


EL PASO COUNTY
COLORADO

CONTRACTS AND PROCUREMENT DIVISION

SERVICES CONTRACT

CONTRACT NUMBER: 20-002

SUBJECT MATTER: INMATE TELEPHONE, TABLET, and VIDEO VISITATION

COUNTY DEPARTMENT: EL PASO COUNTY SHERIFF'S OFFICE

CONTRACTOR NAME: GLOBAL TEL*LINK CORPORATION
Name: [REDACTED]
Address: 3120 Fairview Park Drive, Suite 300
Falls Church, VA 22042
Phone: [REDACTED]

EFFECTIVE DATE: Upon Approval

EXPIRATION DATE: December 31, 2023 (with two, one-year renewal options, not to exceed five years.)

THIS CONTRACT, entered into on the date set forth below, is made by and between the **BOARD OF COUNTY COMMISSIONERS OF EL PASO COUNTY, COLORADO ("COUNTY")** and **GLOBAL TEL*LINK CORPORATION, ("CONTRACTOR")**.

WHEREAS, the **COUNTY** desires to purchase and receive from **CONTRACTOR** the services described in **APPENDICES A, B & C**; and

WHEREAS, **CONTRACTOR** is an individual or entity qualified and able to provide the type of services required by the **COUNTY**; and

WHEREAS, the parties to this **CONTRACT** desire to reduce to written terms the manner and conditions under which these services will be provided and compensated.

NOW, THEREFORE, in consideration of the above, and in accordance with the mutual terms, conditions, requirements and obligations set forth in this **CONTRACT**, the **COUNTY** and **CONTRACTOR** agree as follows:

SECTION 1. SERVICES

The **COUNTY** agrees to retain **CONTRACTOR** to perform the services described in **APPENDICES A, B & C**. **CONTRACTOR** agrees to provide those services in accordance with the provisions of this **CONTRACT**.

SECTION 2. CONTRACTOR'S RESPONSIBILITIES

- 2.1 The scope of services to be performed by **CONTRACTOR** is set forth in **APPENDICES A, B & C** attached to this **CONTRACT** and incorporated by reference.
- 2.2 All issues or questions of **CONTRACTOR** about this **CONTRACT** arising during the term of this **CONTRACT** shall be addressed to the designated County Representative identified in Section 3 below.
- 2.3 **CONTRACTOR** shall attend meetings and submit reports, plans, drawings and specifications as required in **APPENDICES A, B & C** and shall be reasonably available to the County Representative to respond to any issues that may arise during the term of this **CONTRACT**.
- 2.4 All employees, agents, representatives and sub-contractors of **CONTRACTOR** who will have significant responsibility for performance under this **CONTRACT** shall be identified to and be subject to approval by the County Representative prior to the commencement of any work by these individuals.

- 2.5 All governmental permits or licenses specified in **APPENDICES A & B** to be acquired by **CONTRACTOR** shall be obtained by **CONTRACTOR** in a prompt and legally sufficient manner and at **CONTRACTOR'S** own expense. Upon demand by the **COUNTY**, **CONTRACTOR** shall provide the **COUNTY** with evidence of the permits or licenses.
- 2.6 All services to be performed under this **CONTRACT** by **CONTRACTOR** shall be performed in accordance with generally recognized professional practices and standards of **CONTRACTOR'S** profession and to the reasonable satisfaction of the **COUNTY**.
- 2.7 **CONTRACTOR** represents, warrants and covenants that the prices, charges and/or fees set forth in this **CONTRACT** (on the whole) are at least as favorable as the prices, charges and/or fees **CONTRACTOR** charges (on the whole) to other of its customers or clients for the same or substantially similar products or services provided under the same or substantially similar circumstances, terms and conditions.
- 2.8 If **CONTRACTOR** agrees or contracts with other customers or clients similarly situated during the term of this **CONTRACT**, and offers or agrees to financial terms more favorable than those set forth herein (on the whole), **CONTRACTOR** hereby agrees that it will reduce the prices, charges and/or fees charged to the **COUNTY** with respect to the products or services hereunder to the most favorable rates received by those other customers or clients.

