	9722770596	0343	share all
	5272010	Huong Allen	9722770596	5272010 5252010	This is Huong test

Hourly Usage Report

The Hourly Usage Report shows PCSO users the number of phone calls that have taken place within a given date and time range. PCSO users may export the data to Adobe PDF. Search criteria include:

- International
- Watched
- Private
- Call Status (Complete and/or Incomplete Calls)
- Date and Time (Maximum one week search)

Hourly Usage Report

Proprietary and Confidential

Secure Call Platform

Facility Routing Number: 99001

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL

System	Site	Phone Group	Phone
Securus Demo Site	All Sites	All Phone Groups	All Phones

Hourly Usage Report

FILL IN SEARCH CRITERIA (* Indicates Required Fields)
(Use * for wild cards / partial searches)

Call Status: <input type="text" value="Complete"/>	International: <input type="checkbox"/>
Date Criteria: Date/Time Range (Note: Date Range Search Criteria is restricted to 1 week)	Watched: <input type="checkbox"/>
Start: 04/20/2011 00:00:00	End: 04/25/2011 23:59:59
Format: mm/dd/yyyy hh:mm:ss	Format: mm/dd/yyyy hh:mm:ss

Results PDF

Hour of Day # Calls

Hour	# Calls
00:00	0
01:00	20
02:00	34
03:00	28
04:00	29
05:00	19
06:00	3
07:00	1
08:00	0
09:00	0
10:00	4
11:00	1
12:00	7
13:00	6
14:00	1
15:00	2
16:00	0
17:00	7
18:00	0
19:00	0
20:00	0
21:00	0
22:00	0
23:00	0

Hourly Usage Report – is a valuable administrative report that displays the number of phone calls that have taken place within a given date and time range. Search criteria includes international, watched, private, call status, and date/time.

Covert Alert Call Detail Record Report

The Covert Alert Call Detail Record Report shows PCSO users if any Covert Alerts have been triggered over a specified date and time range. Results may be exported to Excel, PDF and CSV file formats. Search criteria include:

- Alertee Phone Number (The person that the phone call was forwarded to i.e. investigator)
- Alertee first and last name
- Dialed Phone Number
- Custody Account and PIN
- First and last name
- Termination Category
- Call Status
- Date/Time range

Covert Alert Call Detail Record Report

Proprietary and Confidential

Secure Call Platform

SCP's Covert Alert feature and reports have assisted in many criminal investigations throughout the country.

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL

Facility: Securus Demo Site Site: All Sites Phone Group: All Phone Groups Phone: All Phones

Covert Alert Call Detail Records Search

FILL IN SEARCH CRITERIA * Indicates Required Fields

(Use * for wild card / partial searches)

Alertee Country Code: Alertee Dialed Number: Alertee First Name: Alertee Last Name:

Country Code: Dialed Number: Custody Account #: PIN #:

First Name: Last Name:

Termination Category: -- ALL -- Call Status: -- ALL --

Date Criteria: Date/Time Range Start: 05/01/2010 00:00:00 End: 04/19/2011 23:59:59

Search EXCEL PDF CSV Reset

17 results PAGE 1 OF 2

SITE	PORT LOC	ALERTEE DIALED #	ALERTEE NAME	TERM CAT	START	END	DLR (S)	DIALED #	ACCT #PIN	NAME	CALL STATUS	PIN ACCEPT
Securus Demo Site	LP 10	2145664417	dee dee	No Investigator Acceptance	05-25-2010 16:33:31	05-25-2010 16:34:12	41	9722770591	dee2508 2508	dee qa	complete	
Securus Demo Site	LP 10	2145664417	dee dee	Parent Call Ended	05-25-2010 18:16:02	05-25-2010 18:16:17	15	9722770591	dee2508 2508	dee qa	complete	
Securus Demo Site	LP 8	2145664417	dee dee	No Investigator Acceptance	05-27-2010 13:15:33	05-27-2010 13:16:24	51	9722770596	dee2508 2508	dee qa	complete	
Securus Demo Site	je test 4	2143345467	James Rogers	No Investigator Acceptance	05-28-2010 10:13:23	05-28-2010 10:14:12	49	9723659243	89899 8899	Helen Huynh	complete	
Securus Demo Site	je test 4	2143345467	James Rogers	Covert Alert Error	05-28-2010 11:04:06	05-28-2010 11:06:38	152	9723659243	89899 8899	Helen Huynh	incomplete	

Click the CDR icon to the left of each record to display full call detail information for each call.

Select criteria such as who was alerted, what happened, call status, call start and end, duration or dialed number.

Officer Check-In Report

The Officer Check-In Report shows when PCSO officers have "checked-in" at different phones and any messages they have left. Also, allows PCSO users to listen to recorded messages from the report. Results are exportable to Excel, PDF, and CSV file formats. Search criteria include:

- Account number (Of the officer)
- PIN (PIN number associated to an officer)
- Officer ID
- User Name (SCP user ID of the officer if he/she has one)
- First and Last Name
- Call Status
- Date and Time Range
- Results per page

Officer Check-In Report

Proprietary and Confidential

Secure Call Platform

Facility Routing Number: 99001

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL

Facility	Site	Phone Group	Phone
Securus Demo Site	All Sites	All Phone Groups	All Phones

Officer Check In Messages Results

FILL IN SEARCH CRITERIA * Indicates Required Fields

(Use * for wild card / partial searches)

Account#	PIB#	Officer ID#	User Name:
First Name:	Last Name:	Call Status: Complete	

Results per page: 10

Start: 01/19/2010 00:00:00 End: 04/19/2011 23:59:59

Search Reset

12 Results PAGE 1 OF 2

SITE	PHONE LOC	NAME	USERNAME	ACCOUNT # / PIN	OFFICER ID	DIR	CALL STATUS	MESSAGE
Securus Demo Site	LP 7	Ken Burns	kburns	POCI123 5555	3838383	23 (s) 0.38(m)	complete	03-03-2010 10:11:43
Securus Demo Site	LP 7	Ken Burns	kburns	POCI123 5555	3838383	20 (s) 0.33(m)	complete	03-03-2010 17:03:38
Securus Demo Site	LP 7	Abe Smith		12346 12346	12346	19 (s) 0.32(m)	complete	03-03-2010 17:04:00
Securus Demo Site	LP 7	Urs User		12347 12347	12347	25 (s) 0.42(m)	complete	03-05-2010 10:35:11
Securus Demo Site	LP 7	Ken Burns	kburns	POCI123 5555	3838383	20 (s) 0.33(m)	complete	03-05-2010 10:35:57
Securus Demo Site	LP 7	Ken Burns	kburns	POCI123 5555	3838383	91 (s) 1.32(m)	complete	03-05-2010 10:49:22

Personal Allowed Number Frequency Report

The Personal Allowed Number (PAN) Frequency Report shows phone numbers that appear in multiple PAN lists. PCSO Users enter threshold numbers to define search criteria. For example, a threshold of “four” will show phone numbers that appears in PAN lists more than four times.

Personal Allowed Number Frequency Detail Report

The PAN Frequency Detail Report allows PCSO user to search PAN lists to see phone numbers that appear more than once.

Personal Allowed Number Frequency Report

Proprietary and Confidential

Secure Call Platform

Investigators enter a number into the threshold criteria field to research how many times phone numbers appear among the PAN lists of their facility and site(s).

By selecting the magnifying glass next to the displayed frequency number, users can run a detail report. This report displays information about each inmate having the number on their PAN list.

70 Results

SITE	DIALED #	FREQUENCY
Securus Demo Site	(1) 9222770596	16
Securus Demo Site	(1) 9222770556	14
Securus Demo Site		

PAN Frequency Detail Search

Country Code: 1 Dialed Number: 9222770596

16 Results

SITE	DIALED #	NAME	PAN
Securus Demo Site	(1) 9222770596	Pineast02 Pmiddle02 Pfirst08	99110009
Securus Demo Site	(1) 9222770596	TLast02 TMiddle02 TFirst02	11100002
Securus Demo Site	(1) 9222770596	Test QA	992009
Securus Demo Site	(1) 9222770596	Test Gerald	0243
			0243

CrimeTIP Report

The CrimeTIP report allows PCSO users to search for and listen to any anonymous crime tip messages that may have been left by inmates, outside parties, or officer replies. Search criteria include:

- Mail Box ID
- Call Type
- Date / Time Range
- Results per page

CrimeTIP Report

Proprietary and Confidential

Facility Routing Number: 99001

Secure Call Platform

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL
 Facility: **Securus Demo Site** | All Sites

TIPS Search

FILL IN SEARCH CRITERIA (* indicates Required Fields)
(Use * for wild card / partial searches)

Mail Box ID: Call Type: **ALL**

Date Criteria: **Date/Time Range** Results Per Page: **10**

Start Date/Time: 01/28/2011 00:00:00 End Date/Time: 04/28/2011 23:59:59

Search Reset

35 Results << < PAGE 4 OF 4 >> >>

SEARCH	SITE	PORT LOC	REPLY MAIL BOX ID	CALL TYPE	START	END	DUR (S)
	Securus Demo Site	je test 4		Offender	04-19-2011 16:46:36	04-19-2011 16:47:01	0
	Securus Demo Site	je test 4		Offender	04-19-2011 16:49:39	04-19-2011 16:50:33	34
	Securus Demo Site	je test 4		Offender	04-21-2011 01:45:50	04-21-2011 01:46:42	52
	Securus Demo Site	je test 4		Offender	04-21-2011 01:51:03	04-21-2011 01:52:00	57
	Securus Demo Site	je test 4		Offender	04-21-2011 01:53:34	04-21-2011 01:54:03	29

Crime Tip search criteria

Crime Tip details and available actions.

Informant Line Report

The Informant Line Report allows PCSO users to search for calls placed to the informant line and distinguish these calls from regular inmate calls. Search criteria include:

- Site name from which the call was placed
- Phone location as labeled in the system
- Dialed number
- Start date/time
- End date/time
- Duration of call
- Inmate Account Number
- Inmate PIN
- Prepaid card number if used
- Inmate first, middle, and last name
- Type of call (voice mail, person call, prepaid call, debit call, etc.)
- Status of call (complete / incomplete)

- Reason for call termination
- Reason for block
- Call properties (watched number, RCF detected, three-way attempt, private number)
- Destination zone (local, intrastate, interstate, international)
- Desired results per page

Informant Line Report

Proprietary and Confidential

Secure Call Platform Facility Routing Number: 99001

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL
 Facility: Securus Demo Site Site: All Sites Phone Group: All Phone Groups Phone: All Phones

Informant Line Call Records Search

FILL IN SEARCH CRITERIA (Optional Required Fields)
 (Use * for wild card / partial searches)

Country Code: Disaled Number: Destination Zone: -- ALL -- International:
 Custody Account #: PDI #: Prepaid Account #: Watched:
 First Name: Last Name: Private:
 Termination Category: -- ALL -- Call Status: Complete Call Status:
 Date Criteria: Date/Time Range Results Per Page: 100 Voice Biometrics:
 Start Date/Time: 04/21/2011 00:00:00 End Date/Time: 04/28/2011 23:59:59 RCF:

Search Reset

2 Results PAGE 1 OF 1

SEARCH	VIEW	DELETE	PRINT	EXPORT	WIRE	PORT LOG	DIALLED #	EVENT	END	CDR	ACCD# PIN	PREPAID ACCT#	NAME	CALL STATUS	TERM CAT	CALL PROPERTIES
						LP 17	(2) UNLISTED Local	04-21-2011 02:04:40	04-21-2011 02:04:59	19 (s) 0.32 (m)				complete	Called party hangup	
						LP 17	(1) 9722770529 Local	04-21-2011 02:17:50	04-21-2011 02:18:02	12 (s) 0.2 (m)	00343			complete	Called party hangup	

Informant Line search criteria

Informant Line details and available actions.

Secure Call Platform Debit Report

The SCP Debit Report allows PCSO users to:

- Query Inmate Debit/Prepaid call detail records (CDRs) by the user specified criteria
- View all debits and credits that occurred during a specific time period for an individual inmate; for all inmates within a facility; or for all facilities

A full set of reports that administrative users need daily, as well as a full set of investigative reports, makes Securus' Standard Reports generator anything but standard.

PCSO can customize the standard reports available through the SCP user interface by defining the content of the parameter fields based on the following information:

- Customer, site, phone group, and phone
- Destination number (partial and/or full number entry)
- Date and time range
- Call frequency
- Call type (i.e., completed, incomplete, blocked, etc.)
- Number restriction and/or status assignment
- Personal allowed number cross-referencing
- Graphical display of call fluctuation
- Broad search with no data entry
- Suspected fraudulent call activity (3-Way, RCF etc)
- Inmate name
- Inmate's First and/or Last Name, PIN, if used, and/or account number
- Prepaid calling card number
- Destination zone
- Watched, Private, Voice Biometrics, and Test Call.

PCSO users also have the ability to run ad hoc reports via customization of standard reports by changing search criteria—such as date range, facility, or call length. PCSO can also search and analyze call details, including the date, time, and duration of a call, telephone number, origination, destination, inmate ID, reason for termination, and much more. The SCP retains call details on all call attempts.

Secure Call Platform Debit Report

Proprietary and Confidential

Secure Call Platform

By using the criteria in the search area, users can run reports detailing and totaling SCP Debit activity and balances for their facility.

MANAGEMENT LEVEL

Facility: Securus Demo Site | Site: Securus Demo Site | Phone Group: All Phone Groups | Phone: All Phones

SCP Debit Report Search
(Negative numbers will be displayed in parenthesis)

FILL IN SEARCH CRITERIA (* indicates Required Fields)

(Use * for wild card / partial searches)

Inmate First Name: [] Last Name: [] Custody Account #: [] PID: []

User Name: [] User Comments: [] Description: []

Type: --ALL-- Amount: --ALL-- Exclude Automated Process:

Note: Please limit search range to no more than 31 days.

Start: 10/19/2010 00:00:00 End: 11/18/2010 23:59:59

Search Reset

Site	Account #/PRN	Inmate First/Last	Type	Amount	Date/Time (in Central Time)	User	Reference #	Description	Comment
Securus Demo Site	0343 0343	Geno Test	Credit	\$100.00	11/18/2010 09:20:35	Geno@CCSFTX.TX	20102010502034-0343	Site issued Credit	
Securus Demo Site	10282010/R-	TWLOCALS	Credit	\$100.51	10/28/2010 11:12:25	41paine@CISSTX.TX	20101028111224-10282010	Site issued Credit	
				TOTALS					
				Action Type	Quantity	Amount			
				Payment	0	\$0.00			
				Credit	2	\$200.51			
				Debit	0	\$0.00			
					2	\$200.51			

Export capabilities for reports

Authorized PCSO users have fast and convenient access to SCP reports. They can save, retrieve, and share reports in the following file formats:

- Adobe® PDF
- Microsoft Excel
- Comma Separated (CSV)

Also, PCSO users can save reports to multiple destinations or upload data from the report into their own database for further analysis.

2.3.e Equipment:

- The system shall have equipment designed for a correctional environment.

✓ COMPLY

Securus' SCP and associated equipment are designed for a correctional environment. In fact, at Securus, our only business is supporting the needs of correctional customers. Serving 2,200 correctional facilities and more than 850,000 inmates makes Securus Technologies, Inc. ("Securus")

the largest independent provider of inmate telecommunications services to correctional facilities in the United States and Canada.

- If the telephones are replaced, the Contractor shall install new inmate stations made of heavy gauge steel construction with armored, tamper proof keypad, and Lexan handset. All units shall be provided with a 20" to 24" handset cord that will withstand 1000 pounds of longitudinal tension. Inmate telephones shall not expose screws, bolts, metal, or hard substance fasteners or any other material that can be removed from the unit without special security removal devices. Each station shall be secured with special security type screws. Keypad locks are not acceptable. Telephones shall be in full compliance with Americans with Disabilities Act (ADA) (TTY). (NOTE: All demonstrations will be scheduled by the Procurement Officer.) Inmate telephone sets shall be wall mounted, of stainless or equivalent tamper-resistant durable construction.

 **COMPLY**

Securus' inmate telephones are the strongest and most reliable units available, and are designed specifically for the prison environment. Securus is proposing the following Wintel® brand 7090 phone model. The following information is the manufacturer-provided telephone specifications.

The Industry Standard

These phones are the overwhelming choice for state prison systems, the Federal Bureau of Prisons, county, and city facilities nationwide because of their proven reliability, durability, and flexibility.

Features/Options

The proposed phone models include the following features:

- Built-in user controlled volume "LOUD" button for ADA mandated volume control (must be user-controlled volume amplification AND volume must reset to normal with on-hook to meet ADA requirements)
- Brushed stainless steel provides rugged vandal resistant telephone housing designed and built for inmate use
- Confidencer technology, built into every dial, filters out background noise at the user's location, allowing better sound to the called party
- All-in-one electronic dial features modular incoming line and handset connections for quick maintenance. Carbon and DuraClear® Handsets have separate 4-pin connections.
- Heavy chrome metal keypad bezel, buttons, and hookswitch lever withstand abuse and vandalism
- Armored handset cord is equipped with a steel lanyard (1000# pull strength) and secured with a 14 gauge retainer bracket for maximum vandal resistance



- Handset has sealed transmitter and receiver caps, suitable for heavy use and abuse locations
- Pin-in-head security screws minimize tampering
- Hearing aid compatible and FCC registered US: 1DATE05BITC-254, IC: 3267A-ITC254

Portaview TTY/TDD Phone

Securus is proposing the following PortaView TTY/TDD phone model.

The following information is the manufacturer-provided telephone specifications:

Features/Options

These phones provide the following features/options:

- 20 Character Display
- 32K Character Memory
- 4-Row Keyboard
- Pre-Recorded Greeting Messages
- GA-SK Combination Keys for Easy Typing
- Acoustic Cups to Fit Round & Square Handset



- All telephone equipment, cabling, wiring, and the installation shall meet or exceed all FCC, State, and local codes.

✓ COMPLY

All telephone equipment, cabling, wiring, and the installation will meet or exceed all applicable FCC, state, and local codes.

- Cordless phones will be needed for the segregation unit; 6-10 phones shall be provided by the Contractor.

✓ **COMPLY**

Securus will provide handsfree and cordless phones to PCSO-ADC, as required.

Ceeco Handsfree Inmate Phone

Securus' inmate telephones are the strongest and most reliable units available, and are designed specifically for the prison environment.

The following information is the manufacturer-provided telephone specifications.

The Industry Standard

These phones are the overwhelming choice for state prison systems, the Federal Bureau of Prisons, county, and city facilities nationwide because of their proven reliability, durability, and flexibility.

Features/Options

The Ceeco Handsfree phone provides the following features/options:

- Input power: C.O. line powered
- Loop current: 30 to 80 milliamps
- Impedance: 600 ohms
- Signaling: Dual tone multi-frequency
- Output: -2.0 to 0 Decibel milliwatts
- Environmental: Temperature 0° to 50° Celsius
- Humidity: 20 to 90 percent
- Telephone panel: Stainless steel (14 gauge)
- Dimensions: 7½ inches wide x 21 inches high x 4^{1/8} inches deep
- Mounting: Standard coinless public telephone footprint
- Weight: 15 pounds
- Ringer equivalency: 0.4A
- Jack type: RJ11C
- UL Listed number: 60F5



Cordless Phones

Securus will provide PCSO-ADC with the required cordless phones. Securus generally provides the Uniden WX13077 EVE cordless phones, which feature the following manufacturer-provided specifications:

- DECT 6.0* interference-free cordless telephone
- Submersible cordless handset
- Impact and dust resistant
- Clearest voice reception
- Brilliant sound
- Maximum voice security
- Whole house coverage
- Wireless network friendly
- Longer battery life
- Expandable—register six handsets to one base
- Backlit keypad
- 30 caller ID handset memory locations
- Handset speakerphone
- Advanced phonebook features 70 names/numbers
- Intercom or call transfer between handsets
- 7-day standby
- Up to 8 hours continuous talk time
- Personalized ringers
- Last 10 number redial
- Copy phonebook from handsets
- Bilingual menus (English and Spanish)
- NiMH battery included



*DECT 6.0 is the newest cordless phone technology and provides enhanced security, greater range, longer battery life and interference-free calls. DECT 6.0 phones can be used much further from the base unit than other cordless phones, they are more energy efficient than other cordless phones, and have a battery life that lasts 30 percent longer, and all DECT 6.0 phones are interference-free. Wi-Fi networks and other devices will not affect phone call audio quality.

- Contractor shall provide, as part of the awarded contract, all non-expandable miscellaneous equipment such as computer, printer, modems, and system software necessary to allow PCSO-ADC officials to query, display, and print individual inmate telephone activity. . System software shall be security level based and password protected.

COMPLY

Securus will provide PCSO-ADC with all non-expandable miscellaneous equipment, such as computer, printer, modems, and system software necessary to query, display, and print individual inmate telephone activity. System software, such as SCP, is security level-based and password protected.

Securus' SCP provides an advanced multi-level password scheme specifically designed to provide facility administrators with the ability to assign their own unique levels of access to individuals who will use different features of the SCP. Additionally there are view and change options for each module depending on the need of the user.

Manage, Create, Edit, Predefine User Levels in SCP

Proprietary and Confidential

Secure Call Platform Facility Routing Number: 99001

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL
Facility
Securus Demo Site

Security Templates

ADD NEW

NAME	DESCRIPTION	PRE-DEFINED
3rd Shift - blocking only	Night jacks can block number but no changes otherwise	
S.O Huang test	Huang test	
S.O.1 Add Template	Huang Test	
S.1Huang Test	Huang test	
ADC-test1	This is for the demonstration	
ALL BUT NO 3 way	ALL permissions but no 3 way	
ALL BUT NO FREE	All but free	
Adam 20	Everything	
Admin - Crime Tip Modify	Crime Tip Modify Access Admin	✓
Admin - Crime Tip Read	Crime Tip Read Access Admin	✓
Admin - Informant Line Modify	Informant Line Modify Access Admin	✓
Admin - Informant Line Read	Informant Line Read Access Admin	✓
Admin - No Monitor	Administrator w/o Live Monitoring Rights	✓

Administrators can manage, review, edit, and delete all security "templates", predefine templates, and add new templates as required - all from one location in SCP.

The Administrator may modify the initial access levels and/or create additional levels based on facility clearance objectives and designated entry to each tool in accordance with this requirement. A user log is provided illustrating the user name, time of access, and modules accessed.

Create New Security Templates

The following figure is proprietary and confidential.

Secure Call Platform Facility Routing Number: 99001

HOME SYSTEM MONITOR TOOLS ADMIN FACILITY PORTAL

MANAGEMENT LEVEL
 Facility: Securus Demo Site

Create New Template

FILL IN TEMPLATE INFORMATION (* Indicates Required Fields)

Name: Sheriff Access

Description: (200)

Admin Monitor Reports System

CONTROLLED AREA	CAN VIEW	CAN CHANGE
Admin - Security Templates	<input type="checkbox"/>	<input type="checkbox"/>
Admin - User Management	<input type="checkbox"/>	<input type="checkbox"/>

Create Cancel

Terms and Conditions
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Audit and Activity Tracking

Securus' SCP's audit and tracking feature logs all users' specific activities for investigative purposes. This feature creates an activity log that can be accessed by specified site administrators only or by site personnel with authorized security credentials. The system tracks users' activities to ensure that you have complete control and audit of your system.

The following activities are tracked and logged to ensure that system usage integrity is maintained at all times:

- When users log in to the system
- How long users stay in the system
- Which recordings were monitored or played by a specific user
- What the user did with a recording

In addition, changes to custody accounts, personal allowed numbers (PANs), global list entries, security templates, etc., are also comprehensively tracked and logged for each event.

2.3.f Call Branding:

- All collect/debit/prepaid calls placed from a PCSO-ADC inmate telephone shall be capable of being identified to the called party as follows:

"This is a collect call from, _____, (Inmate speaks name or system plays inmate's pre-recorded name) who is currently in custody at the Pinal County Adult Detention Center."

✓ COMPLY

With SCP's customizable voice prompts, Securus can customize the calling party identification to meet PCSO's needs. As required, the SCP will play a voice prompt stating *"This is a collect call from [John Doe], who is currently in custody at the Pinal County Adult Detention Center,"* when an inmate makes a collect, debit, or prepaid call.

When the called party answers, the SCP call announcement message notifies the called party that they have a collect call from an inmate and states the name of the institution in which the inmate is located. The inmate's name is announced to the called party—either pre-recorded or live—as part of this call acceptance message to provide identification of the calling inmate.

- The system shall provide the called party with the ability to hear calling rates as they apply to the phone call they are receiving.

✓ COMPLY

After the called party is notified by the SCP that they have a collect call from the Pinal County Adult Detention Center, the called party hears a quote rating of the cost of the call. An example is *"The cost of this call is \$2.50 for the first minute and \$0.25 for each additional minute."* The stated rates are dynamic and are calculated according to industry standard mileage using V and H coordinates of the originating and terminating locations. Quoted rates indicate the actual 'billed' rates and may be discounted according to time of day and day of week. This feature must be enabled for all interstate interLATA calls to meet the requirements of the FCC. The feature may also be enabled for other types of calls including local and intraLATA calls.

- In addition, the system shall have the capability to inform the called party at selected intervals during the conversation that they are speaking with an inmate and the call is subject to monitoring and recording.

✓ COMPLY

Securus' SCP allows voice overlay messages to be played throughout the call as an additional fraud protection feature. The established message may be programmed to play at one-minute increments or a random setting. An example of a voice overlay message is *"This call is from the Pinal County Adult Detention Center and is subject to monitoring and recording."*

Voice overlay can be configured by customer in the following ways:

- Play the message randomly or a fixed number of times per call
 - Set the number of times to play the message during the call
 - Change the time between when the message plays and when to play the next message
 - Set the delay between call acceptance and when to play the first message
 - Set the amount of time before the end of the call to play the message
- Contractor shall provide a written or recorded example of the Call Branding to be used.

✓ **COMPLY**

From the time the called party answers the call until the call is terminated, SCP will provide voice prompts to both the inmate and called party, including:

- Calling party identification
 - "This is a collect call from [John Doe], who is currently in custody at the Pinal County Adult Detention Center."*
- Rate quotes
 - "The cost of this call of this call is \$2.50 for the first minute and \$0.25 for each additional minute."*
- Voice overlays
 - "This call is from the Pinal County Adult Detention Center and is subject to monitoring and recording."*
- Call termination warnings
 - "The person you called has hung up. Goodbye."
 - "Your call was answered but positive acceptance was not received from the called party possibly indicating an answering machine. Goodbye."
 - "The number you called is busy. Please try again later. Goodbye."
 - "The number you dialed was not answered. Goodbye."
 - "No third party calls are allowed. This call is being terminated."
 - "Your PIN is inactive. Please hang-up and try your call again at a later time."
 - "Thank you for using [brand name] {Securus}."
 - "No calls are allowed at this time. Goodbye."
 - "Your call was not accepted. Goodbye."

- “You have entered an invalid response, please hang up and try your call again. Goodbye.”
 - “Your allowed numbers list is full. Goodbye.”
 - “The number you dialed is not on your approved calling list. Goodbye.”
 - “This call is being terminated by the facility. Goodbye.”
 - “The prepaid account balance is lower than needed to place this call.”
 - “You do not have sufficient funds to continue this call. Please hang-up and try your call again at a later time.”
 - “Please hang-up and try your call again at a later time.”
 - “That is not a valid mail box id. Thank you for using {product name}. [example: the Crime Tip System].”
 - “The number you dialed is blocked from receiving collect calls at this time. Goodbye.”
 - “The number you dialed is blocked from receiving calls at this time.”
 - “Your account has been suspended. Goodbye.”
 - “That number is restricted. Goodbye.”
 - “The number you dialed was not answered. Goodbye.”
 - “You have entered an invalid telephone number.”
 - “Your PIN is not authorized for use at this facility.”
 - “That is not a valid PIN number. Your account information cannot be verified at this time. Please hang-up and try your call again at a later time.”
 - “You have reached your maximum number of calls allowed.”
- The system shall allow for the inmate's name and name of the facility in real time uncompressed voice, to be announced to the called party prior to acceptance.

 **COMPLY**

The SCP allows for inmates to record their name once for reuse in announcing a call to the called party. The inmate name announcement is customizable and can include the name of the facility, in uncompressed voice.

The recorded name will be played on all calls the inmate makes with their PIN. If no PIN is required for the inmate, the system will ask the inmate on each call for their name which is played to the called party. All pre-recorded inmate names to be played to the called party when announcing the call.

To provide the facility with the maximum flexibility, this function is configurable to use pre-recorded names, or not to use pre-recorded names per inmate, facility, and customer level. A pre-recorded name may also be reset, forcing the inmate to record their name again if necessary.

- The system shall allow the inmate to listen to the status of the call in progress for acceptance or denial by the called party. Call acceptance by the call recipient shall be accomplished through positive call acceptance. Passive acceptance of a call, such as staying on the line after the voice prompt sequence, is not permitted. Calls to answering machines, FAX machines, or computer modems will be terminated when the machine fails to positively accept the incoming call. The inmate shall not be allowed to communicate with the called party until the call is accepted. . The called party shall be able to accept or reject a call from a rotary dial or pulse dial telephone.

✓ COMPLY

SCP allows the inmate to listen to the status of the call in progress for the called party to actively accept or deny the call. The SCP allows an inmate to hear the call setup and processing to determine if a busy, reorder, or SIT tone with message is played, or if an answering machine, voicemail, or similar feature answers the phone.

SCP uses industry standard telephony cards that incorporate sophisticated answer supervision techniques. These advanced methods enable the platform to distinguish a legitimate call-answer-and-acceptance event from non-conforming telephone activity, such as:

- Network ring/busy signals
- Answering machines
- Operator intercepts
- Signal Interface Tones (SIT tones)
- Pagers
- Hacking
- Chain dialing

If an inmate's call was not completed due to one of these calling events, SCP informs the inmate audibly and provides the specific reason for call termination.

For obvious security purposes, the SCP system ensures the line of communication is fully muted until the system detects positive acceptance key-press by the called party. The inmate can never speak to the called party until the end user positively accepts the call. This applies to both collect and prepaid calls.

Rotary Acceptance

SCP completes a call only after it detects positive acceptance by the called party. The mandatory method for call acceptance is dual tone multi-frequency (DTMF), as it is more accurate than rotary detect.

Securus does not recommend the implementation of rotary detect since so few called parties now use this outdated technology. When in use, this outdated dialing method used a make-and-break signal transmitted to the user's local central office. This calling system never actually receives the

true make-and-break signal, requiring detection of the audible click. The audible click of rotary phones can be simulated by faulty line conditions, hook-flash such as a hang-up, or mechanical background noise. If these faulty line conditions occur with a rotary acceptance feature, the result would be faulty billings to unsuspecting called parties.

- Contractor shall state options for call acceptance (voice, computer, etc.).

✓ **COMPLY**

SCP requires active acceptance using touch-tone telephones; alternatively, some numbers can be programmed for passive acceptance.

Active Acceptance/Called Party Acceptance

SCP requires active ‘called party’ acceptance using touch-tone telephones, for traditional collect calls to take place. When the called party answers the phone, SCP’s answer detection triggers the call acceptance voice message. This message announces the inmate’s call and asks the called party to accept or reject the charges of a collect call. The called party is instructed to dial a single digit on his or her own telephone instrument to accept the collect call charges, or hang-up to disconnect the call and refuse charges.

Passive Acceptance

Understanding that some facilities may require passive acceptance, Securus’ SCP provides specific dialed numbers that may be programmed to allow for “Passive Acceptance.” This option negates the requirement for an active call acceptance and eliminates the need for the called party to dial a digit to accept the call. This feature is often used for free call numbers, destinations requiring inmate interaction with an auto attendant and inmate pre-paid calls. It is provided at no charge to all requesting facilities.

- The called recipient shall have an option to block any further inmate call attempts at the time the call is received.

✓ **COMPLY**

Securus’ patented Perma-Block feature allows called parties to block any further inmate call attempts when receiving a call from the PCSO-ADC. This feature may be used to block calls by any inmate in the facility. The ability to immediately block calls helps reduce the number of called party complaints and reduces facility labor requirements. The called party can also choose to simply end the call by hanging up.

2.3.g Fraud Control:

- Aid in controlling fraudulent use of the telephone network shall be provided by interference with secondary call patterns, termination of calls if a second dial tone is detected, and prohibition of hook switch dialing.

COMPLY

Only Securus can provide the most up-to-date, cutting-edge technology to detect and prevent attempted inmate telephone fraud. With more than 80 patents issued, Securus provides some of the most advanced fraud detection capabilities in the inmate telecommunications industry. Securus' SCP continuously analyzes call data and system parameters to detect any system anomalies, hardware failures, fraud indications, lowered revenue levels, or unusual usage patterns. All telephone activity is logged and statistically analyzed to detect any attempts at 'Hookswitch Dialing', 'Black Boxing', 'Hacking', or any other fraudulent telephone activities.

SCP Constant Fraud Controls

Perhaps the most significant emerging threat to unauthorized, fraudulent, and illicit activity is call diversion schemes that mask the true destination of the call. Securus provides the most advanced fraud detection capabilities in the correction industry. Securus' SCP continuously analyzes call data and system parameters to detect any system anomalies, hardware failures, fraud indications, lowered revenue levels, or unusual usage patterns. All telephone activity is logged and statistically analyzed to detect any attempts at call forwarding, three-way calling, 'hookswitch dialing', 'black boxing', 'hacking', or any other fraudulent telephone activities.

The SCP will provide, at a minimum, the following aids in preventing fraudulent use:

- Detection of three-way calls (patented)
- Elimination of secondary dialing
- Prohibition of switch hook dialing
- Limitation on the number of times a telephone number may be redialed by the offender within a specific period of time (parameters to be set by the Department)
- Collection and prevention of DTMF
- Detection of call forwarding

The system, by default, does not allow the inmate to press additional digits. Our SCP uses our patented DTMF collection techniques to only collect and act upon digits that the system is expecting to be pressed. Unlike traditional premises-based systems, SCP controls the call and buffers all information from when digits are pressed, to when they are sent through the call flow. For instance, the system asks for a language selection and expects a one-digit answer; the system asks for a PIN and expects a max PIN length to be entered. After the call is completed, the system does not expect the inmate to press any digits and will not read any extra digits if they are pressed. Inmates could press as many digits as they want and the system will not pass them through or react to them in any way. This makes it impossible for inmates to receive a secondary dial tone or call anyone by dialing additional digits after the call is completed. This patented feature is only available on the SCP.

- PCSO-ADC will bear no responsibility for the loss of revenue as a result of fraudulent use of the telephone service. Contractor agrees that the County and PCSO-ADC will bear no responsibility for fraudulent calls or theft of service. Furthermore fraudulent, stolen or lost calls shall not be deducted from revenue paid to PCSO-ADC. NOTE: Fraudulent calls shall be the sole responsibility of the Contractor.

✓ **COMPLY**

Fraudulent calling will not affect PCSO's commissions. With our internal customer service center (Securus Correctional Billing Services—SCBS) and sophisticated validation network, Securus pursues fraudulent call activity so that our corrections customers' commissions are not affected.

- The system shall have the capability to detect the dialing of additional Dual Tone Multi-Frequency's (DTMF) following call connection. Upon detection, the system shall play a warning message to the inmate and the called party.

✓ **COMPLY**

SCP, by default, does not allow the inmate to press additional digits. The SCP uses our patented DTMF collection techniques to only collect and act upon digits that the system is expecting to be pressed. Unlike traditional premises-based systems, SCP controls the call and buffers all information from when digits are pressed, to when they are sent through the call flow. For instance, the system asks for a language selection and expects a one-digit answer; the system asks for a PIN and expects a max PIN length to be entered. After the call is completed, the system does not expect the inmate to press any digits and will not read any extra digits if they are pressed. Inmates could press as many digits as they want and the system will not pass them through or react to them in any way. This makes it impossible for inmates to receive a secondary dial tone or call anyone by dialing additional digits after the call is completed. This patented feature is only available on the SCP.

- The system shall provide the ability to detect and flag three-way-calls. Facility personnel shall be provided with the ability to mark the call as a three-way-call, disconnect call, or both. If the call is disconnected in error, the Contractor must correct the issue and immediately refund the fees.

✓ **COMPLY**

Securus' three-way prevention system has been awarded several patents and is one of the best three-way detection systems in the world. With the release of SCP's digitally clean line transmission, our three-way prevention system has increased its capabilities to efficiencies never before achieved.

When a three-way event is noted, the system will do one of three things (based on the facility's choice):

- Disconnect the call with messaging to inmate and called party
- Mark the call with no interruption to the call
- Warn the inmate that third party calls are not allowed

This feature prohibits the major fraud practice possible with other automated and live-operator systems. Inmates could enlist the aid of an outside accomplice to “conference” them, via Central Office-provided three-way calling, to an “unrestricted” line, bypassing the system controls. Without this protection, inmates have in effect, unrestricted access to the outside world, defeating the correctional objectives and policies of the institution along with subjecting the public to inmate harassment and fraud. SCP is unique in its ability to detect and foil an accomplice’s attempt to activate the three-way call feature by immediately disconnecting the call upon detection. Securus’ SCP has the unique ability to disable three-way call detection on a particular number or groups of numbers, such as attorneys.

Detecting and preventing three-way or conference calls is a very important aspect of an inmate calling system and Securus leads the industry in this area. We would be pleased to demonstrate these tests and accuracies as needed for the PCSO. With an accurate three-way detection system, the PCSO can retain valuable investigative intelligence while curtailing revenue leakage from calls, which should not be connected.

Securus’ patented three-way call detection feature has been proven and certified in independent tests.

With all three-way call blocking methods, the technology requires “specific usage finessing” as well as science. Its configuration will be customized by Securus to adjust sensitive parameters and thresholds for optimum performance. In the unlikely event that a call is erroneously disconnected, the called party can contact Securus Correctional Billing Services to obtain a refund.

- The system shall have three-way call detection greater than 90% accuracy. The accuracy shall be independently verified.

✓ COMPLY

Simply having the best three-way call detection in the industry was not enough for Securus. Recent advancements in our three-way call detection methodology have led our customers to tell us they believe our three-way call detection operates nearly flawlessly. This led Securus to commission an outside firm, SIBRIDGE consulting, to verify the accuracy of the three-way call detection feature.

The SIBRIDGE study collected and audited call recordings and event logs for approximately 6,000 calls. This independent test of our new three-way calling detection capability revealed Securus’ overall performance to be near perfect—**far exceeding 90% accuracy**. No other competitor comes close to our performance.

- Contractor agrees that the County and PCSO-ADC will bear no responsibility for unbillable or uncollectible calls. Furthermore, no revenue shall be deducted from

commissions paid to PCSO-ADC for such calls. NOTE: The Contractor shall bear sole responsibility for collection on all such calls.

✓ COMPLY

Securus will pay commissions to PCSO based on gross revenue. Gross revenues shall mean all gross billed revenues directly relating to completed collect calls generated by and through the Inmate Telecommunications System. Regulatory required and other items such as federal, state and local charges, taxes and fees, including transaction funding fees, transaction fees, credits, billing recovery fees, charges billed by non-LEC third parties, and promotional programs are excluded from revenue to the Provider.

- The system shall have a shut-off function for each phone, each living area, and for the entire system.

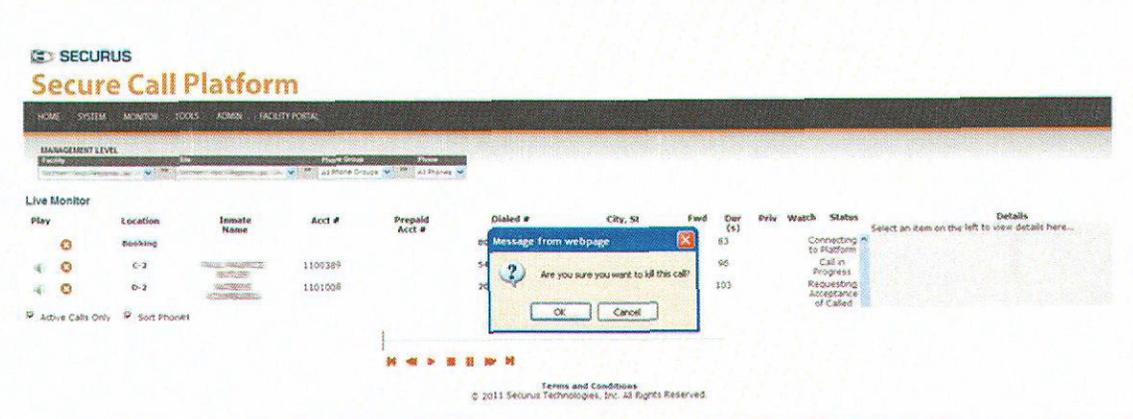
✓ COMPLY

SCP has a shut-off function for each phone, each living area, and for the entire system. Securus' SCP provides complete flexibility in disabling telephone use at any time of day through manual intervention or preset calling schedules.

The SCP user interface allows authorized users to immediately disable a telephone, group of telephones, or entire facility, using any PC with access to the Internet. Securus is one of the only providers to offer this capability to authorized users, anytime, from anywhere, 24 hours a day, 7 days a week. This is a major time-saving convenience for all participating users. This function allows authorized users to either kill the call immediately or allow the current call to finish while not allowing any more calls.

Disabling Telephones

Proprietary and Confidential



The SCP is compatible with manual cut-off switches that are typically located in the main control room, officer substations, or guard towers, as required.

- On-site computers and a web-based program shall be capable of performing call blocking, inmate PIN assignment, call allow lists, call duration programming, time of day automatic shutdown of telephones, and generation of administrative reports

 **COMPLY**

Authorized users can access call blocking, inmate PIN assignment, call allow lists, call duration programming, time of day automatic shutdown, and administrative reports through onsite computers and the SCP user interface.

The SCP is a highly featured, flexible, state-of-the-art system designed to provide our customers with the ultimate in inmate call control, fraud control and tracking, security, reporting, and investigative capabilities.

SCP's user interface is PCSO's window to all of these features. Because it is entirely Web-based, authorized users access the system at any time, from any location. We call this anytime/anywhere access. This design delivers investigative recordings with digital clarity and provides easy remote monitoring from any secure Web browser with Internet access.

This system is one of the only single-point-access user interfaces in the industry, built to allow our customers complete control over their systems in a simple, reliable, secure environment. Authorized users can easily apply settings and configurations to turn on a phone to a pod, restrict a phone, change a blocked number, and turn on or off a feature or application—all in real time. All features are completely integrated and can easily be accessed with the click of a mouse. As a result, PCSO will experience the following benefits:

- Increased efficiency for staff
- Increased flexibility
- Quicker "on-demand" access to call detail records and call recordings
- Unequaled investigative access to potential criminal activity

To access the SCP interface, users open Internet Explorer (version 6 or higher) and enter the URL: <https://commandcenter.securustech.net>. They then enter a valid user name and password.

Each user is assigned access rights by the administrator, which allows the County to control security based on the facility's clearance objectives. Administrators can limit individual access to each application, but they can also limit access to each function within each application. To help manage access, a user log is provided that illustrates the username, time of access, and modules accessed.

2.3.h Inmate Telephone Recording/Monitoring System:

- Contractor shall provide an inmate telephone system with call monitoring and recording capabilities. . Contractor shall describe the recording monitoring system being offered in terms of value to PCSO-ADC, not just specifications.

COMPLY

Securus' recording and monitoring system is fully integrated with our SCP and provides secure recordings of inmate telephone conversations. It can be configured to accommodate the recording requirements for correctional facilities of any size. The system is fully automated and is designed to be a cost-effective solution for all correctional facilities. Authorized personnel can listen to live or archived recordings via multi-media PC interfaces connected over local area networks (LANs). Multiple levels of security provide that only authorized personnel can access and monitor the inmate recordings.

Call Monitoring

The SCP Live application allows for immediate, real-time monitoring of calls in progress via the multi-media PC workstation. Facility personnel (with appropriate password privileges) can monitor live calls by highlighting the call in progress and clicking on the speaker icon. This process is undetectable by either the inmate or the called party and does not disrupt the recording process. Concise descriptions of activity appear for each phone in use. For example, the system shows the specific telephone location, inmate PIN, the destination number dialed, city and state of the destination, time and duration of call, any restrictions such as "watched" or "private," and the status of the call, such as "in progress," "calling destination," "get acceptance."

The system can also automatically eliminate all monitoring or recording of special calls, such as to legal counsel, by designating the number as a "private" number. SCP prevents all unauthorized attempts to listen to private calls—the user interface will not display the speaker icon that allows users to play non-private calls. In addition, the call record lists the call as "private" on the user interface.

Call Monitoring, Silent

When monitoring is invoked, the system incorporates analog suppression/amplification hardware that allows guard monitoring of calls without inmate or called party detection. To assure complete investigator anonymity, there is absolutely no noise, dB loss, or other indicator when this feature is activated via handset, headset, or an amplification instrument such as speakerphone, orator, magnetic, taping equipment, etc.

PCSO needs to work with calls to identify, prevent, and solve criminal activity. SCP meets these needs by combining Securus' industry-leading patent portfolio with our industry-leading market coverage to create the perfect system for investigative activities. Each year, our platform prevents and solves more crime than any other platform on the market. And through SCP, Pinal County can share investigative information with other Securus accounts (Arizona Department of Corrections) to get the most leverage out of the system.

Call Recording

The SCP'S unique, fully integrated recording application works independently of other products so there is never a need for a third-party manufacturer's product to be integrated into the system. This allows the facility to deal with a sole-source provider if any issues arise.

The SCP uses large capacity hard drives, along with RAID (redundant array of independent disks), that virtually extend the call storage period to meet your specific needs. Recordings are stored on-line for immediate access for 12 months. The SCP can also burn the information to CD and/or DVD for additional back up, if necessary.

The SCP can record all calls simultaneously and also allow personnel to listen to a pre-recorded call, while active calls continue to be recorded—all without loss of information. The system records the entire conversation from call acceptance to termination of the call.

Remote Access to Recording and Monitoring

Because the recording and monitoring applications are fully integrated into the system, our Inmate Telephone System is extremely user friendly. The system allows for remote access by other agencies, such as the local PD's, without residing on the County network. Any authorized user with an approved user name and password can easily and remotely access recording and monitoring of inmate calls from any Windows 2000 Service Pack 4 or Windows XP PC with Internet Explorer 6.0 or 7.0.

Investigators can access the system remotely to monitor calls and work on reports, expanding PCSO's investigative capabilities and efficiency.

- The inmate telephone system shall possess the ability to share information with the Arizona Department of Corrections, the telephone records and recordings without altering the integrity or court admissibility of such recordings.

✓ COMPLY

As the current provider of inmate telephone service to the Arizona Department of Corrections (AZ DOC), Securus is the only inmate telephone vendor who can offer a seamless way to share information between the two jurisdictions.