SECTION 3. COUNTY'S RESPONSIBILITIES

- 3.1 The **COUNTY** agrees to compensate **CONTRACTOR** as set forth in Section 5 below for services rendered in accordance with this **CONTRACT**.
- 3.2 The County's Representative is Guy Funkhouser, 719-520-7576 or designee. The County Representative shall have authority to transmit instructions, receive information and documents and resolve any issues arising out of the performance of this **CONTRACT**. The County Representative shall provide **CONTRACTOR** with the identity of an alternate contact person in the event the County Representative is unavailable to respond to **CONTRACTOR'S** inquiries.

SECTION 4. TIME OF PERFORMANCE AND DELAY

CONTRACTOR'S time of performance shall commence as of the effective date of this **CONTRACT** and shall remain in effect unless otherwise terminated in accordance with Section 13 below, or until the expiration date specified on the first page of this **CONTRACT**, whichever comes first.

SECTION 5. COMPENSATION

- 5.1 The **CONTRACTOR** agrees to pay the **COUNTY** in the following amount and per the following payment schedule:

To be paid on a monthly basis
SEE APPENDICES B, D AND E, FEE PROPOSAL AND SERVICE SCHEDULES

The amount and terms of compensation referenced above shall not be modified except in accordance with Section 18 below.

- 5.2 **CONTRACTOR** shall provide the **COUNTY** written evidence of services performed, and at the **COUNTY'S** request, shall itemize all hourly labor expenses and direct expenses incurred by **CONTRACTOR**.
- 5.3 Unless otherwise agreed upon in writing by the **COUNTY**, **CONTRACTOR** shall be solely responsible for compensation of third parties, including subcontractors, consultants and suppliers, which are retained at the request of **CONTRACTOR** to perform this **CONTRACT**. Such third parties shall not be considered third-party beneficiaries to this **CONTRACT**.
- 5.4 No payment made under this **CONTRACT** shall be conclusive evidence of the performance of this **CONTRACT**, either in whole or in part, and no payment, including final payment, shall be construed to be a consent on the part of the **COUNTY** to accept unsatisfactory or deficient work.

SECTION 6. FUNDING AVAILABILITY

- 6.1 *(If this is a revenue generating contract the following text may not be applicable.)*

Financial obligations of the **COUNTY** payable after the current fiscal year are contingent on appropriation or budgeting of funds for those obligations. Should the performance of this **CONTRACT** continue past the current fiscal year, the **COUNTY** shall notify **CONTRACTOR** in writing that sufficient funds are available for continuance of **CONTRACTOR'S** performance under this **CONTRACT** into the new fiscal year. Unless **CONTRACTOR** is notified in writing of availability of funds prior to the end of the current fiscal year, **CONTRACTOR** shall not commence any work in the new fiscal year for which a new appropriation is required to make payment.

- 6.2 Any renewal of this **CONTRACT** is contingent upon both Parties agreeing and satisfactory performance by the **CONTRACTOR**, as determined by the **COUNTY**. It shall be the **CONTRACTOR'S** responsibility to provide the **COUNTY** representative (with a copy to the Contracts and Procurement Division) all requested **CONTRACT** changes and/or price adjustments at least 90 days prior to the expiration of the **CONTRACT** or **CONTRACT** renewal date. After review by the **COUNTY** of the **CONTRACTOR'S** requested changes or price adjustments, the **COUNTY** will enter into negotiations with the **CONTRACTOR** to determine if the requested contract changes and/or price adjustments are acceptable to the **COUNTY**. Negotiations must be completed 60 days prior to expiration of the **CONTRACT** or **CONTRACT** renewal date. Failure of the **COUNTY** and the **CONTRACTOR** to agree upon the terms and conditions for the renewal may result in re-solicitation of the goods or services covered by the original **CONTRACT**. Continued performance by the **CONTRACTOR** outside of the **CONTRACT** term will be at the **CONTRACTOR'S** risk.