With cooperation between PCSO and the AZ DOC, you can share telephone records and recordings without altering the integrity or court admissibility of such recordings. Authorized users of either jurisdiction can access the call records and recordings for the other facilities in the same way they would access their own—through the SCP user interface, as shown in the following image.

Accessing Arizona Department of Corrections Records and Recordings through SCP User Interface

Proprietary and Confidential

The screenshot displays the SecurUS Secure Call Platform interface. At the top, it shows the SecurUS logo and the title 'Secure Call Platform'. Navigation links include 'HOME', 'SYSTEM', 'MONITOR', 'TOOLS', 'ADMIN', and 'FACILITY PORTAL'. The user is logged in as 'Arizona DOC' with a 'Facility Routing Number: 99001'. The interface features a 'MANAGEMENT LEVEL' section with dropdown menus for 'Factory' (PDSG - ADC), 'Site' (All Sites), 'Phone Groups' (All Phone Groups), and 'Phone' (All Phones). Below this is a 'Call Records Search' section with a 'Saved Searches' link. The main area is titled 'FILL IN SEARCH CRITERIA (* Indicates Required Fields)' and includes various search filters: Country Code, Custody Account #, First Name, Last Name, Termination Category, Call Type, Date Criteria (Start: 01/06/2012 00:00:00, End: 01/06/2012 23:59:59), Dialed Number, PIN #, Blocked Reason, Call Status (Complete), Destination Zone, Prepaid Account #, and several checkboxes for International, Watched, Private, 3-way, Voice Biometrics, Continuous Voice Verification, and Test Call. Action buttons at the bottom include Search, Save Criteria, EXCEL, PDF, CSV, and Reset. An 'Advanced Search' link is also present.

- The inmate telephone system shall have the capability of simultaneously recording all inmate calls 24 hours a day/7 days a week and maintain these recordings for up to one year from the date of the phone call.

COMPLY

The SCP can record all calls simultaneously—24 hours a day, 7 days a week—and also allow personnel to listen to a pre-recorded call, while active calls continue to be recorded—all without loss of information. The system records the entire conversation from call acceptance to termination of the call and will maintain the recordings for up to one year from the date of the phone call.

2.4 Service, Implementation/Installation, and Maintenance Requirements:

2.4.a Service Program:

- Contractor shall describe the service program, backup systems, as well as guaranteed response time, escalation process, stocking of spare parts, number of technicians, and their location. If this service is subcontracted, complete company identification and contact information shall be submitted.

✓ COMPLY

Securus employees, not subcontractors will provide the implementation/installation, service, and maintenance for PCSO. Securus has invested more than any other provider to create a workforce of approximately 800 trained Securus associates, and will provide an onsite administrator for PCSO. More than 75% of these associates are out in front of our customers, assisting them with their needs. Our highly skilled and certified technical support and field service teams assist correctional facility staff. Many of these associates are the most experienced in the industry—tenure and loyalty that are a direct result of Securus' stability.

Service

Technical Support Center

Securus provides superior customer service capabilities from a State-of-the-Art customer service center at our headquarters in Carrollton, Texas. Securus' Technical Support Center (TSC) is staffed by 50 support technicians to ensure quick problem resolution and quality customer service. The average tenure of our support management is five years with our technicians averaging three years. Our support staff's experience is second-to-none.

Securus' TSC serves as a single point of contact for facility staff to request service or make inquiries 24 hours a day, 7 days a week, 365 days per year and has four convenient methods of contact:

- Telephone: 866-558-2323
- E-Mail: technicalsupport@securustech.net
- Fax: 800-368-3168
- Web portal @ <https://www.securustech.net/facility/Default.asp>

Securus will provide an onsite administrator for PCSO-ADC, with the current administrator given first right of refusal, if PCSO wishes.

The TSC handles 8,000 inbound service requests per month.

Using a call distribution system to automatically manage the flow of inbound customer calls, routing calls directly to our support technicians in a skills based, platform specific manner. Securus establishes response times and service level agreements that accomplish our key objective of providing timely resolution to each request.

Field Services

Securus employs approximately 150 field service associates including 9 Regional Managers and a centralized Field Dispatch team in support of our National customer base. The Field Service Technicians (FST) are strategically positioned to meet the response time needs of our customer's

and reside in near proximity from each customer location. The FSTs are all required to have an extensive telecommunication background and are Securus certified to work on all our product offerings. The FSTs are supported via direct access to senior technical support resources and engineering in order to expedite repairs and minimize customer downtime. The FSTs will also carry a complete set of tools and standard truck stock of parts to handle majority of the repairs and are able to place overnight or counter-to-counter parts orders from our central warehouse if needed.

Backup

SCP is a fully self-contained digital switching system, requiring minimal AC power. If local power fails, the uninterruptible power supply (UPS) maintains system power allowing calls to complete. The UPS ensures complete operation of the phone system, including recording and network services, for a minimum of 15 minutes and up to three hours. All UPS equipment provides power conditioning and an additional layer of surge protection.

Additionally, all facility data is stored on centralized, fault tolerant data repositories for easy, secure retrieval from any location, by any authorized user. If there is a localized facility outage, approved facility personnel can access site data from any location, at any time.

Call Detail Record Storage

Securus provides a secure, centralized System Database for call detail records that are replicated to many other systems within the Securus network, including the rating and billing database. This feature is designed to prevent loss of data. Securus' SCP has the capacity to store multiple years of call data as required by the facility.

Securus uses Oracle for its database file structure. Oracle Database delivers economies of scale on easily managed grids, making it easier to:

- Reduce downtime with maximum availability architecture
- Partition and compress data to run queries faster
- Securely protect and audit data, and enable total recall of data
- Make productive use of standby resources

Oracle simplifies the process of linking data in multiple tables. This is a key feature of a relational database management system, or RDBMS. Storing data in multiple tables enables Securus to define relationships between the tables, as well as the applications that feed information into those tables.

Not only does Oracle allow our SCP to link the call data to multiple tables, it also maintains consistency between them, ensuring that the data among related tables is correctly matched to maintain referential integrity.

Utilizing the Oracle database provides us the ability to respond faster to changing business conditions, thus providing our clients with a system that is more responsive to their continually evolving needs.

Oracle supports all standard relational data types, as well as native storage of XML, Text, Documents, Images, Audio, Video and Location data. Access to data is via standard interfaces such as SQL, JDBC, SQLJ, ODBC .NET, OLE .NET, and ODP .NET, SQL/XML and Xquery and WebDAV.

Call Recording Storage

Securus will store call recordings for immediate access online for the required length of time, accessed from anywhere/anytime. Call recordings are stored in Securus' centralized Disaster-Resistant Carrier-Class Data Centers, which are managed under the direct supervision and immediate hands-on maintenance by trained data center personnel. In addition, all equipment used to store recordings is monitored by the Securus' fully staffed Network Operations Center 24 hours a day, 7 days a week, and 365 days a year.

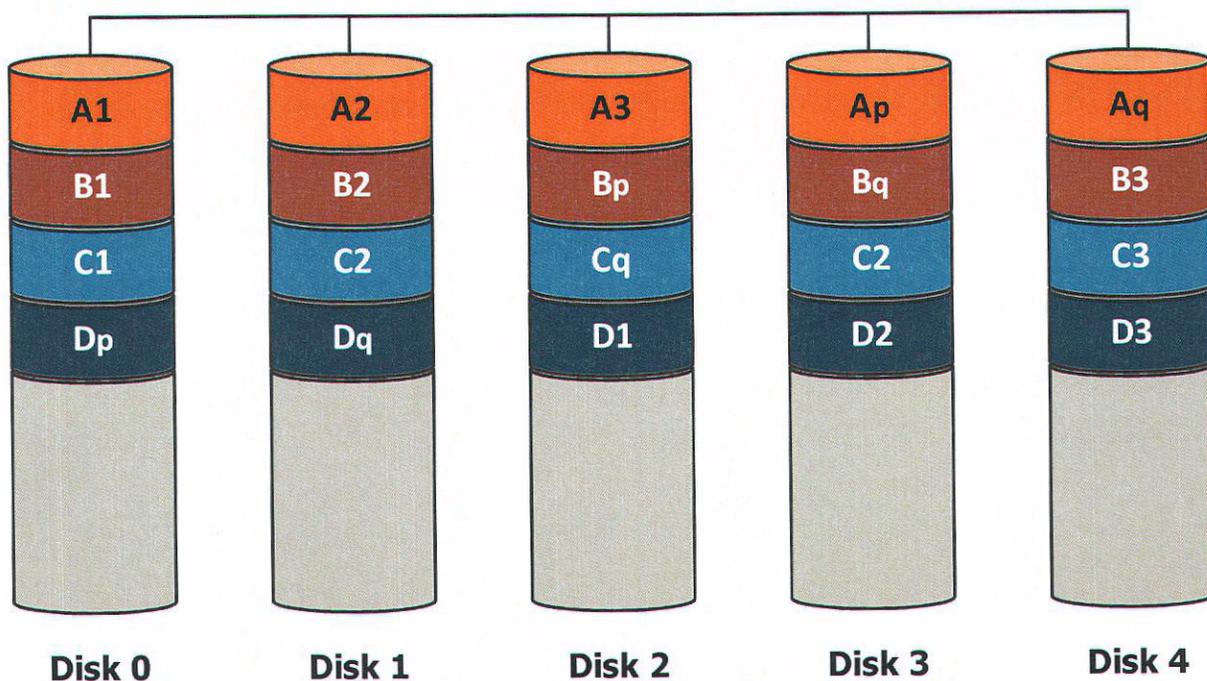
Our SCP system will write all recorded calls to two separate Storage Area Networks initially, using two separate connections to the different Storage Area Networks, providing for redundancy.

Securus' SCP provides a unique set of features that uses advanced technology to store offender call recordings. Traditional premises based calling platforms use local hard drives that may simply fail and are susceptible to local disasters such as floods, tornadoes, hurricanes and fires. This created a need for manual backup schemes that are no longer necessary with SCP. SCP uses 'SAN' (Storage Area Network) storage. A Storage Area Network (SAN) is a high-speed special purpose network or sub-network that interconnects different kinds of mass storage and shared storage devices (such as disk arrays, tape libraries, optical jukeboxes, etc.) with associated data servers.

The SAN architecture makes all storage devices available to all servers on LANs (Local Area Networks) or WANs (Wide Area Networks). The SAN solution not only delivers complete scalability for a facility's storage requirements, but also supports disk mirroring, backup and restore, archival and retrieval of archived data, data migration from one storage device to another and the sharing of data among different servers in a network.

As more storage devices are added to a SAN, they too become accessible from any server in the larger network. The SAN uses a series of standards to spread data across multiple drives for additional protection and redundancy. This technology enables the SAN to deliver not only superior performance, but also fault tolerance to disk failures thereby ensuring that data is no longer susceptible to loss due to individual or multiple drive failure. Accordingly, the SAN provide facilities with the ultimate protection against single drive, multiple drive, or server failures, and the broad interoperability required for critical data and application as well as increased security for each call recording.

Within the SAN, the SCP system utilizes, among other storage, RAID6 technology, which are arranged in such a way that even if one of the hard disk drives fails during the data recovery process, the systems continue to be operational, with no data loss.



In addition, Securus' SAN translates to more than 500 terabytes of storage space and is continuously monitored and managed through intelligent automated processes and storage policies. When these very large storage systems approach a safe threshold of capacity, we expand capacity to ensure all call records and recordings authorized for storage through the agreed upon terms of the contract are retained in secure locations that are resistant to local disasters to the facility.

Scalability to meet any facility's contractually required storage demands, resistant to local disasters, reduced downtimes with maximum availability, partitioned and compressed data to run queries faster, securely protected and audited to enable total recall of data, standby resources that are continually monitored to ensure maximum availability, Securus' Call Data System provides facilities with one of the most advanced systems in the industry that is built to meet any facility's requirements.

Our standard inmate calling system can record and store basic call data with the capability to provide management reports. The length of time the calls are stored is not limited to a minimum or maximum period. Since every site's requirements are different, Securus is happy to discuss the optimal timeframe for data storage with the Facility. All recordings are stored online and on disk. Typically, CDRs are stored for seven years.

In addition to the on-line access to call recordings on our fault tolerant SANs, the recordings are also written to tape and stored off-site at an environmentally controlled media storage facility as a disaster recovery measure.

Recordings can be downloaded from the system in various formats and copied to a CD, DVD or any drive (such as a removable flash drive) available to the user in widely accepted formats for portability and may be e-mailed as well, which will also aid in the transition of recordings to the new contract upon termination.

Response Times

Upon contact from a facility each service request is assigned one of three initial priority levels, each with its own resolution and escalation timelines. Every effort is made to resolve the problem remotely within the designated timeframes and many service requests can be resolved during the initial request. If the service request cannot be resolved remotely, a field service technician is dispatched to the facility to expedite resolution.

The TSC uses an event tracking system that logs, tracks, manages and assures appropriate response to all service requests. The service request generates a trouble ticket with priority level assignment which drives diagnosis and response processes. The support technician performs initial problem diagnosis and isolation procedures, determines the nature of the problem and either resolves the problem or engages the appropriate party for problem resolution. The TSC retains ownership of all service requests and is responsible for the escalation and update functions.

Service Response Times and Escalations

	Service Priority Description	Response Time	Customer Communication Guideline	Escalations
P1	A P1 is our highest service level which is defined as 30% or more of the functionality of the System being adversely affected by the System Event. Examples of P1 service assignments would include items such as no voice prompts, features not operating appropriately, inability to burn CD's, issues with listening to live calls, inability to access S-Gate, all phones down.	2 Hours	<ul style="list-style-type: none"> • Securus Technical Support Center notifies the facility when the service issue is resolved. • If a technician is required, Securus Dispatch or Field Service Technician contacts the customer with an estimated time of arrival. 	<ul style="list-style-type: none"> • If response is delayed, escalation procedures within Securus' Management Team are activated to ensure appropriate resources are allocated to resolve the service request. • Technical Support Manager & Field Service Manager • Technical Support Director & Field Service Director • VP Service & Operations
P2	A P2 assignment is defined as 5% to 29% of the functionality of the System being adversely affected by the System Event. Examples of a P2 service	24 Hours	<ul style="list-style-type: none"> • Securus Technical Support Center notifies the facility when the service issue is resolved. • If a technician is 	<ul style="list-style-type: none"> • If response is delayed, escalation procedures within Securus' Management Team are activated to ensure appropriate resources

	Service Priority Description	Response Time	Customer Communication Guideline	Escalations
	assignments would include items such as work station, specific system ports, LEC circuits, unblocks, block numbers, missing CDRs, call searching.		required, Securus Dispatch or Field Service Technician contacts the customer with an estimated time of arrival.	are allocated to resolve the service request. <ul style="list-style-type: none"> • Technical Support Manager & Field Service Manager • Technical Support Director & Field Service Director • VP Service & Operations
P3	A P3 assignment is defined as less the 5% of the functionality of the System being adversely affected by the System Event. Single and multiple phones related issues. Examples of P3 service assignments would include items such as static on the phone, a party not being able to hear, unable to dial, a broken phone, dial pad not working, cut off switches not working, and inability to generate reports.	72 Hours	<ul style="list-style-type: none"> • Securus Technical Support Center notifies the facility when the service issue is resolved. • If a technician is required, Securus Dispatch or Field Service Technician contacts the customer with an estimated time of arrival. 	<ul style="list-style-type: none"> • If response is delayed, escalation procedures within Securus' Management Team are activated to ensure appropriate resources are allocated to resolve the service request. • Technical Support Manager & Field Service Manager • Technical Support Director & Field Service Director • VP Service & Operations

Escalation Process

Once a Field Service dispatch is determined, by our centralized TSC, the ticket is assigned to our dispatch team who contacts the FST and establishes an estimated time of arrival. The Dispatcher or the FST will immediately call the customer to communicate the time of arrival and ensure customer satisfaction. Upon arrival at the customer location, the FST will meet with the primary contact reviewing the problem and performing the repairs. Upon completion of the repairs, the FST will validate problem resolution, with the primary contact, in order to obtain a sign-off on the repairs performed. Once the Sign-off has been obtained the FST will record the transaction in our problem management system through his/her laptop.

Spare Parts

Securus' field service technicians will maintain a working level of spare parts, consisting of telephone sets, handsets, dials, and replacement circuit boards, on-site or their truck for minor repairs. If a technician does not have the spare part in his/her truck, or at the site, Securus will

drop-ship the item to the site; if it is a critical down situation, Securus can ship counter-to-counter on the same day. These technicians also have immediate access to engineering resources, should there be a need.

Field Service Technicians

Securus employs approximately 150 field service representatives throughout the United States, including two Securus certified technicians that have extensive background knowledge and history of servicing our customers in Arizona. The primary technician for PCSO lives within a 90-mile radius to the facility and can respond to most critical issues within 4 hours.

- Contractor shall provide all necessary equipment, labor, parts, materials and transportation to maintain all inmate telephones in good working order throughout the life of the awarded contract. **NOTE: There will be NO charge made to PCSO-ADC for installation or maintenance of the system.**

✓ COMPLY

Securus will provide all necessary equipment, labor, parts, materials, and transportation to maintain inmate telephones in good working order throughout the life of the contract. Securus will install and maintain the SCP system for PCSO-ADC at no cost to PCSO.

- Contractor shall provide telephone equipment personnel who are fully trained, manufacturer certified, and/or qualified on the equipment and software to be serviced.

✓ COMPLY

Securus' Field Service Technicians are fully trained and certified on the SCP system. Securus' Technical Support and Field Service personnel are some of the most experienced and qualified technicians in the industry. All FSTs are required to have an extensive telecommunication background and are certified to work on all of our product offerings.

Technical Support Training

At Securus, we believe our Associates matter and strive to create a culture that supports the associates as well as meets the needs of the business. While searching for new staff, Securus looks for CCNA, MCSE, MCP, MCDBA, A+, Net+, or other industry standard Telecommunications certifications and experience.

All Technicians hired or transferring into Technical Support are sent through Securus' Level 1 Training led by our in-house training department. To advance through Technical support, additional training is required and provided by our training department and Technical Support's most senior technical support staff.

While based on industry standard hardware and protocols, our unique complex architecture requires we provide instructor-lead courses specific to many of our applications. Much of this

training is delivered by Technical Support's highly skilled senior subject matter experts who are regularly briefed on the latest product advancements directly by our Development Engineers.

As part of our ongoing commitment to our staff's continuing development, we introduced a learning initiative that can be accessed from the staff's desktop computer. Our goal is to support our staff's continuing development through innovative online learning that can be accessed 24 hours a day, 7 days a week. With our online learning program, our staff members have access to a diverse library of content. These courses cover a wide variety of subject matter to meet the various training needs of all our associates from highly technical industry standard topics to our proprietary software application instructions. Securus also funds continuing higher education from public and private universities that award academic degrees or professional certifications.

- Contractor shall provide training to PCSO-ADC staff at the location where equipment is installed. Additional training shall be provided to new staff assigned during the awarded contract period at no cost to PCSO-ADC. Training manuals shall be provided to PCSO-ADC staff at all training programs and will become property of PCSO-ADC.

COMPLY

Securus will provide product training that covers all features in the agreement for PCSO-ADC staff. All training is conducted by experienced employees of Securus through onsite one-on-one and classroom training sessions or online instructor-led classes. Training for product upgrades, new facility staff, or a general refresher is offered through online instructor-led courses available twice a month throughout the year at no cost to PCSO-ADC staff. The training/online help format allows for PCSO-ADC staff to use and retain training manuals at no cost to PCSO-ADC.

Standard training is conducted using both hands-on experience with your data and using instructor demonstrations to ensure you understand concepts. Securus' training programs enable facility staff to use all features the first day of installation. Since products are Web-based, after a 2-3 hour training session most officers find it easy to maneuver through the features immediately.

In addition to standard training, Securus will work with you to customize training to meet your unique needs. We offer separate classes focused on different agency functions such as creative investigations, well-organized live call monitoring, efficient system administration, etc.

Training Course Elements

Securus is committed to providing your staff with training that will maximize the potential of the features you selected. Training courses are in a user-friendly task oriented format to teach your officers what they need to know to do their job. Courses are often separated into modules based on the types of duties officers tend to perform using the unique features of the product.

Securus provides the following standard training elements:

Course Module	Learn About
Getting Started	<ul style="list-style-type: none"> • Logging in • Navigating through the features • Managing your password • Contacting Technical Support for Service Calls
User Administration Activities	<ul style="list-style-type: none"> • Creating and changing user accounts • Defining a user's role and granting access permission • Resetting a user's password • Deactivating / deleting users • Running user management reports
Inmate Administration Activities	<ul style="list-style-type: none"> • Adding and changing inmate phone accounts • Deactivating inmate phone accounts • Setting up the phones to act the way you want • Using administrative reports
Monitoring Activities	<ul style="list-style-type: none"> • Reviewing Call Detail Records (CDRs) • Monitoring live calls • Listening to recorded calls • Using monitoring reports • Saving calls and burning to CD
Investigation Activities	<ul style="list-style-type: none"> • Using CDRs for investigations • Recognizing trends in inmate activity • Using other investigative tools to collect information for evidence • Digging into the details
Super User Activities	<ul style="list-style-type: none"> • Learning time-saving tips and tricks • Discussing actual facility situations and turning evidence into intelligence • Troubleshooting for operational and maintenance staff to minimize unnecessary service calls

Self-Help Elements and Documentation

Securus also provides an online self-help system available at all times from a Help menu in the product. Keyword searching offers immediate access to the information you are seeking or you can follow the table of contents for a full learning experience. Officers can print one topic or the entire help system if a User Manual is preferred. This method of “print what you need when you need it” ensures printed material is updated with the current released product.

Features include the following:

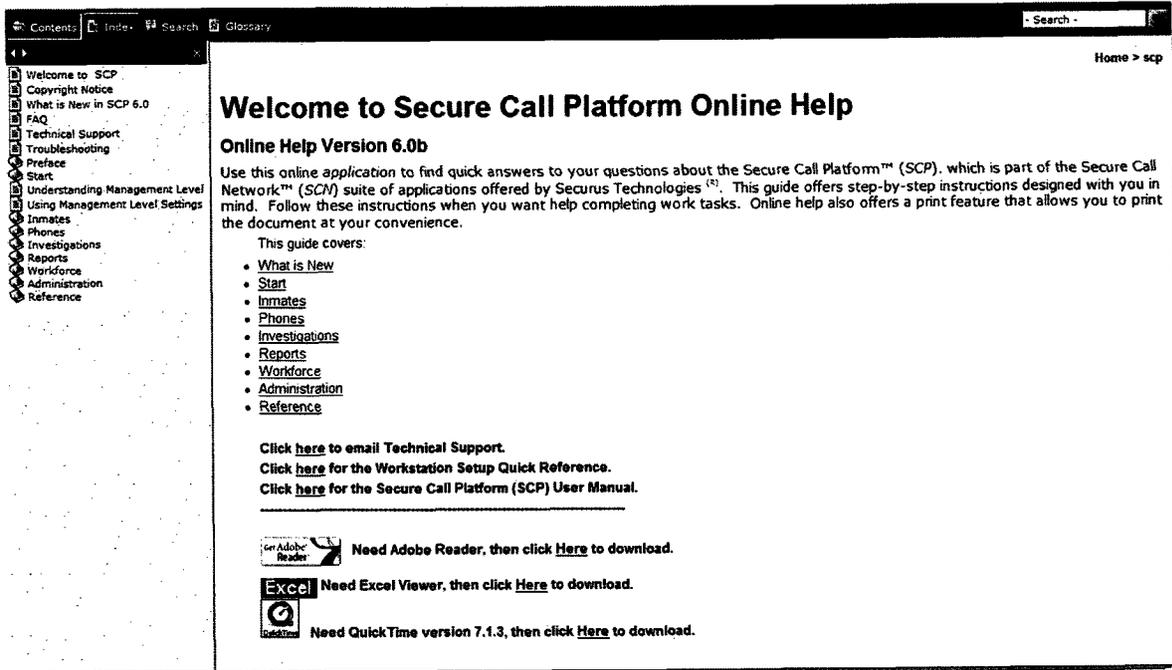
- **Welcome Pages** – Provides high level descriptions of functions and features.
- **How To** – Offers task-based procedures to efficiently use the product. Each topic has a direct link to email Technical Support or Training for further assistance.
- **What's New** – Describes changes in the new release with links to more details.
- **Pop-up Definitions** – Defines Glossary Terms and Index words without having to leave the topic. This assists with quickly assimilating new concepts and technology.
- **Tips and Tricks** – Provides short cuts, helpful hints, and advanced topics.
- **Solutions in the SCP User Interface** – Shares real world examples of how to use SCP user interface to help you setup stings and solve/prevent crime.
- **Troubleshooting** – Assists officers in figuring out unexpected results and what to do to get back on track.
- **Reference** – Provides handy reference material such as international dialing codes and other resources for your convenience.

Features that are in development include:

- **Show Me Tutorials** – Video clips to support officers in learning more complicated tasks.
- **Feedback Mechanism** – ‘Was this Helpful?’ and ‘Did you Find what you’re Looking for?’ surveys for authors to improve content based on what officers want to know.
- **Advanced Management Functions** – Reports that track how often officers access specific items in the help system assist Securus in identifying areas where usability improvements or more focused training might be helpful.

The following figure illustrates a SCP Online Help user interface.

SCP Online Help
Proprietary and Confidential



2.4.b Implementation and Installation: (This section SHALL be completed by all Contractors other than the Incumbent Contractor.)

- Provide an implementation plan with the Contractor's proposal. Once the contract is awarded, the Contractor shall complete the installation within forty-five (45) days of notification to proceed by PCSO-ADC.

COMPLY

Securus will complete the installation within 45 days of notice to proceed by PCSO-ADC. Please refer to Appendix 2 for Securus' preliminary installation plan.

- If the Incumbent Contractor is not awarded the contract, the awarded Contractor shall coordinate with the Incumbent Contractor prior to the effective date of the contract to assure little or no interruption of inmate telephone service. NOTE: The awarded Contractor shall notify PCSO- ADC in writing of any expected or anticipated interruption of inmate phone service during the transition.

 **COMPLY**

Securus will coordinate with the incumbent contractor (PCS/GTL) prior to the effective date of the contract to assure there is no interruption of inmate telephone service. Securus has more than 25 years of experience installing inmate telephone systems, and throughout this time, Securus has extensive experience transitioning PCS/GTL customers to Securus' platforms, including the recent transition performed at the Missouri DOC.

Securus recently transitioned the Missouri DOC (a former PCS/GTL customer). Highlights include:

- Less than three months to complete the installation
- More than 32,000 Missouri state inmates eligible for phone privileges
- Installation of approximately 1,750 phones

As shown in the following reference letter, Securus has experience coordinating transition and installation with GTL, and can do so at PCSO-ADC with minimal disruption to facility activities.

Administrative Offices • (330) 430-3887 • Fax (330) 430-3644

Jail Division • (330) 451-1250 • Fax (330) 451-1339 • www.shariff.co.stark.oh.us
Court Services Division • 115 Central Plaza N., Suite A • Canton, OH 44702 • (330) 451-7425 • Fax (330) 451-7050

Mr. Richard Perk
Securus Technologies
20147 Hilliard Blvd
Rocky River, Ohio 44116

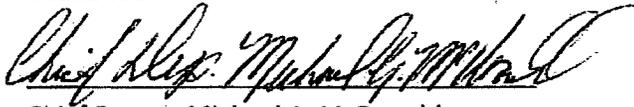
Mr. Perk:

I would like to take this opportunity to thank you and your company for the manner in which your company was able to transition our Jail to a new inmate telephone vendor. In addition I would also like to take this opportunity to say what a pleasure it has been to work with professionals like Mr. Tim Parsons.

We anticipated problems changing our service from GTL to Securus, however because of the professionalism of your installers who did a great job of communicating their needs and giving us an opportunity to schedule this project to meet our needs this process went forward without a hitch.

You should also know that we have had no issues with your company and you folks have performed as you stated.

Thank You



Chief Deputy Michael A. McDonald
Stark County Sheriff's Office

- Installation of all telephones and related equipment shall be accomplished by the Contractor or their sub-contractors during normal business hours or as directed by PCSO-ADC.

✓ **COMPLY**

Securus will install all telephones and related equipment during normal business hours or as directed by PCSO-ADC.

- Contractor shall restore to original condition at the Contractor's expense any damage to property caused by maintenance or installation personnel including but not limited to the walls, ceilings, etc. of PCSO-ADC facilities.

✓ **COMPLY**

Securus will restore to original condition, any damage to property—including but not limited to the walls, ceilings, etc— caused by maintenance or installation personnel.

- Contractor shall clean up and remove any debris resulting from their work. Upon completion of the installation, the premises shall be left in order and ready for immediate use.

✓ **COMPLY**

Securus will clean up and remove any debris resulting from work at the PCSO-SDC. Upon completion of installation, Securus' technicians will leave the premises in order and ready for immediate use.

- Contractor shall describe any changes to existing power and space capacity that would be needed by Contractor's system.

✓ **COMPLY**

The telephone equipment room requires two single dedicated 20-amp 120V electrical outlets.

- Contractor shall describe any improvements, enhancements or equipment/cabling replacements that will be provided.

✓ **COMPLY**

No improvements, enhancements, or equipment/cabling replacements are necessary.

2.4.c Customer Service:

- Contractor shall maintain a 1-800 Customer Service number which shall be answered 24 hours a day, 7 days a week by a live operator.

✓ COMPLY

Securus operates an in-house customer service center 24 hours a day, 7 days a week, 365 days a year (24/7/365) for our corrections customers, such as PCSO, and end-users (called parties). Live operator assistance is available on these toll-free numbers 24/7/365.

Technical Support Center

Securus provides superior customer service capabilities from a State-of-the-Art customer service center at our headquarters in Carrollton, Texas. Securus' Technical Support Center (TSC) is staffed by 50 support technicians to ensure quick problem resolution and quality customer service. The average tenure of our support management is 5 years with our technicians averaging 3 years. Securus has recently celebrated 25 years of operation in the corrections industry and our support staff's experience is second to none.

Securus' TSC serves as a single point of contact for facility staff to request service or make inquiries 24/7/365 and has four convenient methods of contact:

- Telephone: 866-558-2323
- E-Mail: technicalsupport@securustech.net
- Fax: 800-368-3168
- Web portal @ <https://www.securustech.net/facility/Default.asp>

Upon contact from a facility each service request is assigned one of three initial priority levels, each with its own resolution and escalation timelines. Every effort is made to resolve the problem remotely within the designated timeframes and many service requests can be resolved during the initial request. If the service request cannot be resolved remotely, a field service technician is dispatched to the facility to expedite resolution.

The TSC uses an event tracking system that logs, tracks, manages and assures appropriate response to all service requests. The service request generates a trouble ticket with priority level assignment which drives diagnosis and response processes. The support technician performs initial problem diagnosis and isolation procedures, determines the nature of the problem and either resolves the problem or engages the appropriate party for problem resolution. The TSC retains ownership of all service requests and is responsible for the escalation and update functions.

Securus Correctional Billing Services

Securus is unique among its national competitors in offering an in-sourced call center located in the Dallas metropolitan area to provide customer service to friends and family members of inmates. Our call center employs approximately 200 customer service representatives who are trained and managed by Securus management.

Live agent support is available to friends and family members 24/7/365.

Customers can use our toll-free number (1-800-844-6591) to either speak to a live agent, or to take advantage of our easy to use automated system to help them with their needs. For added convenience, we also offer personal account access via our website (www.securustech.net) or via e-mail (customer_service@securustech.net).

Also end-users may now access SCBS' customer service via chat 24/7/365.

Our friendly and knowledgeable agents can help customers with:

- Setting up and funding accounts
- Making payment arrangements
- Obtaining information on credit limits
- Resolving complaints
- Blocking and unblocking numbers
- Reviewing call durations and history
- Learning about Western Union options
- Receiving information on new services
- Confirming originating facility
- Reviewing account balances
- Answering questions and helping customers with refund requests
- Managing account notifications

We diligently survey our customers and measure satisfaction ratings so that we can find ways to improve our service levels. Our customer satisfaction scores for our call center are 20 percent higher than the industry standard.

Our customer service agents are highly trained on inmate telephone system issues and in satisfying the specific needs of called parties. We offer both English speaking and Spanish speaking agents.

- Contractor shall maintain a 1-800 number for Pinal County and the public for inquiries about billing issues, call blocks, etc.

✓ **COMPLY**

Pinal County can contact Securus' TSC to request service or make inquiries 24/7/365 and has four convenient methods of contact:

- Telephone: 866-558-2323
- E-Mail: technicalsupport@securustech.net
- Fax: 800-368-3168

- Web portal @ <https://www.securustech.net/facility/Default.asp>

The public can use our toll-free number (1-800-844-6591) to either speak to a live agent, or to take advantage of our easy to use automated system to help them with their needs. For added convenience, we also offer personal account access via our website (www.securustech.net) or via e-mail (customer_service@securustech.net).

Also end-users may now access SCBS' customer service via chat 24/7/365.

- Contractor shall provide a single point of contact for handling inmate and public complaints and inquiries.

COMPLY

Darrin Hays will serve as Pinal County's single point of contact for handling inmate and public complaints and inquiries. Mr. Hays has 10 years of experience responding to inmate and public complaints and inquiries.

Mr. Hays received a Bachelor of Science in Justice at Arizona State University and a Master's of Arts in Organizational Management from the University of Phoenix.

He has eight years of experience working as a Correctional Administrator III for the Arizona Department of Corrections and served as a Deputy Warden Advisor in Iraq under the Department of Defense contractor SAIC.

Coming from Corrections, Mr. Hays better understands the unique challenges facing prison and jail administrators in this age of budget constraints and workforce reductions.

Securus will provide an onsite administrator for PCSO-ADC, with the current administrator given first right of refusal, if PCSO wishes.

- Contractor shall provide a single point of contact for handling financial, commission or billing inquiries.

COMPLY

Darrin Hays will serve as Pinal County's single point of contact for financial, commission, or billing inquiries.

- Informational pamphlets shall be available for inmates relative to the applicable features and functions of the inmate telephone system upon installation and request by PCSO-ADC.

COMPLY

Securus has a number of useful tools to communicate applicable features and functions of the inmate phone system for inmates. Primarily, Securus can add call prompts that notify both inmates

and friends and family about the availability of certain products and services. This ensures all inmates and end users are aware of these features.

Additionally, Securus supplies professional grade, high gloss inmate flyers and friends and family posters that communicate the calling products, how they work, and how to connect to Securus. Upon installation and request by PCSO-ADC, Securus will supply these materials including an initial stock of friends and family tri-fold brochures that talk about using our accounts, contacting Securus, and terms conditions. We supply these brochures to the facility at no cost, including a brochure stand. Each piece includes Securus' customer service number and website so that friends and family may easily communicate with our self-help or agents 24/7/365. Upon request, Securus can provide DVD instructions on how to use certain features such as debit or PINS. These DVDs are done with our in house graphic design department.

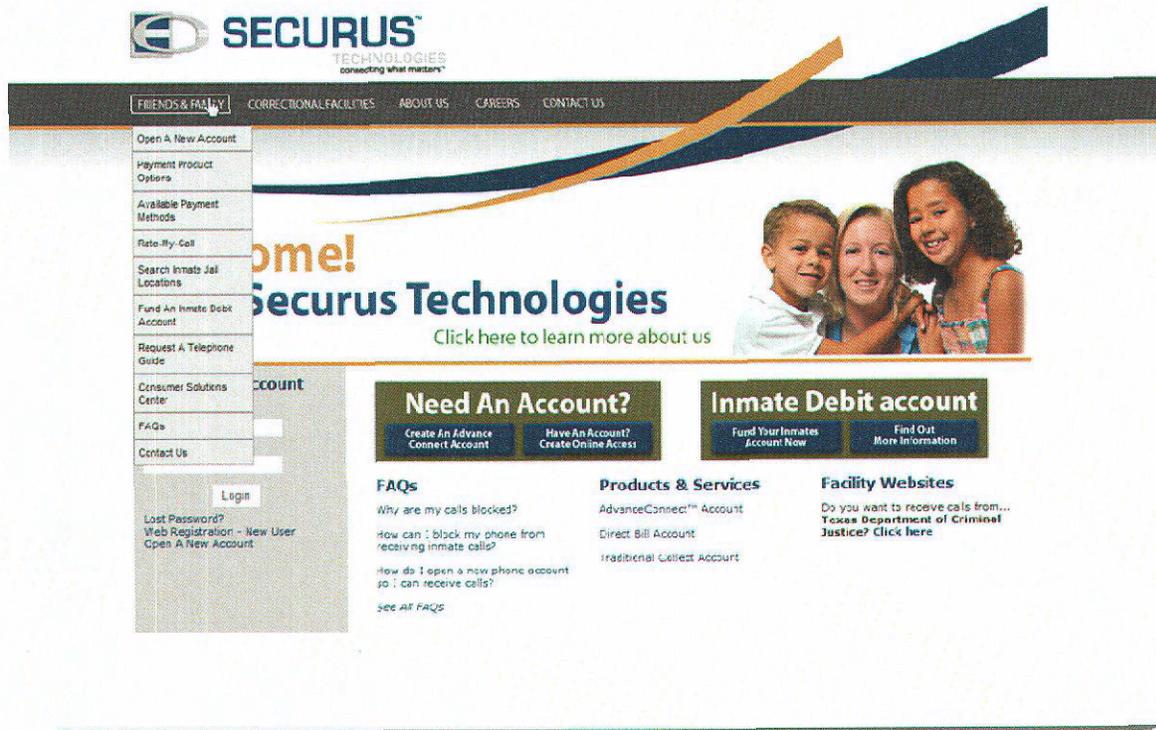
- Informational website shall be available for public access.

 **COMPLY**

The general public can access Securus' Website at www.securustech.net for information. In addition to viewing information about Securus, the public can access the following:

- Open a new account
- Review details about payment product options
- Review details about available payment methods
- Find out the price of a call (Rate-My-Call)
- Search inmate jail locations
- Fund an Inmate Debit account
- Request a telephone guide to be delivered by email, Postal mail, or file download
- Access our Consumer Solutions Center if they suspect fraudulent activity, need to inquire about charges, or feel a call was disconnected prematurely
- Access frequently asked questions (FAQs)
- Contact us
- Review tariffs
- Review rate information
- View Securus' privacy policy

Securus' Informational Home Page



2.4.d Inspection Audit and Maintenance of Reports:

- Contractor shall maintain books, records, and documents in accordance with generally accepted accounting practices that sufficiently and properly reflect all gross revenues generated.

 **COMPLY**

Serving approximately 2,200 correctional facilities in 44 states and more than 850,000 inmates, Securus **must** have the best internal controls and processes in the industry. Securus maintains books, records, and documents in accordance with generally accepted accounting practices that properly reflect all gross revenues generated.

Securus, unlike any other provider in the industry, can also claim the distinction of being SAS-70 Type II certified as well. In 2009, Securus successfully completed an American Institute of Certified Public Accountants Statement on Auditing Standards No. 70 (SAS 70) certification. A SAS 70 certification indicates that an independent accounting and auditing firm completed a comprehensive and in-depth evaluation and testing of Securus' internal controls and related activities. This certification confirms that the company has effective controls and safeguards in place to manage information and data belonging to its customers. Because inmate

telecommunications providers, like Securus, need to install and operate highly sophisticated call management platforms and related services to meet the security and public safety needs of correctional facilities, we need to be able to accurately process, manage, and control millions of call records and call recordings for security and investigative purposes. A SAS 70 Type II report reinforces to correctional facilities and their auditors that Securus has the necessary controls in place to manage this critical information.

Also, Securus is proud to be the only inmate telecommunications provider in the U.S. that is Sarbanes-Oxley Section 404 compliant. Becoming Sarbanes-Oxley compliant in 2009 meant that an independent accounting and auditing firm completed a comprehensive and in-depth evaluation and testing of Securus' internal controls over financial reporting. The unqualified audit opinion, or compliance, confirms that the company has effective controls and safeguards in place to manage its financial information. Unlike our competitors that do not provide transparency or vigor in their financial reporting, our accomplishment reinforces that our financial statements provide the necessary depth and accuracy required for investors, rating agencies and our correctional facilities customers.

- PCSO-ADC or their representatives shall have reasonable access, for the purpose of examination, to any books, documents, papers, and records of the Contractor as they may relate to the awarded contract.

 **COMPLY**

- MAINTENANCE DIAGNOSTICS:
 1. The system software shall be designed to interrogate the system to perform continuous self-test diagnostics with PCSO-ADC personnel intervention.

 **COMPLY**

Securus' SCP is continuously monitored and performs self-test diagnostics without the need for intervention by PCSO-ADC. The Securus Network Operations Center (NOC) is located within our corporate headquarters in Dallas, Texas. The center is staffed 24 hours a day, 7 days a week, 365 days a year. The center is staffed with highly skilled Administrators trained to monitor, diagnose and resolve any potential system or network abnormality, or escalate the issue to appropriate Information Technology (IT) support personal.

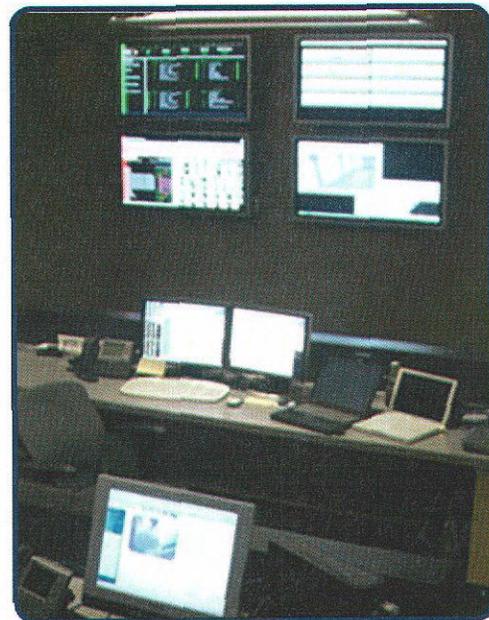
Premium Network Monitoring Capabilities

Securus proactively identifies potential system and network abnormalities through a centralized diagnostic application, Orion by Solar Winds. This network management software allows Securus personnel to continuously monitor all hardware, software and system metrics.

Through our network monitoring practices, we are able to:

- **Enable proactive repairs to a system before it goes down.** Many times corrections are made before a system shows signs of an issue and before the facility is aware of a problem. This means less down time and increased system reliability for the facility.
- **Alert remote or on-site engineers of any system threshold inconsistencies or alarms.** If detected:
 - Alerts are sent to the NOC to track the event.
 - The NOC communicates with engineers through email, SMS (short message service), or directly through a wireless phone to address the issue.
- **Receive real time alerts when the system detects an error.**
 - **Identifies that the Network Elements health threshold has been exceeded or if any other potential system issue has been discovered.** Additionally, volume thresholds are established for each transport carrier on core node equipment at each data center, alerting Securus personnel of possible carrier network issues.
- **Monitor call traffic patterns, bandwidth detail, and network life cycle management to ensure sufficient resources are in place.** A separate Capacity engineering team reviews call traffic volume reports and storage requirements throughout all systems.
- **Centrally monitor all calling traffic and reporting to determine if increase or decreases in the number of telephones are needed.** Upon agreement by the customer, the service and operations team will install any additional telephones required.

NOC Monitoring Center



NOC Administrators monitor, diagnose and resolve any system or network abnormalities in the Securus Network Operations Center.

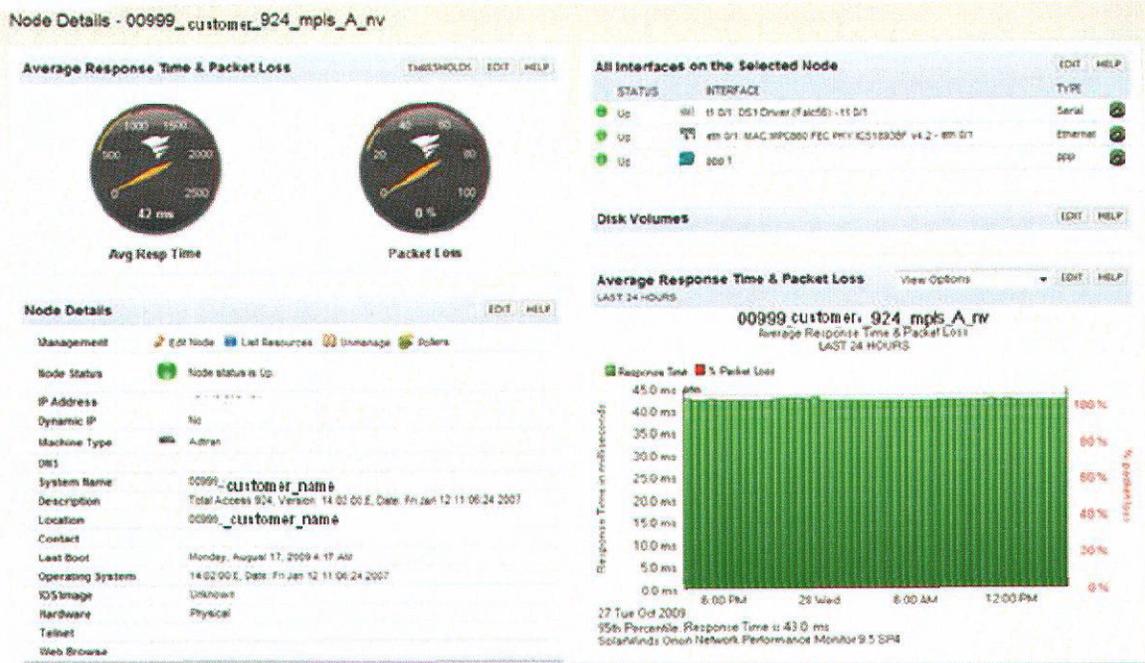
- When the system detects a problem, a visual notification shall immediately be relayed to support personnel in the Contractor's maintenance center.

COMPLY

The monitoring system will provide the NOC with visual notification immediately when it detects a problem. Orion allows Securus personnel to continuously monitor all hardware, software and system metrics. The following images are a few examples of the NOC monitoring views.