SECTION 7. INDEPENDENT CONTRACTOR

- 7.1 **CONTRACTOR IS RENDERING SERVICES AS AN INDEPENDENT CONTRACTOR, NOT AS AN EMPLOYEE, AND SHALL BE ACCOUNTABLE TO THE COUNTY FOR THE ULTIMATE RESULTS OF ITS ACTIONS BUT SHALL NOT BE SUBJECT TO THE DIRECT SUPERVISION AND CONTROL OF THE COUNTY. NEITHER CONTRACTOR NOR ANY AGENT, EMPLOYEE, OR SERVANT OF CONTRACTOR SHALL BE OR SHALL BE DEEMED TO BE AN EMPLOYEE, AGENT OR SERVANT OF THE COUNTY.**
- 7.2 As specified in C.R.S. §8-40-202(2)(a) and 8-70-115(1)(b), **CONTRACTOR** hereby represents and warrants to **COUNTY** that **CONTRACTOR** is customarily engaged in an independent trade, occupation, profession, or business related to the services that the **CONTRACTOR** will perform for the **COUNTY**. **CONTRACTOR** hereby acknowledges and agrees that **CONTRACTOR** is free from control and direction in the performance of its service for **COUNTY**.
- 7.3 **CONTRACTOR** agrees, that as an independent **CONTRACTOR**, **CONTRACTOR** is not entitled to (i) unemployment insurance benefits, (ii) worker's compensation coverage, or (iii) health insurance coverage from **COUNTY**, and may only receive such coverages if provided by **CONTRACTOR** or an entity other than **COUNTY**. Subject to the foregoing, **CONTRACTOR** hereby waives and discharges any claim, demand or action against **COUNTY'S** worker's compensation insurance and/or health insurance and further agrees to indemnify **COUNTY** or any such claims related to **CONTRACTOR'S** operations or the performance of services by **CONTRACTOR** hereunder. Further, **CONTRACTOR** is obligated to pay federal and state income tax on any moneys earned or paid pursuant to this **CONTRACT**.
- 7.4 As recognized in Colorado Revised Statutes §§'s 8-40-202(2)(b)(II) and 8-70-115(1)(c), **CONTRACTOR** and **COUNTY** hereby acknowledge and agree that **COUNTY** will not:
- (i) Require **CONTRACTOR** to work exclusively for **COUNTY**;
 - (ii) Establish a quality standard for **CONTRACTOR**; except that **COUNTY** may provide plans and specifications regarding the work but will not oversee the actual work or instruct **CONTRACTOR** as to how the work is to be performed;
 - (iii) Pay to **CONTRACTOR** a salary or hourly rate, but rather will pay to **CONTRACTOR** a fixed or contract rate;
 - (iv) Terminate the work during the contract period unless **CONTRACTOR** violates the terms of this **CONTRACT** or fails to produce a result that meets the specifications of this **CONTRACT**;
 - (v) Provide more than minimal training for **CONTRACTOR**
 - (vi) Provide tools or benefits to **CONTRACTOR**; except that materials and equipment may be supplied;
 - (vii) Dictate the time of **CONTRACTOR'S** performance;
 - (viii) Pay **CONTRACTOR** personally; instead, **COUNTY** will make all checks payable to the trade or business name under which **CONTRACTOR** does business; and
 - (ix) Combine its business operations in any way with **CONTRACTOR'S** business, but will instead maintain such operations as separate and distinct.

- 7.5 **CONTRACTOR** does not have the authority to act for the **COUNTY**, or to bind the **COUNTY** in any respect whatsoever, or to incur any debts or liabilities in the name of or on behalf of the **COUNTY**;
- 7.6 Unless given express written consent by **COUNTY**, **CONTRACTOR** agrees not to bring any other party (including but not limited to employees, agents, sub-Subcontractors, and vendors) onto the project site
- 7.7 If **CONTRACTOR** is given written permission to have other parties on the site, and **CONTRACTOR** engages any other party which may be deemed to be an employee of **CONTRACTOR**, **CONTRACTOR** will be required to provide the appropriate Workers' Compensation insurance coverage as required by the Standard Contract Agreement of **COUNTY**.

SECTION 8. INSURANCE

- 8.1 Cancellation: The insurance policies, as required per **APPENDIX C- INSURANCE CHECKLIST**, shall include provisions preventing cancellation or non-renewal, except for cancellation based on non-payment of premiums, without at least 30 days prior notice to **CONTRACTOR** and **CONTRACTOR** shall forward such notice to the **COUNTY** in accordance with Paragraph 8.4 within seven (7) days of **CONTRACTOR'S** receipt of such notice. If such provisions are not commercially available from carriers, then **CONTRACTOR** shall be responsible for providing the notice of Cancellation in a manner acceptable to **COUNTY**.
- 8.2 **CONTRACTOR** shall furnish certificates of such insurance to the County Contracts and Procurement Manager ("**MANAGER**") prior to the performance of this **CONTRACT**. The **COUNTY**, and its' employees and agents, shall be named as an additional insured on all policies of liability insurance, except professional liability, workers' compensation, and commercial crime when applicable. Unless otherwise noted in Section 8 to the contrary, insurance coverage shall be maintained for the duration of the **CONTRACT**.
- 8.3 **COUNTY** reserves the right to review, approve or reject any and all certificates of insurance and required endorsements. Certificate Holder should be listed as follows:

El Paso County, Board of County Commissioners
County Address: 200 South Cascade Avenue, Suite 150, Colorado Springs, CO 80903
- 8.4 All policies are to be written through companies duly entered and authorized to transact that class of insurance in the state in which the job is located. The insurance companies must have an A.M. Best rating of A-, VIII or better in the most recent Best's Key Rating Guide.
- 8.5 Approval, disapproval, or failure to act by **COUNTY** regarding any insurance supplied by the **CONTRACTOR** shall not relieve the **CONTRACTOR** of full responsibility or liability for damages and accidents. Neither shall the bankruptcy, insolvency or denial of liability by the insurance company exonerate the **CONTRACTOR** from liability.
- 8.6 No Special payments shall be made for any insurance that the **CONTRACTOR** may be required to carry; all are included in the **CONTRACT** price.

SECTION 9. DEFENSE AND INDEMNIFICATION

- 9.1 The **CONTRACTOR** hereby agrees to defend, indemnify, and hold harmless the **COUNTY**, its appointed and elected officials, agents and employees against all liabilities. claims, judgments, suits or demands for damages to persons or property arising out of, resulting from, or relating to the Services performed under this Agreement and any actions, activities, or other conduct by **CONTRACTOR** or the **CONTRACTOR'S** employees upon **COUNTY** property ("Claims") unless and until such Claims have been specifically determined by the trier of fact to be due to the sole negligence or willful misconduct of the **COUNTY**. This indemnity shall be interpreted in the broadest possible manner to indemnify **COUNTY** for any acts or omissions of the **CONTRACTOR** or the **CONTRACTOR'S** employees, either passive or active, irrespective of fault, including the **COUNTY'S** concurrent negligence whether active or passive, except for the sole negligence or willful misconduct of the **COUNTY**.
- 9.2 The **CONTRACTOR'S** duty to defend and indemnify the **COUNTY** shall arise at the time written notice of the Claim is first provided to the **COUNTY** regardless of whether an action has been filed in court on the Claim. The **CONTRACTOR'S** duty to defend and indemnify the **COUNTY** shall arise even if the **COUNTY** is the only party sued and/or it is alleged that the **COUNTY'S** negligence or willful misconduct was the sole cause of the alleged damages.

- 9.3 The **CONTRACTOR** will defend any and all Claims which may be brought or threatened against the **COUNTY** and will pay on behalf of the **COUNTY** any expenses incurred by reason of such Claims including, but not limited to, court costs and attorney fees incurred in defending and investigating such Claims or seeking to enforce this indemnity obligation. Such payments on behalf of the **COUNTY** shall be in addition to any other legal remedies available to **COUNTY** and shall not be considered the **COUNTY'S** exclusive remedy.
- 9.4 Insurance coverage requirements specified in this **CONTRACT** shall in no way lessen or limit the liability of the **CONTRACTOR** under the terms of this indemnification obligation. The **CONTRACTOR** shall obtain, at its own expense, any additional insurance that it deems necessary for the **COUNTY'S** protection.
- 9.5 These defense and indemnification obligations of the **CONTRACTOR** shall survive the expiration or termination of this **CONTRACT**.
- 9.6 Nothing in this section shall be deemed to waive or otherwise limit the defenses available to the **COUNTY** pursuant to the Colorado Governmental Immunity Act, § 24-10-101, *et seq.*, C.R.S. or otherwise provided by law.