NOC-Monitoring View

Proprietary and Confidential



Additional NOC-Monitoring View

Proprietary and Confidential

Interface Details - 00999_customer_924_mpls_A_nv-t1 0/1; DS1 Driver (Falc56) - t1 0/1

Percent Utilization - Radial Gauges THRESHOLDS EDIT HELP



REC % Utilization XMIT % Utilization

Interface Details EDIT HELP

Management Edit Interface Unmanage Poles

Status Up

Name t1 0/1; DS1 Driver (Falc56) - t1 0/1

Alias

Index 1

Interface Type Serial

MAC Address 0000.0000.0000

Administrative Status Up

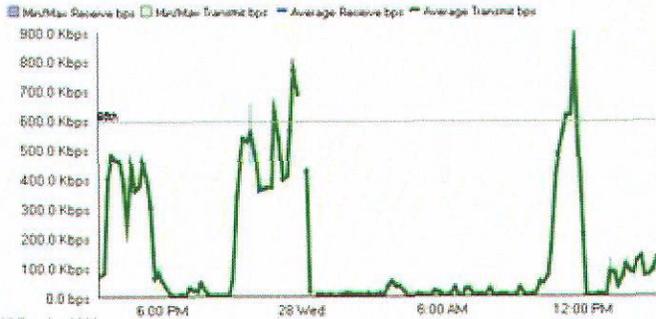
Operational Status Up

Last Status Change 9/30/2009 10:53 AM

	Receive	Transmit
Interface Bandwidth	1.54 Mbps	1.54 Mbps
Current Traffic	129.07 Kbps	128.45 Kbps
Percent Utilization	8 %	8 %
Packets per Second	0.0 pps	0.0 pps
Average Packet Size	0 bytes	0 bytes

Min/Max/Average bps In/Out View Options EDIT HELP

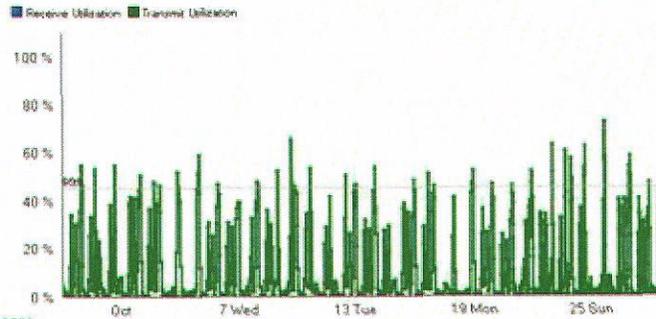
LAST 24 HOURS
00999_customer_924_mpls_A_nv-t1 0/1; DS1 Driver (Falc56) - t1 0/1
Min/Max/Average bps of Recv 1.54 Mbps Xmit 1.54 Mbps
LAST 24 HOURS



27 Tue Oct 2009
95th Percentile: Average Receive bps is 592.6052 Kbps, Average Transmit bps is 590.8128 Kbps
SolarWinds Orion Network Performance Monitor 9.5 SP4

Percent Utilization - Line Chart View Options EDIT HELP

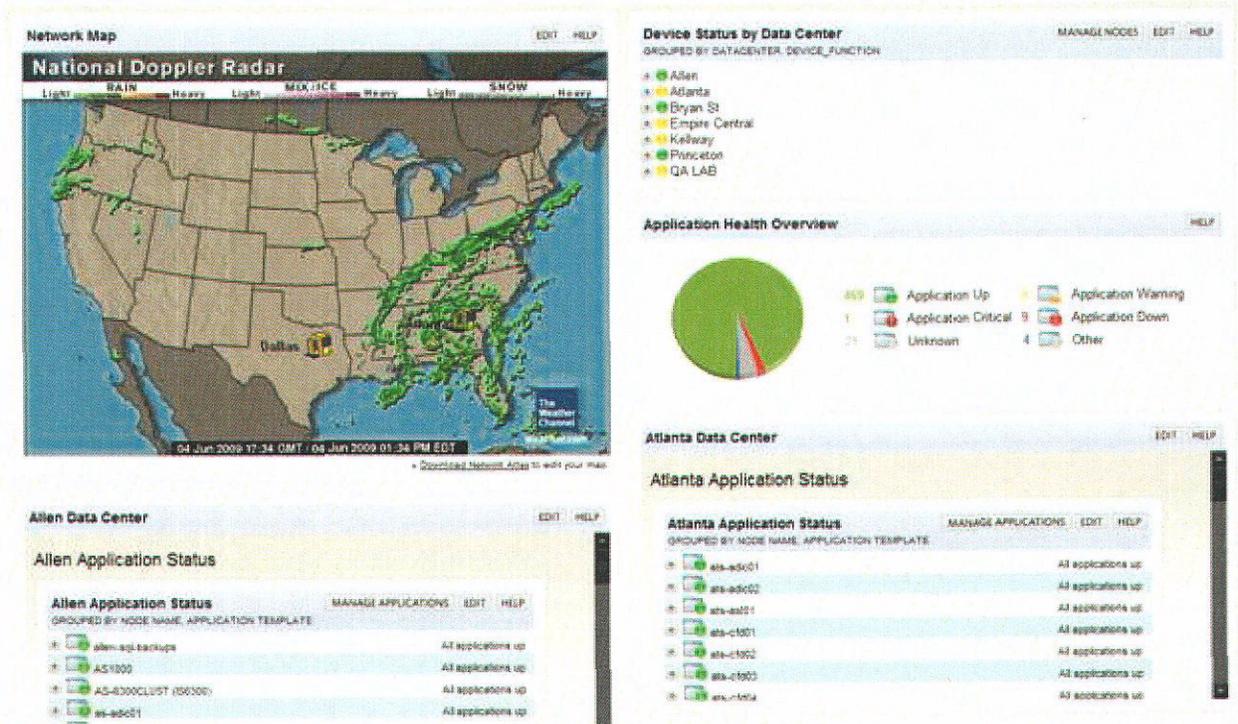
LAST 30 DAYS
00999_customer_name_mpls_A_nv-t1 0/1; DS1 Driver (Falc56) - t1 0/1
Percent Utilization of Recv 1.54 Mbps Xmit 1.54 Mbps
LAST 30 DAYS



2009
95th Percentile: Receive Utilization is 45.1906 %, Transmit Utilization is 45.1282 %
SolarWinds Orion Network Performance Monitor 9.5 SP4

Final NOC-Monitoring View

Proprietary and Confidential



3. Contractor shall include in the submitted proposal, clear and concise information describing the operation of the diagnostic system.

✓ COMPLY

Highly skilled Administrators work in Securus' NOC and are trained to monitor, diagnose, and resolve any potential system or network abnormality or escalate the issue to appropriate IT support personnel. Securus personnel continuously monitor all hardware, software and system metrics.

Through our network monitoring practices, we:

- **Enable proactive repairs to a system before it goes down.** Many times corrections are made before a system shows signs of an issue and before the facility is aware of a problem. This means less down time and increased system reliability for the facility.
- **Alert remote or on-site engineers of any system threshold inconsistencies or alarms.** If detected:
 - Alerts are sent to the NOC to track the event.

- The NOC communicates with engineers through email, SMS (short message service), or directly through a wireless phone to address the issue.
- **Receive real time alerts when the system detects an error.**
 - **Identifies that the Network Elements health threshold has been exceeded or if any other potential system issue has been discovered.** Additionally, volume thresholds are established for each transport carrier on core node equipment at each data center, alerting Securus personnel of possible carrier network issues.
- **Monitor call traffic patterns, bandwidth detail, and network life cycle management to ensure sufficient resources are in place.** A separate Capacity engineering team reviews call traffic volume reports and storage requirements throughout all systems.
- **Centrally monitor all calling traffic and reporting to determine if increase or decreases in the number of telephones are needed.** Upon agreement by the customer, the service and operations team will install any additional telephones required.

Infrastructure Inspections

System Administrators make scheduled inspections of all systems and routinely perform preventative maintenance and software enhancements. These activities are controlled by a production change control steering group. Additionally, change control practices have been reviewed and are compliant with Sarbanes Oxley.

4. Contractor shall perform remote software diagnostics on the inmate telephone system within four (04) hours of notification.

COMPLY

Securus exceeds this requirement by continuously monitoring the system and checking for optimum performance. In the event that PCSO-ADC contacts our TSC for a service request, the TSC works to resolve the problem remotely within the designated timeframes.

In addition to the service provided through the remote software monitoring and diagnostics, Securus will provide a dedicated onsite associate who will also provide support.

5. Contractor shall describe the expandability of the system and a brief history of the frequency of software updates. All software updates are to be provided to PCSO-ADC at no additional charge.

✓ **COMPLY**

Securus' SCP is designed in such a way that additional features and capacity are easy to add.

Software Updates

Securus' history of system upgrades proves, beyond a shadow of a doubt, that Securus is committed to keeping our customers at the cutting edge of technology, as well as increasing their abilities to fight fraud and investigate crimes. Securus averages approximately four upgrades per year—that's one each quarter.



More Features and Frequent Technology Upgrades

Securus has more than 500 distinct and active SCP features, and we add 50 new features on average each year. These features come standard with SCP and are at no cost to PCSO-ADC. Because SCP uses a centralized architecture, features are available to you as soon as they are ready. Our research tells us other providers have fewer features, and their infrastructure prohibits them from automating feature upgrades. That means you have to wait—sometimes years—to receive newer technology and the benefits that come with them.

2.4.e Financial Proposal:

- Vendor shall describe their entire financial proposal. PCSO-ADC's intent is to obtain the best combination of contract rights incentives, commission, and call rates that will benefit PCSO-ADC, inmates/detainees and their families.

COMPLY

The Securus financial package for Pinal County balances the revenue, safety, and technology needs of the county with the services and costs to the inmates and their friends and family that make up your community. No vendor can match our call products and provider relationships to connect more calls and decrease complaints from both your constituents and the inmate population.

Our proposal will provide Pinal County with:

- An enhanced commission structure that includes all proposed technology at no cost to the County
- Call rates that are simple to understand and affordable for the community



Securus is offering Pinal County
70% gross commission
 on collect and prepaid/debit calls

Securus is proud to be a trusted, proven, long term inmate telephone service organization that provides more than just a monthly commission check. We understand the value of security, investigative, and fraud prevention features that our corrections customers require to safely manage their facilities. With that in mind, Securus is also offering the following state-of-the-art features with our proposed partnership with PCSO:

- A Lobby Kiosk with low end-user fees—providing increased staff efficiency and a new revenue stream
- A Booking Kiosk with low end-user fees—providing increased staff efficiency and a new revenue stream
- Local support from Account Manager Darrin Hays, who lives 30 minutes away, and the current Onsite Administrator
- Industry-leading, patented three-way call detection with greater-than 90% accuracy—protect the community, reduce fraud and curtail revenue arbitrage
- Information-sharing capabilities with the Arizona Department of Corrections (DOC)—with approval from the DOC, PCSO will have seamless access to call data through the SCP user interface to further enhance investigative capabilities

- Remote Call Forwarding Detection—prevent fraud and increase investigative opportunities
- Quarterly software updates—stay at the forefront of technology with automatic updates
- Commissary Order by Phone—increase revenue and improve staff efficiency (see Appendix 1 for additional information)
- Audio Inmate Phone Orientation in English and Spanish
- Integration with Spillman JMS and Swanson commissary—integration allows automated PIN generation, increasing security and investigative advantages
- Trust Account, which Pinal County will own and implement when desired
- Lower call rates to ease the financial burden of friends and family members, and the inmates—increase the Sheriff’s Office approval rating among the constituency

Securus can also provide the following optional, commission enhancing features to PCSO:

- Instant Pay™—complete more calls, including those to cell phones, and reduce inmate complaints
- Automated Information Services – Automating responses to repetitive requests from the community and inmates to free up officer time for more important tasks (see Appendix 1 for additional information)

Call Rates

Enjoy the simplicity of one flat rate for all calls within the state.

Collect, Pre-Paid Collect, and Debit Calls			
Tariff Type	Connect Fee	Per Minute	Average 20-Minute Call
Local	\$2.50	N/A	\$2.50
LD intra-Lata	\$2.50	\$0.10	\$4.50
LD inter-Lata	\$2.50	\$0.25	\$7.50
LD inter-State	\$2.50	\$0.75	\$17.50
International	N/A	\$1.20	\$24.00

Additional Rates

Securus’ proposed rates do not include federal, state, and/or local taxes or regulatory fees. Securus may charge some of the following fees:

- Federal Regulatory Recovery Fee – The Federal Regulatory Recovery Fee helps recover costs associated with the provision of state-to-state and international long distance services including the administration of the federal universal service fund (USF), other

federal regulatory fees, proceedings and compliance items. The Federal Regulatory Recovery Fee of \$3.49 applies each month in which an end-user accepts state-to-state and/or international calls.

- **Bill Statement Fee** - A bill statement fee of up to \$3.49 may be applied to an end user's local exchange carrier bill in each month in which collect calls from confinement facilities are billed, regardless of the number of calls accepted. The bill statement fee is a monthly charge to recover some of the company's expenses associated with calls from confinement facilities served by the company and that are billed through local exchange carriers. No fee will be assessed in any month if no collect calls are accepted. This fee will not be assessed on end users that prepay for their services or those that are directly billed by the company.
- **Credit Card & "Check by Phone" Processing Fee** - Customers remitting payment by either a Credit Card or Check by Phone will be charged a fee of up to \$6.95. Customers are advised they may also remit a check or money order payment via the U.S. Postal Service, or using the on-line bill payment service of their bank, in order to avoid this fee.
- **Return Check Charge** - A return check charge of up to \$25.00 may be assessed for checks returned for insufficient funds.

- Explain in detail how your company will pay commissions including to but not limited to the definition of terms. Commissions shall be paid monthly and be accompanied by a commission report which shall include the following information:
 - i. Date of report and time period covered
 - ii. Total billed revenue by telephone and type of call
 - iii. A statement of accuracy signed by an authorized representative of the provider.

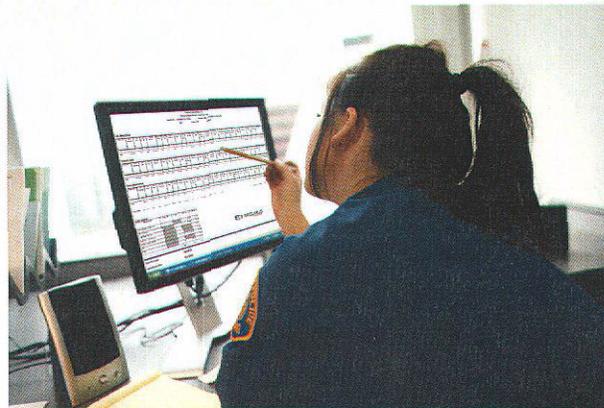
✓ COMPLY

Securus will provide commission payments and summary reports to PCSO. Securus will pay commissions to PCSO based on gross revenue. Gross revenue includes all gross billed revenues directly relating to completed collect calls generated by and through the Inmate Telecommunications System. Regulatory required and other items such as federal, state and local charges, taxes and fees, including transaction funding fees, transaction fees, credits, billing recovery fees, charges billed by non-LEC third parties, and promotional programs are excluded from revenue to the provider.

Securus will send Pinal County a comprehensive usage and revenue report that will include the required data and a statement of accuracy signed by an authorized representative of Securus.

Commission Reports

A sample Commission Report is in Appendix 3 for your review.



In addition, PCSO will have access to Securus' exclusive, one-of-a-kind Facility Portal to review revenue and commission data. The Facility Portal now allows all facility customers to gain access to their commission reports, preliminary revenue reports, investigative tools, trouble ticket system, and a wide variety of other time-savings and revenue generating features and services. These new tools provide unmatched visibility into financial and operational performance while automating administrative tasks.

No other inmate telephone services provider offers the breadth and versatility in one package provided by Securus' Facility Portal, which complements our SCP in the information it provides and the functionality it offers.

Facility Portal

The Reports section of the Facility Portal allows Correctional facilities to download calling activity and revenue reports.

The following reports are available for viewing or download:

- **Calling Activity Report** - This report provides details on the number and type of calls made from a telephone number at the facility(s).
- **Call Type Summary Report** - This report provides details on the number and type of calls made from a specific telephone number at the facility(s). Calls will be broken down by local, intraLATA, interLATA and interstate.
- **Daily Call Volume Snapshot** - This report shows a daily snapshot of calls and minutes compared to the daily average
- **Monthly Call Frequency Chart** - This chart details the most frequently called numbers from the facility.
- **Preliminary Monthly Revenue Report** - This report details all calls, minutes and revenue for a specific date range.
- **Preliminary Daily Revenue Report** - This report details all calls, minutes and revenue for a specific date.
- **Investigation Tool** - This tool allows for tracking of a specific dialed number from any of the approximately 2,200 facilities serviced by Securus.

Reports Screenshot
Proprietary and Confidential

The screenshot shows the Secururus Facility Portal interface. At the top is the Secururus Technologies logo with the tagline "connecting what matters". Below the logo is a navigation bar with links for "FRIENDS & FAMILY", "CORRECTIONAL FACILITIES", "ABOUT US", "CAREERS", and "CONTACT US". The main heading is "Facility Portal". A search box labeled "Facility Name" is present. On the left is a vertical menu with the following items: Dashboard, Portal Manager, Commissions Reports, General Reports, Calling Activity Report, Call Type Summary Report, Daily Call Volume Chart, Monthly Call Frequency Chart, Preliminary Monthly Revenue Report, Preliminary Daily Revenue Report, Investigation Tool, Order Materials, Downloads & User Guide, Service Center, Help, Secure Call Platform, and Log-Out. The "General Reports" section is expanded, showing a list of reports with their descriptions:

- General Reports**
 Given the financial nature of the Facility Portal, these reports include only billable calling activity and are not intended to be reconciled against the calling platform CDR's. Secururus' calling platform reports on both billable and non-billable calling activity.
- Calling Activity Report**
 This report provides details on the number and type of calls made from a telephone number at your facility(s).
- Call Type Summary Report**
 This report provides details on the number and type of calls made from a specific telephone number at your facility(s). Calls will be broken down by local, intrastate, interstate and interstate.
- Daily Call Volume Chart**
 This report shows a daily snapshot of calls and minutes compared to your daily average.
- Monthly Call Frequency Chart**
 This chart details the most frequently called numbers from your facility.
- Preliminary Monthly Revenue Report**
 This report details all calls, minutes and revenue for a specific date range.
- Preliminary Daily Revenue Report**
 This report details all calls, minutes and Revenue for a specific date.
- Investigation Tool**
 This tool allows for tracking of a specific dialed number from any of the more than 2,400 facilities serviced by Secururus.

Calling Activity Report

Correctional Facilities can select a date range or a revenue period to get revenue and call details for a specific site. Staff can also tailor this report by ANI (Automatic Number Identification) or BTN (Billing Telephone Number).

Calling Activity

Proprietary and Confidential

The screenshot displays the SecurUS Facility Portal. At the top, the SecurUS Technologies logo is visible with the tagline "connecting what matters". A navigation bar includes links for "FRIENDS & FAMILY", "CORRECTIONAL FACILITIES", "ABOUT US", "CAREERS", and "CONTACT US". The main heading is "Facility Portal".

On the left side, there is a sidebar menu with the following items: Facility Name, Dashboard, Portal Manager, Commissions Reports, General Reports (including Calling Activity Report, Cell Type Summary Report, Daily Call Volume Chart, Monthly Call Frequency Chart, Preliminary Monthly Revenue Report, and Preliminary Daily Revenue Report), Investigation Tool, Order Materials, Downloads & User Guide, Service Center, Help, Secure Call Platform, and Log-Out.

The main content area is titled "Calling Activity Report". A note states: "This report can take several minutes to process due to the large amount of records being searched." Below this is a "SELECT REVENUE PERIOD" section with a "By Date Range:" field showing a calendar icon and a "to" field with another calendar icon, followed by "(Max 30 days)". An "or Specific Revenue Period:" dropdown menu is set to "Sep 2011".

The "SITE DETAILS" section includes a "Site:" dropdown menu set to "All Sites", an "Originating No. (ANI):" dropdown menu set to "All ANIs", and a "Called Party (BTN):" section with a radio button selected for "All BTNs" and an empty text input field. A "Run Report" button is located at the bottom of the form.

Call Type Summary Report

Select the revenue period and site to get your report. The following is a sample of the Call Type Summary Report.

Call Type Summary Report

Proprietary and Confidential

Orig Ari	Contr	Port	Total		Local		Intralata		Interlata		Interstate	
			Calls	Mins	Calls	Mins	Calls	Mins	Calls	Mins	Calls	Mins
99	1		2	21	0	0	0	0	2	21	0	0
99	2		17	183	11	127	4	28	0	0	2	28
99	3		1	15	1	15	0	0	0	0	0	0
99	4		12	77	1	3	11	74	0	0	0	0
99	5		62	541	38	262	24	279	0	0	0	0
99	6		1	15	1	15	0	0	0	0	0	0
99	7		40	368	25	220	6	41	6	82	3	23
99	1		27	196	15	118	11	63	0	0	1	15
99	2		65	715	62	695	3	20	0	0	0	0
99	3		23	266	11	114	12	152	0	0	0	0
99	4		5	54	1	2	3	37	1	15	0	0
99	5		35	427	17	172	0	0	0	0	18	255
99	6		24	302	21	257	1	15	0	0	2	30
99	7		16	240	0	0	16	240	0	0	0	0
99	8		24	337	24	337	0	0	0	0	0	0
99	9		20	295	8	115	12	180	0	0	0	0
Total:			374	4,050	236	0	103	1,129	9	118	26	351

Daily Call Volume Snapshot

This report will automatically show the results for today's date. To see another date, enter the date and select submit.

Daily Call Volume Report *Proprietary and Confidential*

SECURUS
TECHNOLOGIES
connecting what matters™

FRIENDS & FAMILY | CORRECTIONAL FACILITIES | ABOUT US | CAREERS | CONTACT US

Facility Portal

Facility Name:

Dashboard
Portal Manager
Commissions Reports
General Reports
 Calling Activity Report
 Call Type Summary Report
 Daily Call Volume Chart
 Monthly Call Frequency Chart
 Preliminary Monthly Revenue Report
 Preliminary Daily Revenue Report
Investigation Tool
Order Materials
Downloads & User Guide
Service Center
Help
Secure Call Platform
Log-Out

Daily Call Volume Snapshot

Date: 9/5/2011

CALLS	
9/5/2011	4014
Average	4861

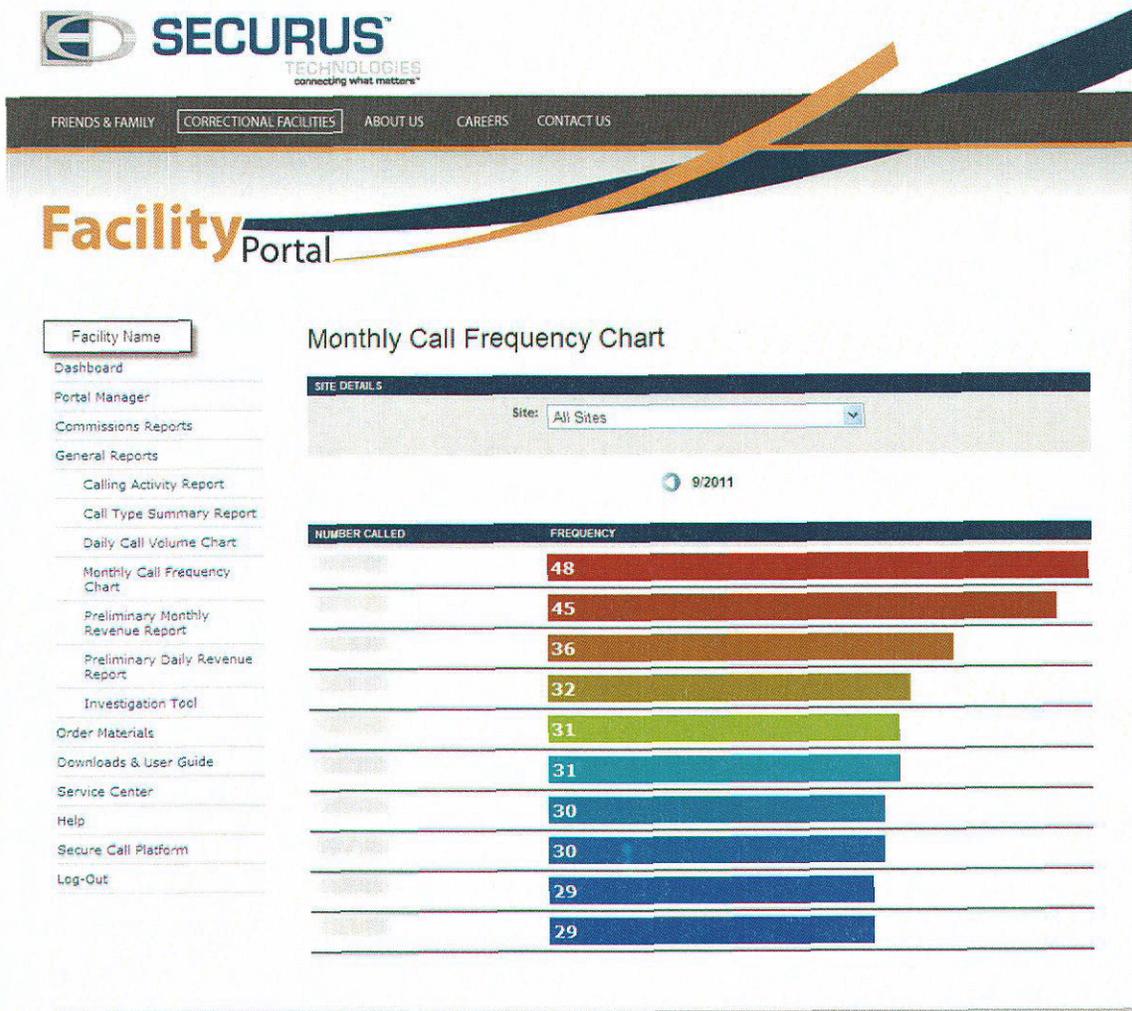
MINUTES	
9/5/2011	51581
Average	49953

Monthly Call Frequency Chart

Correctional facilities can review this report for all site or a specific sit by revenue period. To look at other revenue periods, just click the arrows located under the date field.