SECTION 10. AUDIT AND INSPECTION

- 10.1 **CONTRACTOR** shall at all times during the term of this **CONTRACT** maintain such books and records as shall sufficiently and properly reflect all direct costs of any nature in the performance of this **CONTRACT** and shall utilize such bookkeeping procedures and practices as will reflect these costs. Books and records shall be subject, at any reasonable time, to inspection, audit or copying by Federal, State or County personnel, or such independent auditors or accountants as are designated by the **COUNTY**.
- 10.2 **CONTRACTOR** shall permit the County Representative or other authorized Federal, State or County personnel, at any reasonable time, to inspect, transcribe or copy any and all data, notes, records, documents and files of the work **CONTRACTOR** is performing in relation to this **CONTRACT**.

SECTION 11. OWNERSHIP

- 11.1 Pursuant to the effective date of this agreement, all data, plans, reports, notes and documents provided to or prepared by **CONTRACTOR** in performance of this Agreement shall become the property of the **COUNTY** upon payment of services rendered by **CONTRACTOR** and shall be delivered to the County Representative.
- 11.2 Except as provided in Section 10 above, all such documents shall remain confidential and shall not be made available by **CONTRACTOR** to any individual or entity without the consent of the County Representative.
- 11.3 If the **CONTRACTOR** deems any documents submitted by **CONTRACTOR** to the **COUNTY** under this **CONTRACT** confidential business data, trade secrets, or data not otherwise subject to public disclosure, **CONTRACTOR** shall clearly mark the documents as "Confidential" prior to delivering or making them available to the **COUNTY**. If the **COUNTY** receives a request for the production or disclosure of documents so marked, it will decline disclosure and notify the **CONTRACTOR** of such request; *provided, however*, that if any action is commenced against the **COUNTY** under the Colorado Public (Open) Records Act or otherwise seeking to compel production or disclosure of the documents, **CONTRACTOR** or any other person asserting the confidentiality privilege of such documents shall immediately intervene in such action, and whether or not such intervention is permitted, shall defend, indemnify and hold **COUNTY** harmless from any costs, damages, penalties or other consequences of **COUNTY'S** refusal to disclose or produce such documents.

SECTION 12. DISPUTES

Any dispute concerning the performance of this **CONTRACT** that is not resolved by mutual agreement of the parties shall be resolved in the manner described in hereinafter:

- 12.1 If a dispute arises out of or relating to this **CONTRACT** or its breach, the parties shall endeavor to settle the dispute first through direct discussions. The parties may, upon mutual agreement, voluntarily conduct mediation of the dispute through Colorado's 4th Judicial District Office of Dispute Resolution or other mutually agreeable mediator.
- 12.2 In the event the parties choose to mediate a dispute, each party shall bear all of its own costs, which cost shall not be recoverable as part of a change order or in any subsequent Litigation.

- 12.3 Any litigation whatsoever regarding this **CONTRACT**, including but not limited to claims and disputes concerning payment or breach or default of this **CONTRACT**, shall be tried by the District Court in and for the County of El Paso, State of Colorado.
- 12.4 In the event any dispute or litigation arises under this **CONTRACT** and during the time such dispute or litigation is being resolved, the **CONTRACTOR** hereby agrees that it shall continue performance under this **CONTRACT** in accordance with the terms and conditions hereof since time is of the essence. The failure of the **CONTRACTOR** to continue expeditious performance due to a dispute or litigation arising under this **CONTRACT**, at the option of the **COUNTY**, shall be construed as a material breach of this **CONTRACT** justifying termination or such other action as the **COUNTY** deems appropriate
- 12.5 During the term of any dispute resolution, the **COUNTY** may withhold payment of **CONTRACTOR'S** invoice or statement to the extent such payment is in dispute and is part of the dispute resolution process.

SECTION 13. SUSPENSION AND TERMINATION

- 13.1 Without terminating this **CONTRACT**, the **COUNTY** may suspend **CONTRACTOR'S** services following written notice to **CONTRACTOR**. Within five (5) days following receipt of such notice, **CONTRACTOR** shall have completed all reasonable measures to cease its services in an orderly manner. **CONTRACTOR** shall be paid for all reasonable costs incurred and for services rendered through the date services were suspended, but in no case no later than five (5) days after **CONTRACTOR'S** receipt of suspension. If resumption of **CONTRACTOR'S** services requires any waiver or change in this **CONTRACT**, the parties must mutually agree to such waiver or change in writing and the writing must be attached as an addendum to this **CONTRACT**.
- 13.2 The **COUNTY** shall have the right to terminate this **CONTRACT**, in whole or in part, at any time during the course of performance by providing written notice to **CONTRACTOR**. Within ten (10) days following receipt of such notice, **CONTRACTOR** shall have completed all reasonable measures to cease its services in an orderly manner. If a new contractor is retained to complete the services, **CONTRACTOR** will cooperate fully with the **COUNTY** in preparing the new contractor to take over completion of the services. **CONTRACTOR** will be paid for all reasonable costs incurred and for services rendered through the date of termination of this **CONTRACT**, but in no case will **CONTRACTOR** be paid for services rendered later than the date of termination.

SECTION 14. NON-DISCRIMINATION

CONTRACTOR shall not hire, discharge, transfer, promote or demote, or in any manner discriminate against any person otherwise qualified and capable because of race, color, sex, marital status, age, religion, disability or national origin. **CONTRACTOR** agrees to comply with all applicable Federal and State statutes and regulations concerning non-discrimination.

SECTION 15. APPLICABLE LAW

The laws, rules and regulations of the State of Colorado and El Paso County shall be applicable in the enforcement, interpretation and execution of this **CONTRACT**. The parties to this **CONTRACT** understand and agree that, in the event of any litigation, which may arise between the parties under this **CONTRACT**, jurisdiction and venue shall lie in the Fourth Judicial District of El Paso County, Colorado.

SECTION 16. RIGHTS OF THIRD PARTIES

This **CONTRACT** does not and shall not be deemed to confer on any third party the right to the performance or proceeds under this **CONTRACT**, to claim any damages or to bring any legal action or other proceeding against the **COUNTY** or **CONTRACTOR** for any breach or other failure to perform this **CONTRACT**.

SECTION 17. ASSIGNMENT/SUBCONTRACTS

CONTRACTOR shall not assign its interest in this **CONTRACT** or subcontract any of the work to be performed under this **CONTRACT** without the written consent of the **COUNTY**.

SECTION 18. CHANGES OR MODIFICATIONS

- 18.1 No modification, amendment, notation, change or other alteration of this **CONTRACT** shall be valid unless mutually agreed by the parties in writing and executed as an addendum to this **CONTRACT**.

- 18.2 No change order resulting in an increase to the contract set forth in Section 5 above shall be executed or effective unless the increase is approved by the appropriate County Official(s) and the additional funds have been appropriated or otherwise made available. **CONTRACTOR** shall prepare a cost calculation for the any changes and submit it to the County Representative prior to approval of any change order. The County Representative then will arrange for a change order, confirming with **CONTRACTOR**.

SECTION 19. SEVERABILITY

If any section, subsection, clause or phrase of this **CONTRACT** is, for any reason, held to be invalid, such holding shall not affect the validity of the remaining portions of this **CONTRACT**.

SECTION 20. COMPLIANCE WITH LAWS

- 20.1 At all times during the performance of this **CONTRACT**, **CONTRACTOR** shall strictly observe and conform to all applicable federal, state and local laws, rules, regulations and orders that have been or may hereafter be established.

- 20.2 **Federal Immigration Law Compliance:** The **CONTRACTOR** certifies that the **CONTRACTOR** has complied with the United States Immigration and Control Act of 1986. All persons employed by the **CONTRACTOR** for performance of this **CONTRACT** have completed and signed Form I-9 verifying their identities and authorization for employment.