Following is a sample monthly call frequency report.

Monthly Call Frequency Report *Proprietary and Confidential*



Preliminary Monthly Revenue Report

The preliminary monthly revenue report shows the current revenue period in progress, however you can select a date range to see your revenue for any period.

Sample Monthly Revenue Report *Proprietary and Confidential*

SECURUS TECHNOLOGIES
connecting what matters™

FRIENDS & FAMILY | CORRECTIONAL FACILITIES | ABOUT US | CAREERS | CONTACT US

Facility Portal

Facility Name:

Dashboard
Portal Manager
Commissions Reports
General Reports
 Calling Activity Report
 Call Type Summary Report
 Daily Call Volume Chart
 Monthly Call Frequency Chart
 Preliminary Monthly Revenue Report
 Preliminary Daily Revenue Report
 Investigation Tool
Order Materials
Downloads & User Guide
Service Center
Help
Secure Call Platform
Log-Out

Preliminary Monthly Revenue Report

Call revenue is defined as gross billed revenue relating to completed call and excludes items such as taxes, regulatory fees and other fees. The amounts reported herein may be different than those included in commissionable revenues because of contractual adjustments.

From: 9/5/2011 To: 9/6/2011 Submit

MONTH	TOTAL CALLS	TOTAL MIN	REVENUE
9/11	4,018	51,608	\$22,433.71
TOTALS	4,018	51,608	\$22,433.71

Preliminary Daily Revenue Report

Correctional facilities can select specific days or number of days to see a summary of calls, minutes and revenue.

Sample Preliminary Daily Revenue Report

Proprietary and Confidential

SECURUS TECHNOLOGIES
connecting what matters™

FRIENDS & FAMILY | CORRECTIONAL FACILITIES | ABOUT US | CAREERS | CONTACT US

Facility Portal

Facility Name:

Dashboard
Portal Manager
Commissions Reports
General Reports
Calling Activity Report
Call Type Summary Report
Daily Call Volume Chart
Monthly Call Frequency Chart
Preliminary Monthly Revenue Report
Preliminary Daily Revenue Report
Investigation Tool
Order Materials
Downloads & User Guide
Service Center
Help
Secure Call Platform
Log-Out

Preliminary Daily Revenue Report

Call revenue is defined as gross billed revenue relating to completed call and excludes items such as taxes, regulatory fees and other fees. The amounts reported herein may be different than those included in commissionable revenues because of contractual adjustments.

From: 9/5/2011 To: 9/6/2011 Submit

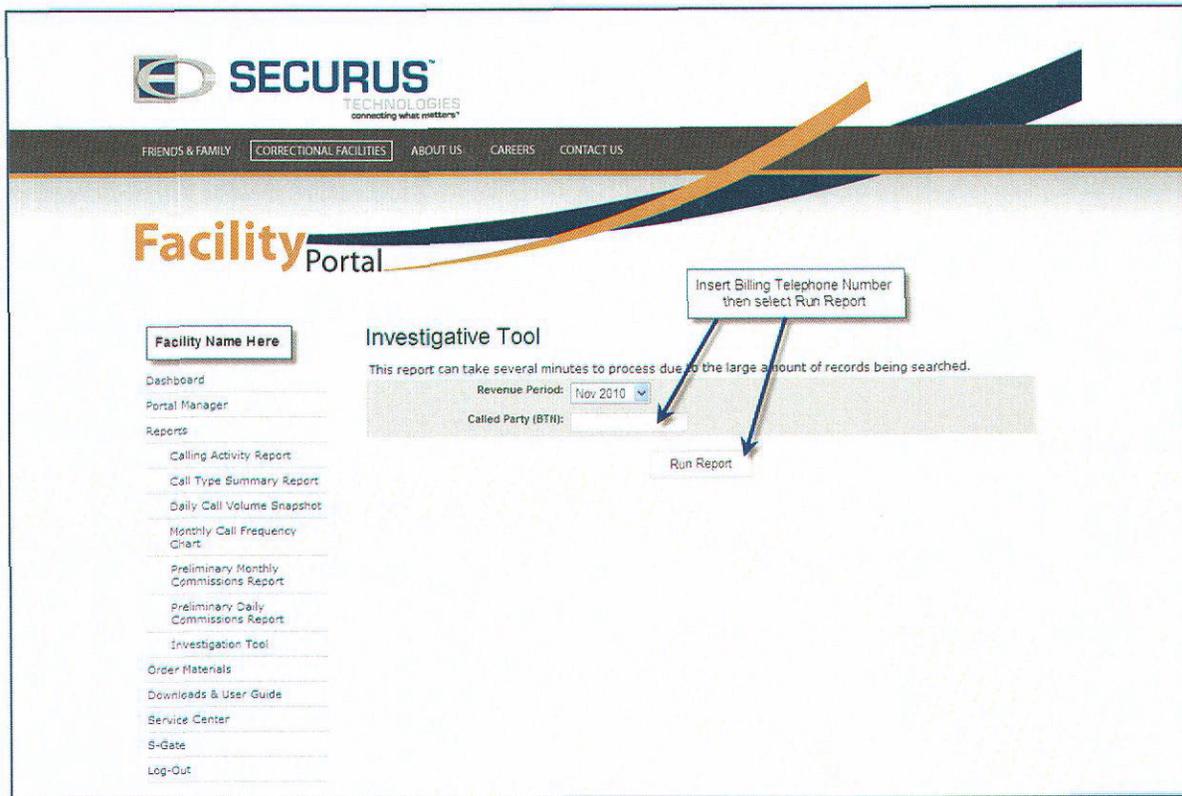
DATE	CALLS	MINS	REVENUE
09/05/2011	4,014	51,581	\$22,415.28
09/06/2011	4	27	\$18.43
TOTAL	4,018	51,608	\$22,433.71

Investigative Tool

Correctional staff enters the revenue period and billing telephone number.

Investigative Report

Proprietary and Confidential



- Contractor shall ensure that all commission checks shall be made payable to the Pinal County Adult Detention Inmate Welfare Fund.

✓ COMPLY

Securus will make all commission checks payable to the Pinal County Adult Detention Inmate Welfare Fund.

- Contractor agrees that PCSO-ADC has the right to audit the revenues and commissions of all telephones covered under the terms of the awarded contract. Contractor shall pay PCSO-ADC compensation based upon calls placed from the public telephone in accordance with the commission schedule submitted with the Contractor's proposal.

 **COMPLY**

PCSO-ADC has the right to audit the revenues and commissions of all telephones covered under the terms of the awarded contract. Securus will pay PCSO-ADC commissions based on gross revenue. Gross revenues include all gross billed revenues directly relating to completed collect calls generated by and through the Inmate Telecommunications System. Regulatory required and other items such as federal, state and local charges, taxes and fees, including transaction funding fees, transaction fees, credits, billing recovery fees, charges billed by non-LEC third parties, and promotional programs are excluded from revenue to the provider.

- Contractor shall calculate commissions as a fixed percentage based upon the gross call revenues from each public/inmate telephone. This shall mean the appropriate per minute rate applied to each and every call placed from the facility for which there is an answer and acceptance by the called party. There shall be no deductions whatsoever for un-billable or uncollectible calls for any other expense associated with providing or billing the services required by the awarded contract. **There shall be no deductions from the gross revenue for the purpose of calculating the commissions for PCSO- ADC.**

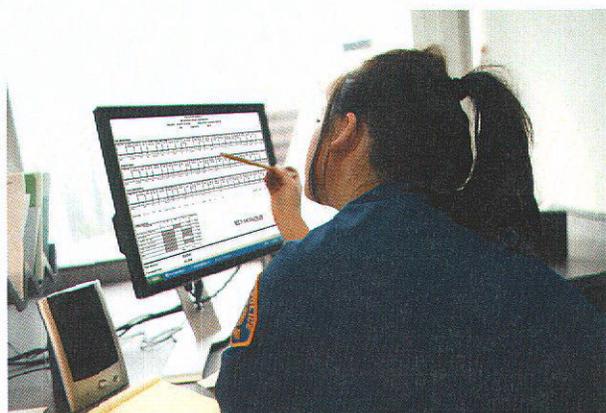
 **COMPLY**

Securus will calculate commissions as a fixed percentage based on gross revenue. There will be no deductions from gross revenues; however, regulatory required and other items such as federal, state and local charges, taxes and fees, including transaction funding fees, credits, and billing recovery fees are excluded from revenue to the Vendor.

- Payments are to be made within fifteen (15) days from the close of each month in which call revenue was generated by the inmate telephone system. Late charges for commission payments shall be assessed on all commission payments not made within the thirty (30) day period. Late charges for commission payments shall be equal to five percent (5%) per month of the commission due. PCSO-ADC shall receive detailed commission reports to accompany each monthly payment reflecting the true gross revenue figure. Site reports of completed call volume shall be consistent with commission payment data.

 **COMPLY**

Securus will provide commission payments and summary reports to PCSO. A sample Commission Report is in Appendix 3 for your review.



In addition, PCSO will have access to Securus' exclusive, one-of-a-kind Facility Portal to review revenue and commission data. The Facility Portal now allows all facility customers to gain access to their commission reports, preliminary revenue reports, investigative tools, trouble ticket system, and a wide variety of other time-savings and revenue generating features and services. These new tools provide unmatched visibility into financial and operational performance while automating administrative tasks.

No other inmate telephone services provider offers the breadth and versatility in one package provided by Securus' Facility Portal, which complements our SCP in the information it provides and the functionality it offers.

Facility Portal

The Reports section of the Facility Portal allows Correctional facilities to download calling activity and revenue reports.

The following reports are available for viewing or download:

- **Calling Activity Report** - This report provides details on the number and type of calls made from a telephone number at the facility(s).
- **Call Type Summary Report** - This report provides details on the number and type of calls made from a specific telephone number at the facility(s). Calls will be broken down by local, intraLATA, interLATA and interstate.
- **Daily Call Volume Snapshot** - This report shows a daily snapshot of calls and minutes compared to the daily average
- **Monthly Call Frequency Chart** - This chart details the most frequently called numbers from the facility.

- **Preliminary Monthly Revenue Report** - This report details all calls, minutes and revenue for a specific date range.
- **Preliminary Daily Revenue Report** - This report details all calls, minutes and revenue for a specific date.
- **Investigation Tool** - This tool allows for tracking of a specific dialed number from any of the approximately 2,200 facilities serviced by Securus.

- PCSO-ADC reserves the right to audit commissions anytime during the contract term. PCSO-ADC will have the right from the commencement date of the awarded contract and for a period of two (02) years after the termination date of the agreement, upon ten (10) days written notice, to fully audit or examine any and all Contractor information pertaining to the awarded contract. PCSO-ADC will also have the right to have another independent agency of Pinal County's exclusive choice, perform any or all audits and examinations pertaining to the agreement.

✓ **COMPLY**

- Contractor shall maintain accurate, complete, and auditable records fully reflecting the Gross Revenues from which commissions can be determined, including all call detail, EMI billing records and commissioning reports during the term of the awarded contract and for no less than two (02) years after the term of the awarded contract covered thereby in accordance with generally accepted accounting principles.

✓ **COMPLY**

Securus will maintain accurate, complete, and auditable records in accordance with generally accepted accounting principles. The records will include gross revenue from which commissions can be determined, including all call detail, billing records, and commission reports. Securus, unlike any other provider in the industry, can also claim the distinction of attaining SAS-70 Type II certification as well. Securus successfully completed an American Institute of Certified Public Accountants Statement on Auditing Standards No. 70 (SAS 70) certification.



A SAS 70 certification indicates that an independent accounting and auditing firm completed a comprehensive and in-depth evaluation and testing of Securus' internal controls and related activities. This certification confirms that the company has effective controls and safeguards in place to manage information and data belonging to its customers. Because inmate telecommunications providers, like Securus, need to install and operate highly sophisticated call management platforms and related services to meet the security and public safety needs of correctional facilities, we need to be able to accurately process, manage, and control millions of call records and call recordings for security and investigative purposes. A SAS 70 Type II report reinforces to correctional facilities and their auditors that Securus has the necessary controls in place to manage this critical information

- Contractor shall provide a pricing and commission schedule for all types of calls originating from the PCSO-ADC (i.e. local, IntraLATA, InterLATA, Mexico, out-of-state long distance, international) **See Attachment H: Pricing Page.**

✓ **COMPLY**

Securus completed Attachment H and included it on page 10 of this proposal.

- Contractor shall provide the name of the local and long-distance carrier to be used.

✓ **COMPLY**

Securus Technologies is the local and long-distance carrier and the provider of all services for PCSO.

- Contractor shall provide five (05) references where similar systems have been installed. Include facility name, address, contact name and phone number. **See Attachment C: References.**

✓ **COMPLY**

Securus completed *Attachment C: References* and included it on page 3 of this proposal.

Appendices

- Appendix 1: Descriptive Literature
- Appendix 2: Preliminary Implementation Plan
- Appendix 3: Sample Commission Report
- Appendix 4: Sample Certificate of Insurance
- Appendix 5: Addendum #1

Appendix 1

Descriptive Literature

Secure Call Platform (SCP)

Make an Easy Call

Imagine being able to **make a decision for your facility that doesn't leave you wondering if you should have made a better one...** After all, the last thing you want to do is pick the wrong door only to find a whole lot less than you expected. Securus' Secure Call Platform **(SCP)** is the correction industry's preferred centralized (non-premises) calling platform. It offers complete flexibility and system integration while giving you the confidence that you are getting the ultimate in inmate call control and reporting.

What if you were able to:

- Avoid antiquation with real-time upgrades?
- Receive system upgrades and maintenance without waiting for a technical specialist?
- Reduce fraud?
- Generate reports?
- Integrate with all your commissary, trust, jail management and other 3rd party systems?
- Have a system that was prepared for future innovations and systems
- Reduce complaints?
- Collect more revenue?

With more than 60 existing patents and more than 400 features, we deliver all this and more. ***It's not too good to be true, it's what makes choosing SCP such an easy call to make.*** Some of this platform's more popular features include:

- ① **Call Forwarding Detection** - real-time detection and disconnection of calls that are being forwarded
- ② **Investigative Portal** - comprehensive investigative and recording information on one screen

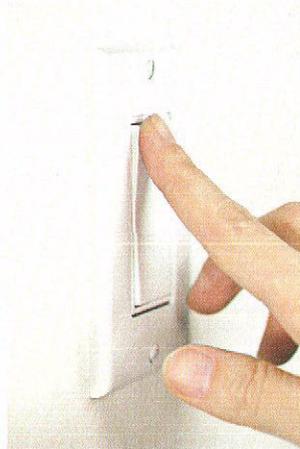
- ③ **Call Tracker** - assign a tracking number to a call recording and allow investigators ability to share notes and investigative information (such as gang or illicit activity)
 - ④ **Officer Check-In** - allows officers to check in from any inmate telephone system and record observations about rounds
 - ⑤ **Crime TIP/PREA** - receive anonymous tips that allow quicker response time via two-way communication between inmates and facility staff
 - ⑥ **Scan Patrol** - scan live calls in progress that can identify potential criminal activity
 - ⑦ **Alerts** - receive automatic notification in multiple formats when specific telephone numbers are called, specific inmates use the phone or a specific group of phones are used
 - ⑧ **Remote Shutdown** - ability to enable or disable phones from anywhere
 - ⑨ **Voice Biometrics** - secure phone calls that ensure the person speaking is who they claim to be
- SCP is the solid foundation that all of Securus' leading services are built upon. Not only do you get superior control and reporting, you make it easier for inmates to make a call to Friends & Family... And the easier it is to make a call, the more revenue you make. **See? This really is an easy call.**

As Easy As Turning It On

Have you realized how much time you are losing because of an inflexible calling platform?

If you have an on premise-based system, making immediate changes (like enabling/disabling phones, setting time limits etc.) just isn't possible. That's because making changes requires calling your vendor and waiting for them to call back or come out to make the updates. At times when facility security really matters, waiting around for a technician just isn't a good option.

Securus' Secure Calling Platform gives you control over most system features. That means you have complete control to tailor the system to your specific needs - even as those needs change. It really is as easy as turning on a light switch. You can maintain control at different levels... You can turn features on or off for a specific pod of phones... Or you can remove a privilege for a specific inmate or user account... The choice is yours.



And here's some more control you're sure to like. Because you can access the system from any Web-based location worldwide, you have the freedom to access information from any location. Whether you're at the jail, at home, in a squad car or somewhere in between, you can

access this system anywhere there's an Internet connection. You no longer have to drive into your office to run an investigation, listen to a call or make any feature adjustment you deem necessary. Do it all from the convenience of where you are and on your own timetable.

SCP Places Control in Your Hands

Security You Can Count On

Have you realized how often your security needs change?

Correctional facilities like yours obviously require a high level of security. Securus' Secure Call Platform provides access to information through a secure, encrypted user interface. This gives you the assurance that data can only be accessed and retrieved by you or those you authorize to do so. The system reports on who is accessing the user portal, as well as, any changes made to Custody

Accounts, Security Templates, Phone Numbers, PAN entries, system access, and a whole lot more.



At any given time your facility needs the flexibility to increase security. The following features are sure to help your facility maintain a strong level of security:

Your Information is Secure

Securus applies a high level of security to protect against cyber-pirates. Applications transmitting data across public networks through a DMZ Network, are supporting SSL, Certificates, and high-level encryption. Session Border Controllers and Cisco and Juniper firewalls are used throughout the network to protect SCP and customers like you. In addition, Tipping-Point Intrusion Prevention System (IPS) and Intrusion Detection Systems (IDS) devices are used at Securus datacenters and at the corporate headquarters.

- Call monitoring and recording
- Set or change call duration times
- Fraud controls
- Set or change phone on/off times
- Transfer inmates from one facility to another literally at the click of a button
- User access schedules to establish who can access the system and when

SCP Improves Security

A System Worth Investigating

Have you realized how many tools Securus' Secure Call Platform has to assist in ongoing investigations?

Securus gives inmates the privilege of phone communication while providing investigators with the industry's most secure, reliable and easy-to-use calling platform.



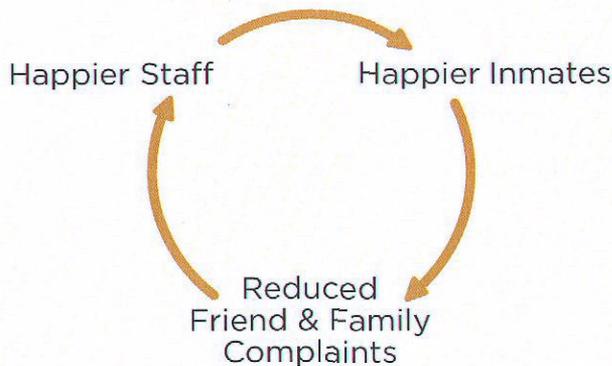
Securus' technology guarantees the highest voice quality and clarity with crystal clear recordings. These

recordings assist administrators looking for fraudulent activity (such as three-way and call forwarding) and investigators reviewing recordings for criminal activity. This superior clarity allows

investigators to easily discern key words, as well as, identify suspicious background noise in the inmate and called party's background environments.

And with centralized access, investigations can take place on your schedule. Investigate from any location (home, jail or on-the-go)... at any time. You'll improve your investigative capabilities with features such as:

- Covert Alert
- Crime TIP hotline
- Scan Patrol
- Remote Call Forwarding Detection
- Investigative Portal
- Case Tracking
- Call Frequency
- Pattern Dialing Reports



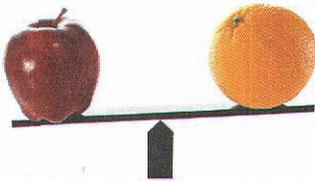
SCP investigative capabilities ensure you have a high degree of accuracy and are able to locate inmate calling information quickly and reliably. This results in your ability to operate a more intelligent, much more efficient jail.

SCP Increases Investigative Capabilities

There's No Comparison

Have you realized how limited premises-based systems are?

Securus is the correction industry's **original** centralized calling platform provider. Today, it remains the preferred provider and the one the competition continually tries to imitate. But



there really is no comparison. Nearly every facet of Securus' Secure Call Platform is patented. This

means that Securus provides a technology that the competition can't legally provide. It is this technology that results in:

- Real-time technology updates
- Seamless rollouts of latest technology and new releases
- Uninterrupted service
- Near zero-downtime

While SCP boasts more than 400 features and applications, it is the architecture of the platform that really makes those features great. With enhanced design and coding, as well as, various integration points, the SCP architecture is so robust it easily integrates with your other applications and is built to accommodate future technology. That's because

Securus provides specifications that can be provided to any 3rd party vendor making SCP the most flexible and easily integrated platform in the industry.

Here are few more ways that SCP stands in a league of its own:

Feature	Standard Premises-Based Platform	Securus SCP
Proactive Servicing of System Issues From Centralized Location	No	✓
System Redundancy	No	✓
Full System Monitoring 24 x 7	No	✓
On-the-Fly System Configurability	No	✓
Software Upgrades Instantly Available	No	✓
Anywhere, Anytime Access	No	✓
Reduced Line Noise	No	✓
Single Point of Control	No	✓

SCP Provides Superior Technology

Overflowing With Benefits

Have you realized just how great a decision Securus' Secure Call Platform is?

More than **2,000** facilities across the nation agree that there is definitely a lot to like...



1st centralized calling platform in the industry

Processes more than **1,000,000** calls daily

Features available **24 x 7**

Up to **9** language options available beyond English and Spanish

More than **400** valuable features and counting...

Stability near **100%**

Nearly **200** field service technicians available to support needs

More than **20** years of technical development

International calling permitted

Awarded more than **60** patents with **50** more in process

No Doubt You'll Like This

- **No** downtime
- **No** permanent data loss
- **No** limit to feature configuration
- **No** waiting for upgrades
- **No** waiting for technician to repair
- **No** access limitations
- **No** dangerous tools brought onsite
- **No** onsite equipment required
- **No** static on your line
- **No** worries

SCP Offers So Much More



So, Make the Call...

sales@securustech.net
www.securustech.net
02_V_SCP_0510

Intake Solution

TOUCHPAY® Payment Systems

Booking • Bill & Coin Handling • Bill & Coin Counting • Pre-Fund Accounts

Automate Your Intake Booking And Deposit Process

TouchPay, the leader in automated kiosk solutions in corrections, has released the first fully automated self service intake/booking solution. TouchPay's solution automates the handling and counting of coins and cash, thus reducing the workload and costs associated with the current manual processes.

The Intake kiosk is built rugged with advanced technology for the busy intake area of today's toughest jails!



Transactions – Upon completing the booking process, all transactional information is provided immediately and capable of posting to the inmate's account in real time.

Reporting – Real time reports with transaction details are available at a secure web site or can be sent directly to designated personnel.

Receipt – A receipt(s) is printed with details of the transaction including name, date, bill count, coin count, deposit total and any additional information required.

TouchPay's turnkey solution included hardware, software, real time reporting, monitoring, service, support and cash management at NO COST to the facility and all services can be bundled into a low cost transaction fee.

The TouchPay Intake/Booking solution offers:

Bulk Note Feeder – Instead of feeding in each note, users can place a bundle of up to 50 notes on the tray. In no time at all, the unit reads, validates, counts and stacks the notes securely.

Coin Acceptor – Just drop the coins in the top of the kiosk and the acceptor counts up to 300 coins per minute thus saving the arresting officer the time and effort of counting the coins.

TOUCHPAY Booking System		Booking Receipt : 1203920	
(866) 204-1603 sales@touchpaydirect.com		DATE 1/15/2010	TIME 5:28 pm
Name: MICHAEL DONATELO		Paper Bills	Coins
Inmate ID: 3656011		Dollars 7	Pennies 7
Amount: \$474.82		Fives 3	Nickles 3
Order Type: Booking		Tens 0	Dimes 6
Location: MECK-001		Twenties 5	Quarters 8
		Fifties 3	
		Hundreds 2	\$474.82
TRANSACTION ID 601960	FACILITY NAME Mecklenburg County		

Sample Receipt

Secure, Fast, and Convenient Ways to Fund Accounts

sales@touchpaydirect.com | www.touchpaydirect.com | 866 • 204 • 1603 office

TouchPay's proprietary kiosk for the correctional community automates deposits and makes the process more convenient and accessible. The TouchPay kiosk system can be installed in visitation areas at facility locations including jails and courthouses.

The **kioskPay** payment process is as easy as using an ATM. By following the easy step-by-step instructions, users have the option of using cash or a credit/debit card to deposit funds to the inmate's account in a matter of minutes.

kioskPay utilizes TouchPay's multi-app architecture to support a variety of electronic deposits such as inmate telephone, commissary and trust fund accounts along with personal bail, cash bonds and traffic fine payments.

kioskPay Features:

- Rugged all metal design with a secure tempered glass touch screen.
- Accepts VISA and MASTERCARD branded credit and check cards.
- Accepts CASH in \$100, \$50, \$20, \$10, \$5, and \$1 bill denominations.
- Secondary topper screen standard for advertising or general information.
- Depositor's picture attached with each standard transaction record.
- Available in multiple languages

Facility Benefits:

- Convenient, reliable, and secure way for consumers to make on site deposits.
- Automated self-service option reduces administrative costs and cash handling liabilities.
- Real time posting of transactions and customized on-demand reporting.
- Guaranteed payment policy for deposited funds.
- Allows the acceptance and posting of transactions 24 hours/365 days a year.
- No setup or hardware costs with minimum transaction requirements.
- Turnkey solution with all monitoring, service, support, and cash management provided by TouchPay.
- Complete and easy back office integration.
- Easy installation provided by TouchPay.



CASH



VISA

Secure, Fast, and Convenient Ways to Fund Accounts

sales@touchpaydirect.com | www.touchpaydirect.com | 866 • 204 • 1603 office

Appendix 2

Preliminary Implementation Plan

ID	Task Name	Duration	Start	Finish
1	SECURUS Inmate Telephone Services Installation Project Plan for The Pinal County, AZ - Inmate Telephone Services	35 days	Mon 2/6/12	Fri 3/23/12
2	Inmate Telephone Services Installation & Cut-Over	35 days	Mon 2/6/12	Fri 3/23/12
3	Project Initiation Phase	3.88 days	Mon 2/6/12	Thu 2/9/12
4	Host internal project review and kick-off meeting	2 hrs	Mon 2/6/12	Mon 2/6/12
5	Team with Sales Account Manager to host kick-off call with SECURUS Inmate Telephone Services Inspection Project Plan for The Pinal County, AZ - Project Team	2 hrs	Mon 2/6/12	Mon 2/6/12
6	Complete Telephone Equipment Inspection for Inmate Locations	3 days	Mon 2/6/12	Thu 2/9/12
7	Establish Project Scope, Requirements, and Critical Success Factors	3 hrs	Thu 2/9/12	Thu 2/9/12
8	Project Planning Phase	4.38 days	Thu 2/9/12	Thu 2/16/12
9	Update Engineering based on site survey information	4 hrs	Thu 2/9/12	Fri 2/10/12
10	Identify resources needed to complete tasks and objectives	2 hrs	Fri 2/10/12	Fri 2/10/12
11	Create ticket assignments for necessary departments	1 hr	Fri 2/10/12	Fri 2/10/12
12	Host internal review to determine scheduling options	2 hrs	Fri 2/10/12	Fri 2/10/12
13	Host review with current services provider to discuss transition plan	1 hr	Mon 2/13/12	Mon 2/13/12
14	Create project in the Install Portal and setup notifications/alerts	2 hrs	Mon 2/13/12	Mon 2/13/12
15	Create orders for telecom provisioning	2 hrs	Mon 2/13/12	Mon 2/13/12
16	Create purchase orders for materials	2 hrs	Mon 2/13/12	Mon 2/13/12
17	Perform Sarbanes-Oxley compliance approval for all material purchase orders	1 hr	Mon 2/13/12	Mon 2/13/12
18	Kick-off Discussions for Automated PIN Imports / OMS Integration	6 hrs	Mon 2/13/12	Tue 2/14/12
19	Integration for automated PIN/PAN data management	1 day	Tue 2/14/12	Wed 2/15/12
20	Review field service access/scheduling & telecom vendor scheduling options with The Pinal County, AZ - Project Team	1 hr	Wed 2/15/12	Wed 2/15/12
21	Produce updated project schedule	1 hr	Wed 2/15/12	Wed 2/15/12
22	Project Team and The Pinal County, AZ - Project Plan / Schedule Review	2 hrs	Wed 2/15/12	Wed 2/15/12
23	Finalize Telecom Provisioning, Material Delivery, and Field Service schedules	2 hrs	Thu 2/16/12	Thu 2/16/12
24	Securus & The Pinal County, AZ Project Team Meeting - Touch Point	1.63 days	Thu 2/16/12	Fri 2/17/12
25	Review telecom and hardware delivery schedules	2 hrs	Thu 2/16/12	Thu 2/16/12
26	OMS/JMS Integration Planning / Review E-Imports integration requirements	2 hrs	Thu 2/16/12	Thu 2/16/12
27	Produce updated project plan and review with The Pinal County, AZ Team	1.13 days	Thu 2/16/12	Fri 2/17/12
28	Customer Data Management	0.63 days	Thu 2/16/12	Fri 2/17/12
29	Retrieve customer specific data (block number lists, free calling lists, etc) from Incumbent	2 hrs	Thu 2/16/12	Thu 2/16/12
30	Site specific voice prompts & tag lines	1 hr	Fri 2/17/12	Fri 2/17/12
31	Upload blocked number files	1 hr	Fri 2/17/12	Fri 2/17/12
32	Upload free and privileged number files	1 hr	Fri 2/17/12	Fri 2/17/12
33	OMS/JMS Integration / E-Imports Activities	0.5 days	Fri 2/17/12	Fri 2/17/12
34	Inmate PIN account creation and management	2 hrs	Fri 2/17/12	Fri 2/17/12
35	Automated file delivery for account management	2 hrs	Fri 2/17/12	Fri 2/17/12
36	Project Execution Phase	29.25 days	Mon 2/13/12	Fri 3/23/12
37	Site Cutover Installation Planning Activities	20.5 days	Mon 2/13/12	Tue 3/13/12
38	Confirm material shipments and arrival dates	1 hr	Mon 2/13/12	Mon 2/13/12
39	Material shipment lead time	5 days	Mon 2/13/12	Mon 2/20/12
40	Confirm Telecom delivery lead time	1 hr	Mon 3/12/12	Mon 3/12/12
41	Confirm Telecom Test & Turn-up (T&T) schedule	1 hr	Mon 3/12/12	Mon 3/12/12

ID	Task Name	Duration	Start	Finish
42	Confirm Installation Technical Support schedule for T&T activity	1 hr	Mon 3/12/12	Mon 3/12/12
43	Confirm Field Service Installation Team schedules for T&T activity	1 hr	Tue 3/13/12	Tue 3/13/12
44	Review Site schedule and activities with The Pinal County, AZ - Project Team	1 hr	Tue 3/13/12	Tue 3/13/12
45	OMS/JMS Integration for Securus E-Imports	4 days	Fri 2/17/12	Thu 2/23/12
46	Test integration for PIN account creation	1 day	Fri 2/17/12	Mon 2/20/12
47	Test integration for automated file delivery	1 day	Mon 2/20/12	Tue 2/21/12
48	Certify OMS integration / E-Imports	1 day	Tue 2/21/12	Wed 2/22/12
49	Produce plan for OMS integration / SCP installation	1 day	Wed 2/22/12	Thu 2/23/12
50	Site Equipment Installation Planning Activities	5.25 days	Tue 3/13/12	Tue 3/20/12
51	Install and test inmate telephone equipment	5 days	Tue 3/13/12	Tue 3/20/12
52	Review Site Cut-Over schedule and activities with The Pinal County, AZ - Team	2 hrs	Tue 3/20/12	Tue 3/20/12
53	Installation - Community Corrections Facility	2.25 days	Wed 3/21/12	Fri 3/23/12
54	Cut-Over to Securus - Pinal County Sheriff's Office-Adult Detention Center	4 hrs	Wed 3/21/12	Wed 3/21/12
55	Re-Verify all Features working properly	5 hrs	Wed 3/21/12	Thu 3/22/12
56	Re-Verify phones work, port assignments/call groups set	4 hrs	Thu 3/22/12	Thu 3/22/12
57	Post Cutover QA Checklist & Test Calls Completed	3 hrs	Thu 3/22/12	Thu 3/22/12
58	Notify Facility ITS is prepared for cutover and functioning correctly	1 hr	Fri 3/23/12	Fri 3/23/12
59	Cut Sheet distributed to Securus Project Team	1 hr	Fri 3/23/12	Fri 3/23/12
60	Quality Control / Checklist Reviews	0.5 days	Fri 3/23/12	Fri 3/23/12
61	Pinal County Sheriff's Office-Adult Detention Center	0.5 days	Fri 3/23/12	Fri 3/23/12
62	Customer training	0.25 days	Fri 3/23/12	Fri 3/23/12
63	Conduct customer training for telephone system revisions - Pinal County Sheriff's Office-Adult Detention Center	2 hrs	Fri 3/23/12	Fri 3/23/12

Appendix 3

Sample Commission Report

TRAFFIC BREAKDOWN

Call Type	Revenue	Minutes	Calls	Commission
Direct Billed Collect	\$611.45	1,013	167	\$317.95
Interlata	\$0.00	0	0	\$0.00
International			0	
Interstate	\$60.30	50	4	\$31.36
Intralata	\$495.15	698	147	\$257.48
Intralata/Interstate	\$0.00	0	0	\$0.00
Local	\$56.00	265	16	\$29.12
LEC Billed Collect	\$7,144.98	24,044	1,611	\$3,715.38
Interlata	\$35.21	165	8	\$18.31
International			0	
Interstate	\$1,318.81	1,109	84	\$685.78
Intralata	\$4,432.96	17,440	1,131	\$2,305.14
Intralata/Interstate	\$0.00	0	0	\$0.00
Local	\$1,358.00	5,330	388	\$706.16
Prepaid Collect	\$25,273.22	118,008	5,974	\$13,142.05
Interlata	\$320.64	1,838	69	\$166.72
International			0	
Interstate	\$1,729.50	1,495	101	\$899.34
Intralata	\$17,623.08	82,159	4,204	\$9,164.00
Intralata/Interstate	\$0.00	0	0	\$0.00
Local	\$5,600.00	32,516	1,600	\$2,911.99

Totals: \$33,029.65 143,065 7,752 \$17,175.39

Appendix 4

Sample Certificate of Insurance

Is Your Mailroom Making Money?



Imagine being able to keep inmates connected with the people that matter to them, and also **reduce staff time and increase facility revenue**. Secure Instant Mail provides near-instant communication that makes inmates happier **while turning your mailroom into a profit center**.

Instant Access Earns More Revenue

In many facilities, communication between the incarcerated and the outside world has been difficult to manage and highly restrictive. Traditionally, an inmate had only two communication options: make scheduled calls or wait for standard mail delivery. This has resulted in overburdened facility mailrooms making them a potential entry point for contraband and the distribution of coded messages. Until now.

Secure Instant Mail is an electronic way for Friends & Family to quickly initiate communication with an incarcerated loved one. Similar to e-mail, communications are sent over the Internet and delivered to inmates at your facility. Unlike traditional e-mail, the secure system automatically reviews and audits every letter for you and alerts you of any communications that might warrant additional investigator review. To send and receive these electronic communications, Friends & Family pay a fee. Your facility earns a portion of those collected fees. Because this form of communication is so much faster, there is even the possibility that multiple correspondences can be sent and delivered to an inmate in one day. The revenues can really add up.

How Secure Instant Mail Works

Securus' technology makes it easy by doing all the heavy lifting for your facility:

1. Friends & Family create a Secure Instant Mail account and begin sending communications using any Internet-connected computer
2. Letters are screened for keywords alerting personnel of questionable communications
3. Letters are downloaded by facility mail room personnel
4. Facility personnel print and distribute system-approved communications to inmates
5. Inmates may write a return letter
6. Return letters are faxed into the system and e-mailed back to originator

By Implementing Secure Instant Mail, You:

- Improve the efficiency of your facility – gain happier inmates, free up staff and generate additional revenue
- Increase investigative capabilities and options – system automatically scans for keywords, translates multiple languages to English and archives inmate correspondence for easy investigator review
- Prevent distribution of contraband – since all correspondence is screened and generated inside your facility, the distribution of drugs and other contraband is significantly reduced
- Reduce the strain on your limited staff – system eliminates the need to X-ray incoming mail, as well as open, remove and reinsert letter contents

If you're the kind of facility that values the ability to work smarter and the ability to supplement revenue, then Secure Instant Mail is a solution you must take a look at. Additional revenues await.

Increase Your Efficiency

Imagine being able to **focus on the job of securing and managing inmates** AND answer inmate questions that now take up so much of your time. Automated Information Services is the industry's first and only hosted interactive voice response (IVR) system that will automatically provide inmate-specific and general facility information to detainees and outside callers over the phone. In addition, outside callers can open or fund a prepaid telephone account and fund an inmate's trust account without having to step foot into your facility. The amount of time you gain is something you're sure to notice.

Technology That Really Supports You

If you're like most, your facility is inundated every day with questions from inmates and their friends & family. "When is my next court date?" "Can I have visitors?" "How much money is in my accounts?" The list goes on and on... and your staff is routinely asked the same questions over and over. While answering inmate questions certainly creates a more peaceful environment inside your facility, it keeps your people from focusing on their main job: security and management. In fact, up to 20% of a correction officer's time can be spent just answering inmate questions. What could even one extra hour per officer each month mean to the efficiency of your facility?

Automated Information Services provides unmatched secure access into facility and inmate information. This information is pulled from a facility's various MIS systems including your Jail Management System and Court Systems every 15 minutes. The service offers an English and Spanish interface, text-to-speech playback of inmate names, and touchtone and speech recognition interface. Automated Information Services comes in a variety of configurations to meet your facility's specific needs. New functionality provides the opportunity for Friends & Family to open or fund an AdvanceConnect Account and/or fund an inmate trust account.

Friends & Family can listen to information regarding:

- How to open or fund an AdvanceConnect Account
- How to fund an inmate trust account
- Criminal charges
- Bond amounts and types
- Court dates, times, and locations
- Projected release date
- Visitation eligibility
- General facility information
 - o Facility location
 - o Hours
 - o And more

Inmates can use a speed dial on the facility phones and listen to:

- Commissary account balance*
- Criminal charges
- Court dates and locations
- Bond amounts and types
- Projected release date
- Visitation eligibility

**pending availability*

"Automated Information Services is performing as billed – the reduction of incoming calls into our intake area is very noticeable. We're currently on pace to save over 2,000 hours of staff time per year."

- Lt. Jack Hammond
(440) 329-3844

By Implementing Automated Information Services, You:

- Improve the efficiency of your facility – gain satisfied inmates and Friends & Family while reducing the workload on your staff to focus on other responsibilities
- Use the phone system you already installed – no need for additional hardware or wiring
- Answer 90% of the inmate questions now made to correction officers
- Reduce constituent calls to your facility between 80 and 90% - automated system provides 24 hour access that eliminates the most common calls
- Realize a 200% increase in "answered" calls –constituents who traditionally hang up because of extended wait times are much happier
- Increase phone commissions by allowing transactions over the phone
- Gain a reliable system that has a 99.9% uptime service level agreement
- Receive a Usage Summary automatically emailed to your facility monthly

If you're the kind of facility that values the ability to keep inmates and constituents happy AND desires to improve the efficiency of your staff, Automated Information Services is a service worth paying for. You might just think there's something wrong with your phone system because it rings so much less.

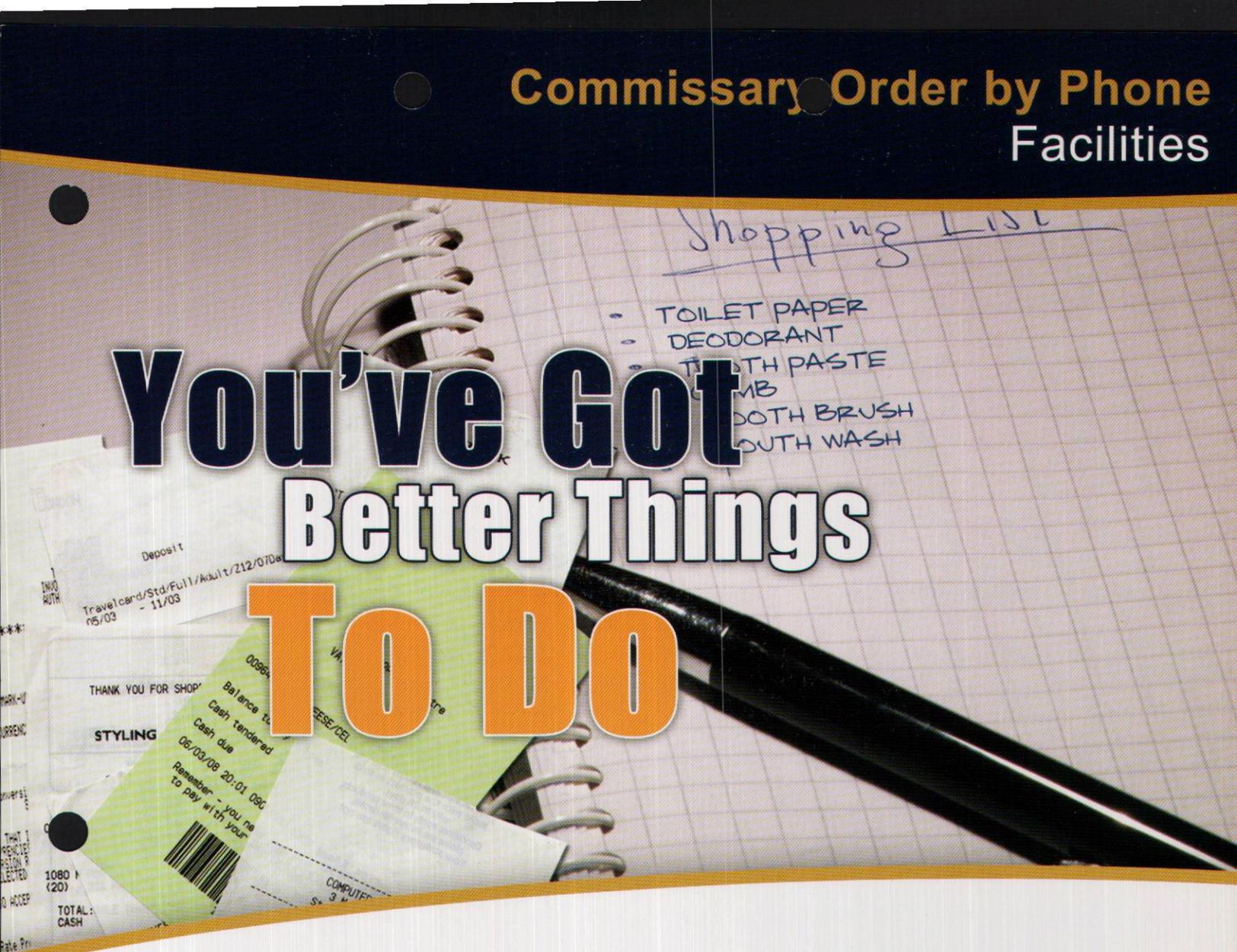
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 **SECURUS**[™]
TECHNOLOGIES
connecting what matters[™]

Commissary Order by Phone Facilities



**You've Got
Better Things
To Do**

Imagine being able to **remove manual commissary orders from your facility staff's task list.** The Commissary Order by Phone service offers inmates a convenient and flexible way to order commissary items on their own that nearly eliminates facility staff involvement and is offered at no additional cost to you.

Get Out Of The Order Taking Business

Does it ever feel like your job includes everything but maintaining the security and order inside your facility? It's easy to feel this way when you're bombarded with questions from inmates and Friends & Family over and over or when you're trying to handle complaints. Of course then there's also the time you spend taking inmate orders for commissary products. No matter what your current process might be, chances are good that inmates are still dissatisfied with the current schedule you offer them to order items. They want you to give them greater schedule flexibility and increased frequency. Now you can... without eating up your valuable time.

Commissary Order by Phone is a convenient way for inmates to order commissary items using the inmate phone system already installed. This reduces the manpower needed to manually process orders and frees up your facility staff to work on other important tasks. Orders can be taken and processed at no cost to your facility, but does charge a very low, reasonable convenience fee to inmates for using the system. Not only can you reallocate staff time, you enable an additional commission-generating point of purchase option for your commissary.

How Commissary Order by Phone Works:

1. Facility directs inmates with commissary requests to automated phone system
2. Inmate goes to facility phone and dials a designated number
3. Call connects to the commissary automated system
4. Inmate places order using keypad on phone
5. Order is confirmed and total amount (including convenience fees) is deducted from inmate account

By Implementing Commissary Order by Phone, You Can:

- Reduce the staff time required to manually process orders and handle complaints
- Increase facility commissions by creating a new point of purchase opportunity for your commissary
- Improve inmate satisfaction by offering a flexible, more frequent ordering process
- Deploy limited resources elsewhere

If you're the kind of facility that wants to improve staff productivity and increase commission revenues without incurring any additional costs, then Commissary Order by Phone is a service that is easy to implement and just makes a lot of business sense.



Record NEW Revenue

Imagine being able to **increase inmate satisfaction and collect revenue** even when a Friend & Family member is not able to answer the phone. Securus Voicemail provides a secure messaging option that allows you to bring in additional income **at no additional cost to your facility.**

A Profitable Solution

Making scheduled calls is a way of life for inmates at your facility. Now, it doesn't seem like it should be your problem that an inmate's loved one wasn't available to pick up the phone when they called, and that the system disconnected the call... Yet this is almost certainly a complaint you often hear. When inmates become unhappy they complain, and that means you get to hear about it. **Worse yet, when a call is not connected, a fee is not collected.** Well, not anymore.

Securus Voicemail is a password-protected, two-way communication solution that allows Friends & Family to leave a secure voice message for their incarcerated loved ones. In most cases, the inmate has the option of sending a return voice message to their friends and family. Voicemail messages carry a 30 second time limit and just like traditional telephone calls are recorded and secure. Messages can only be accessed by the inmate, the sender and approved facility personnel. Charges for Voicemail are guaranteed because they are deducted from the Friend & Family member's prepaid AdvanceConnect Account or the inmate's prepaid account. And because the service is offered at such a reasonable cost (only 75 cents a message), it encourages people to sign up and use the service frequently.

How the Voicemail Service Works

If your facility resides on Securus' Secure Calling Platform, you have all you need to get started **at no additional cost:**

1. Friends & Family call Correctional Billing Services (Securus' Customer Care Division) at 1-866-229-9286 to set up a Voicemail account
2. Friends & Family call a toll free number to leave a secure message for an inmate
3. When calling Friends & Family, inmate will be notified that they have a message. After entering their pass code, inmate can listen to their message, and if authorized, may send a return voicemail
4. Additionally, once a Voicemail account is activated, an inmate may leave a message on designated phone numbers should a friend or family member not be able to answer the phone during a scheduled call

By Offering Voicemail, You:

- Increase your revenue by adding an additional fee source
- Gain substantial value at no cost to you
- Avoid cannibalizing your telephone service because voicemails only last 30 seconds
- Increase investigative capabilities and options – Friends & Family may leave messages that provide additional information and assist ongoing investigations
- Reduce the complaints heard by your staff

If you're the kind of facility that is looking to increase revenue without making additional purchases, implementing Securus Voicemail just makes sense. The only thing you have to lose is additional income.

sales@securustech.net

www.securustech.net

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Appendix 5

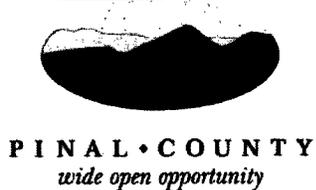
Addendum #1

ADDENDUM ONE

In accordance with Section A.2 Official Solicitation Document, the Solicitation is hereby amended as described herein.

1. A "Frequently Asked Questions" document has been added as Exhibit 1. See attachment titled "Exhibit 1 - Solicitation Inquiries and Responses.pdf."
2. A spreadsheet of the most recent 12 months of calling data has been added as Exhibit 2. See attachment titled "Exhibit 2 – Pinal County CDR Report 12 Months RFP PC-111317.xls."
3. An attendance roster for the pre-submittal conference has been added as Exhibit 3. See attachment titled "Exhibit 3 – Pre-Submittal Conference Attendees List for RFP PC-111317.pdf."
4. A document for the current rates of the current contract has been added as Exhibit 4. See attachment titled "Exhibit 4 – Current Rates for Inmate Telephone Services Contract.pdf."
5. The following has been added to the sixth bullet point on page 8: *A live operator may be used with the "person-to-person" calling service.*
6. The following has been deleted on page 16: ***Shall** – Indicates something that is recommended but not mandatory. If the Responder fails to provide recommended information, the County may, at its sole option, ask them to provide the information for the County may evaluate the submittal without the information.*

All other instructions, terms and conditions remain unchanged.



Inmate Telephone Services
RFP #PC-111317
Exhibit 1 – Solicitation Inquires
and Responses

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Pinal County
Finance Department
31 N. Pinal St.
Bldg. A
P.O. Box 1348
Florence, AZ 85132

Exhibit 1 – Solicitation Inquiries and Responses

- (1) Are there currently any deductions from gross revenue?

The commission earned from the current contract is deposited in to the *Inmate Welfare Trust Fund*. This fund is utilized by PCSO-ADC to provide programs and services that benefit the entire inmate/detainee population.

- (2) What is the current commission percentage?

The current Contractor pays 50% on the total gross billable collect and debit revenue.

- (3) Will the County prohibit the practice of submitting competing proposals from multiple Contractor brands that fall under the same effective ownership?

Yes, the County will accept one proposal from each Contractor that attended the pre-submittal conference and has a unique tax identification number on the W-9 form that is included with their proposal. If the Contractors are owned by the same parent company but each Contractor has its own unique tax identification number, each Contractor will be allowed to submit a proposal.

- (4) Expand on the roles, responsibilities, and hours that are expected from an on-site administrator.

Each Contractor must provide this information as the on-site administrator will be the successful Contractor's employee and not a PCSO-ADC employee.

- (5) The County requires that "the system shall have three-way call detection greater than 90% accuracy." Does the 90% accuracy mean that 90% of the actual 3-ways were detected, or that of the 3-way calls that were detected, less than 10% were false positives?

Each Contractor must demonstrate in their proposal that their call detection system has a 90% or greater accuracy rate.

- (6) Section 2.2.b appears to require that the Contractor run all new phone cable using Cat 5E. Is this correct? Is there a problem with existing wiring that would prevent the selected Contractor from using it?

No, this is not correct. The existing cable will remain at Pinal County and does not have any issues that would prevent the successful Contractor from using it. The successful Contractor will be required to install new CAT 5E cable where needed for their phone system or the type of cable that works with their phone system.

- (7) Will PCSO-ADC accept debit calling to international destinations and prepaid collect calling to selected international locations?

Each Contractor will stipulate what types of calls they will provide in their proposal.

- (8) Will PCSO-ADC consider revising or omitting the accuracy percentage requirement located in section 2.3.g?

No.

- (9) Since the incumbent Contractor is not required to complete the "Implementation and Installation" section, does this mean that the incumbent Contractor is not required to provide new equipment for the project?

The successful Contractor will be required to provide their own equipment such as servers and phones; however, the infrastructure (i.e. cable) will remain at Pinal County and can be used by the successful Contractor. The successful Contractor will add infrastructure at their expense as needed to accommodate their phone system.

- (10) Are Contractors required to provide an insurance certificate with their proposal or is this only required of the successful Contractor upon award?

See page 28, section 5-13 "Certificates of Insurance" of the solicitation document.

- (11) Will the County require each Contractor to disclose the fees as an attachment to the Fee Schedule form provided with the RFP?

 <p>PINAL COUNTY <i>wide open opportunity</i></p>	<p>Inmate Telephone Services RFP #PC-111317 Exhibit 1 – Solicitation Inquires and Responses</p> <p>PAGE 4 OF 7</p>	<p>Pinal County Finance Department 31 N. Pinal St. Bldg. A P.O. Box 1348 Florence, AZ 85132</p>
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Yes, see the last paragraph of page 44, Attachment H:
Pricing Page.

- (12) Are Contractors permitted to submit multiple rate and commission offers for the County's consideration?

Consistent with question three, each Contractor with a unique tax identification number may submit one proposal that meets the County's requirements.

- (13) Provide the historical data reflecting call history for the most recent 12 months and the rates for call types charged by the current vendor.

See Exhibit 2 – Pinal County CDR Report 12 Months RFP PC-111317.pdf and Exhibit 4 – Current Rates for Inmate Telephone Services Contract.pdf.

- (14) Does the County wish to have visitation stations recorded?

Video visitation will be procured as a separate solicitation. Video visitation is NOT part of RFP PC-111317.

- (15) Does the County prefer a straight commission offer, or will incentives or bonuses be permitted?

The County will NOT accept incentives or bonuses; a straight commission is preferred.

- (16) Will the successful Contractor be required to provide new equipment?

The successful Contractor will be required to provide their own equipment such as servers and phones; however, the infrastructure (i.e. cable) will remain at Pinal County and can be used by the successful Contractor. The successful Contractor will add infrastructure at their expense as needed to accommodate their phone system.

- (17) What is the point schedule that will be used to evaluate and compare proposals? What departments will be involved in scoring the proposals?

Pinal County does not provide the point schedule or the departments for the evaluation; the Evaluation Team will be comprised of subject matter experts. See pages 19 and 20 of the solicitation, section 4-3 Evaluation Criteria for further information.

- (18) Clarify the references page, Attachment C: References.

Each Contractor must provide five references that have provided similar services as per the Scope of Services for RFP PC-111317. The references will be reviewed by the Evaluation Team and Procurement.

- (19) What types of cordless phones are currently being used in the Segregation Units 6-10?



Inmate Telephone Services
RFP #PC-111317
Exhibit 1 – Solicitation Inquires
and Responses

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Pinal County
Finance Department
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P.O. Box 1348
Florence, AZ 85132

None; PCSO-ADC does NOT have any cordless phones in the Segregation Unit or any other place in the facility. PCSO-ADC would like to convert to the cordless phones for these areas in conjunction with the current hard wired equipment. The areas include: George 300, 400, 500, and 600; Baker 400; Charlie 400 and Delta (medical).

- (20) Under which tab would the County like the response to RFP PC-111317 placed?

Tab 3.

- (21) What is the average daily inmate/detainee population by month for the most recent 12 months?

The average daily inmate/detainee population for the last 12 months has been 1,120.

- (22) Would PCSO-ADC provide the integration fees (if any) that would be charged by Swanson, Spillman, and Cobra?

The successful Contractor will be given contact information for Swanson, Spillman, and Cobra so that they can work out the details of the integration fees. If there are any integration fees, they will be the sole responsibility of the successful Contractor.

- (23) Should each Contractor explain their process and fully detail the fees that they will charge and the commissions they will pay to PCSO-ADC for the collect calls to cellular services?

Yes.



Inmate Telephone Services
RFP #PC-111317
Exhibit 1 – Solicitation Inquires
and Responses

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P.O. Box 1348
Florence, AZ 85132

- (24) If the inmate telephone system is able to be accessed by any Internet-capable computer, does PCSO-ADC wish to have a workstation provided?

Yes, the successful Contractor must provide a work station for their on-site employee. The work station must be accessible from Pinal County offices as well as home computers.

- (25) Define “public/inmate” telephone.

See page 5, section 2.1 Facility/Inmate Demographics for a listing of “public/inmate” telephones.

siteid 20021

Row Labels	Column Labels				Sum of BaseCharges	Sum of Calls
	Collect	Sum of Calls	Sum of Minutes	Debit		
	Sum of BaseCharges	Sum of Calls	Sum of Minutes	Sum of BaseCharges	Sum of Calls	
12/1/2010	\$21,790.37	4,241	43,066	\$23,127.19	7,147	
Local	\$3,850.00	1,543	17,953	\$11,076.75	4,928	
Intralata	\$7,596.60	1,682	16,301	\$6,593.10	1,471	
Intrastate	\$2,312.50	383	3,229	\$1,725.00	324	
Interstate	\$8,000.69	631	5,561	\$2,431.82	283	
International	\$30.58	2	22	\$1,300.52	141	
1/1/2011	\$19,977.49	4,031	45,243	\$21,707.08	6,886	
Local	\$4,160.00	1,664	21,100	\$11,304.00	5,024	
Intralata	\$7,355.30	1,551	16,803	\$5,244.75	1,199	
Intrastate	\$1,932.00	300	2,816	\$1,261.15	235	
Interstate	\$6,530.19	516	4,524	\$2,954.80	320	
International				\$942.38	108	
2/1/2011	\$19,457.36	3,549	36,474	\$26,708.31	7,890	
Local	\$2,707.50	1,083	12,398	\$11,817.00	5,254	
Intralata	\$7,018.70	1,505	15,677	\$7,665.45	1,705	
Intrastate	\$2,297.60	372	3,251	\$1,918.35	363	
Interstate	\$7,433.56	589	5,148	\$4,163.23	447	
International				\$1,144.28	121	
3/1/2011	\$18,797.06	3,291	33,201	\$25,087.38	8,025	
Local	\$2,195.00	878	10,082	\$13,043.25	5,797	
Intralata	\$6,781.40	1,466	14,980	\$6,414.35	1,467	
Intrastate	\$1,915.20	308	2,718	\$1,551.05	305	
Interstate	\$7,736.46	619	5,339	\$2,602.45	300	
International	\$169.00	20	82	\$1,476.28	156	
4/1/2011	\$20,493.84	3,794	38,984	\$26,223.64	8,723	
Local	\$3,015.00	1,206	13,793	\$14,877.00	6,612	
Intralata	\$7,199.00	1,579	15,631	\$5,713.20	1,368	
Intrastate	\$2,930.10	433	4,434	\$1,606.05	325	
Interstate	\$7,334.27	573	5,124	\$2,838.19	291	
International	\$15.47	3	2	\$1,189.20	127	
5/1/2011	\$18,177.94	3,216	34,423	\$24,222.41	8,000	
Local	\$2,715.00	1,086	13,609	\$13,875.75	6,168	
Intralata	\$5,321.60	1,180	11,377	\$5,021.85	1,153	
Intrastate	\$2,713.10	399	4,114	\$1,476.45	261	
Interstate	\$7,428.24	551	5,323	\$2,311.36	264	
International				\$1,537.00	154	
6/1/2011	\$15,600.94	2,994	33,073	\$23,911.22	8,260	
Local	\$2,872.50	1,149	14,461	\$15,219.00	6,764	
Intralata	\$5,589.60	1,198	12,498	\$4,057.80	912	
Intrastate	\$1,389.60	216	2,016	\$1,070.80	200	
Interstate	\$5,749.24	431	4,098	\$2,343.62	253	

International				\$1,220.00	131
7/1/2011	\$15,996.75	3,141	32,336	\$20,362.62	7,188
Local	\$2,832.50	1,133	13,124	\$13,248.00	5,889
Intralata	\$5,830.10	1,251	12,995	\$3,811.95	863
Intrastate	\$1,805.50	307	2,452	\$1,024.30	190
Interstate	\$5,481.83	447	3,730	\$1,242.85	140
International	\$46.82	3	35	\$1,035.52	106
8/1/2011	\$15,873.19	2,770	28,825	\$24,318.52	8,223
Local	\$1,910.00	764	8,653	\$14,789.25	6,573
Intralata	\$5,765.90	1,215	13,180	\$4,557.00	1,020
Intrastate	\$1,794.30	295	2,499	\$1,308.10	250
Interstate	\$6,388.47	493	4,492	\$2,654.17	273
International	\$14.52	3	1	\$1,010.00	107
9/1/2011	\$15,246.35	3,003	33,375	\$25,163.75	8,354
Local	\$2,922.50	1,173	13,901	\$14,238.00	6,354
Intralata	\$5,437.70	1,123	12,757	\$5,116.75	1,202
Intrastate	\$2,405.20	382	3,471	\$2,176.80	402
Interstate	\$4,480.95	325	3,246	\$2,470.73	273
International				\$1,161.47	123
10/1/2011	\$15,649.36	2,973	32,095	\$25,206.57	8,714
Local	\$2,802.50	1,121	13,157	\$15,736.50	6,994
Intralata	\$5,373.60	1,124	12,391	\$4,753.70	1,091
Intrastate	\$1,792.70	279	2,605	\$1,898.45	325
Interstate	\$5,680.56	449	3,942	\$1,678.92	193
International				\$1,139.00	111
11/1/2011	\$13,386.25	2,745	26,981	\$26,604.47	9,279
Local	\$2,900.00	1,160	12,433	\$16,782.75	7,459
Intralata	\$3,979.20	862	8,786	\$5,017.15	1,175
Intrastate	\$2,023.60	328	2,852	\$1,867.85	345
Interstate	\$4,483.45	395	2,910	\$1,563.03	172
International				\$1,373.69	128
Grand Total	\$210,446.90	39,748	418,076	\$292,643.16	96,689

Prepaid			Total Sum of BaseCharges	
Sum of Minutes	Sum of BaseCharges	Sum of Calls	Sum of Minutes	
103,376	\$26,919.42	5,742	74,125	\$71,836.98
83,202	\$6,685.00	2,676	41,879	\$21,611.75
15,962	\$9,828.30	1,979	23,748	\$24,018.00
2,373	\$2,186.80	349	3,144	\$6,224.30
1,307	\$8,219.32	738	5,354	\$18,651.83
532				\$1,331.10
102,359	\$20,268.20	4,348	61,876	\$61,952.77
86,215	\$5,575.00	2,231	37,215	\$21,039.00
12,357	\$7,318.20	1,408	18,550	\$19,918.25
1,742	\$1,366.40	204	2,056	\$4,559.55
1,689	\$6,008.60	505	4,055	\$15,493.59
356				\$942.38
113,600	\$27,335.83	5,785	79,063	\$73,501.50
89,466	\$7,442.50	2,979	48,014	\$21,967.00
18,619	\$8,424.90	1,698	20,345	\$23,109.05
2,609	\$3,101.70	421	4,966	\$7,317.65
2,414	\$8,366.73	687	5,738	\$19,963.52
492				\$1,144.28
116,666	\$25,014.58	5,441	74,867	\$68,899.02
97,506	\$7,795.00	3,118	49,520	\$23,033.25
15,082	\$7,156.70	1,447	17,207	\$20,352.45
2,042	\$1,312.30	199	1,951	\$4,778.55
1,405	\$8,750.58	677	6,189	\$19,089.49
631				\$1,645.28
128,684	\$24,601.14	5,370	77,066	\$71,318.62
111,786	\$7,970.00	3,188	52,461	\$25,862.00
12,653	\$6,347.80	1,252	15,691	\$19,260.00
2,046	\$1,971.60	284	3,042	\$6,507.75
1,698	\$8,311.74	646	5,872	\$18,484.20
501				\$1,204.67
119,362	\$22,442.46	4,961	68,596	\$64,842.81
103,569	\$7,015.00	2,807	46,041	\$23,605.75
11,715	\$6,074.80	1,250	14,305	\$16,418.25
2,109	\$2,169.90	315	3,321	\$6,359.45
1,270	\$7,182.76	589	4,929	\$16,922.36
699				\$1,537.00
127,021	\$17,744.21	3,785	52,780	\$57,256.37
113,963	\$5,137.50	2,055	33,440	\$23,229.00
9,724	\$5,240.30	1,045	12,807	\$14,887.70
1,463	\$1,622.70	231	2,512	\$4,083.10
1,362	\$5,743.71	454	4,021	\$13,836.57

509				\$1,220.00
110,848	\$19,263.27	3,578	48,078	\$55,622.64
99,238	\$3,850.00	1,540	24,845	\$19,930.50
9,064	\$5,841.80	1,164	14,272	\$15,483.85
1,400	\$2,439.80	346	3,795	\$5,269.60
684	\$7,131.67	528	5,166	\$13,856.35
462				\$1,082.34
122,452	\$18,568.26	3,461	46,619	\$58,759.97
107,726	\$3,600.00	1,440	23,179	\$20,299.25
10,955	\$6,165.90	1,197	15,519	\$16,488.80
1,760	\$2,048.70	295	3,160	\$5,151.10
1,582	\$6,753.66	529	4,761	\$15,796.30
429				\$1,024.52
122,320	\$16,549.85	3,443	49,385	\$56,959.95
105,695	\$4,187.50	1,678	26,904	\$21,348.00
11,670	\$6,214.30	1,176	16,106	\$16,768.75
3,053	\$2,169.10	279	3,579	\$6,751.10
1,411	\$3,978.95	310	2,796	\$10,930.63
491				\$1,161.47
133,050	\$14,865.78	3,221	46,971	\$55,721.71
117,665	\$4,532.50	1,813	30,221	\$23,071.50
11,137	\$4,105.50	795	10,325	\$14,232.80
2,793	\$2,241.10	291	3,675	\$5,932.25
918	\$3,986.68	322	2,750	\$11,346.16
537				\$1,139.00
139,650	\$16,338.29	3,856	55,638	\$56,329.01
124,044	\$5,392.50	2,157	36,865	\$25,075.25
11,470	\$5,742.70	1,121	14,318	\$14,739.05
2,583	\$1,504.30	267	1,964	\$5,395.75
877	\$3,698.79	311	2,491	\$9,745.27
676				\$1,373.69
1,439,388	\$249,911.29	52,991	735,064	\$753,001.35

Total Sum of Calls Total Sum of Minutes

17,130	220,567
9,147	143,034
5,132	56,011
1,056	8,746
1,652	12,222
143	554
15,265	209,478
8,919	144,530
4,158	47,710
739	6,614
1,341	10,268
108	356
17,224	229,137
9,316	149,878
4,908	54,641
1,156	10,826
1,723	13,300
121	492
16,757	224,734
9,793	157,108
4,380	47,269
812	6,711
1,596	12,933
176	713
17,887	244,734
11,006	178,040
4,199	43,975
1,042	9,522
1,510	12,694
130	503
16,177	222,381
10,061	163,219
3,583	37,397
975	9,544
1,404	11,522
154	699
15,039	212,874
9,968	161,864
3,155	35,029
647	5,991
1,138	9,481

131	509
13,907	191,262
8,562	137,207
3,278	36,331
843	7,647
1,115	9,580
109	497
14,454	197,896
8,777	139,558
3,432	39,654
840	7,419
1,295	10,835
110	430
14,800	205,080
9,205	146,500
3,501	40,533
1,063	10,103
908	7,453
123	491
14,908	212,116
9,928	161,043
3,010	33,853
895	9,073
964	7,610
111	537
15,880	222,269
10,776	173,342
3,158	34,574
940	7,399
878	6,278
128	676
189,428	2,592,528

EXHIBIT C
Facility Schedules

Call Rates – Collect*

JAIL COLLECT CALL RATES		
	Connect	Rate/Minute
Local	\$2.50	15-minute time limit
IntraLATA	\$2.50	\$0.20/minute
InterLATA	\$2.50	\$0.40/minute
InterState	\$3.89	\$0.95/minute
International	\$5.00	\$1.00/minute

Call Rates – Debit*

JAIL DEBIT CALL RATES		
	Connect	Rate/Minute
Local	\$2.25	15-minute time limit
IntraLATA	\$2.25	\$0.20/minute
InterLATA	\$2.25	\$0.40/minute
InterState	\$3.89	\$0.95/minute
International	\$5.00	\$1.00/minute

Call Rates – Prepaid Collect*

JAIL PREPAID COLLECT CALL RATES		
	Connect	Rate/Minute
Local	\$2.50	15-minute time limit
IntraLATA	\$2.50	\$0.20/minute
InterLATA	\$2.50	\$0.40/minute
InterState	\$3.89	\$0.95/minute
International	\$5.00	\$1.00/minute

***Rates do not include State, Federal and Local Taxes or Regulatory Fees**