Illegal Aliens: Public Contracts for Services. C.R.S. § 8-17.5-101 and 102, and Public Law 208, 104th Congress, as amended and expanded in Public Law 156, 108th Congress, as amended. CONTRACTOR certifies that the **CONTRACTOR** shall comply with the provisions of C.R.S. § 8-17.5-101 et seq. **CONTRACTOR** shall not knowingly employ or contract with an illegal alien to perform work under this **CONTRACT** or enter into a contract with a subcontractor that fails to certify to the **CONTRACTOR** that the subcontractor shall not knowingly employ or contract with an illegal alien to perform work under this **CONTRACT**. **CONTRACTOR** represents, warrants, and agrees that it (i) has confirmed or attempted to confirm the employment eligibility of all employees who are newly hired for employment in the United States through participation in the e-verify program or through the Colorado Department of labor and Employment and (ii) otherwise will comply with the requirements of C.R.S. § 8-17.5-102(2)(b). The **CONTRACTOR** is prohibited from using either the e-verify program or the Colorado Department of Labor and Employment program procedures to undertake pre-employment screening of job applications while the services are being performed under this **CONTRACT**. If the **CONTRACTOR** obtains actual knowledge that a subcontractor performing work under this **CONTRACT** knowingly employs or contracts with an illegal alien, the contractor shall notify the subcontractor and the **COUNTY** within three days that the **CONTRACTOR** has actual knowledge that the subcontractor is employing or contracting with an illegal alien and shall terminate the subcontract with the subcontractor if within three days of receiving this notice the subcontractor does not stop employing or contracting with the illegal alien; except that the **CONTRACTOR** shall not terminate the contract with the subcontractor if during such three days the subcontractor provides information to establish that the subcontractor has not knowingly employed or contracted with an illegal alien. The **CONTRACTOR** shall comply with all reasonable requests made in the course of an investigation under C.R.S. § 8-17.5-102 by the Colorado Department of Labor and Employment. If the **CONTRACTOR** fails to comply with any requirement of this provision or C.R.S. § 8-17.5-101 et seq., the **COUNTY** may terminate this contract for breach and the **CONTRACTOR** shall be liable for actual and consequential damages to the **COUNTY**.

- 20.3 **Colorado Labor Preference:** The provisions of C.R.S. § 8-17 101 and 102. may be applicable to this **CONTRACT**. If this **CONTRACT** includes federal funds, this paragraph does not apply. If the work to be performed under this services contract falls within the definition of 'public works project', then the Colorado Labor Preference applies. Colorado labor must be employed to perform the work to the extent of not less than eighty percent (80%) of each type or class of labor in the several classifications of skilled and common labor employed on the Project. "Colorado labor" means any person who is a resident of the State of Colorado, at the time of the public works project, without discrimination as to race, color, creed, sex, age or religion except when sex or age is a bona fide occupational qualification. A resident of the state of Colorado is a person who can provide a valid Colorado driver's license, a valid Colorado state-issued photo identification, or documentation that he or she has resided in Colorado for the last thirty days.

SECTION 21. CONFLICT OF TERMS IN THE CONTRACT DOCUMENTS

- 21.1 In the event there is found any conflict in any of the terms between the **COUNTY'S** contract documents and the **CONTRACTOR'S** contract documents, the parties understand and agree that the terms contained in the **COUNTY'S** contract documents shall be controlling and shall take precedence over any conflicting terms found in the contract documents.

- 21.2 Further, if there are any conflicting terms as between the **COUNTY'S** contract and the **COUNTY'S** Purchase Order or any other **COUNTY** documents which are included as a part of the contract documents, those terms which the **COUNTY** deems most favorable toward the protection of the **COUNTY** and the goals of the **CONTRACT** shall be deemed to control and take precedence over any conflicting contract terms. The conflicting contract terms may be deleted at the **COUNTY'S** sole discretion.
- 21.3 In the event that one of the **COUNTY'S** contract documents contains a word, statement, or clause which is not contained in any other of the **COUNTY'S** contract documents nor in those of the **CONTRACTOR'S** contract documents, the parties understand and agree that such word, statement or clause shall be included as a part of the contract terms at the sole discretion of the **COUNTY**.
- 21.4 Finally, in the event that there is found in the **CONTRACTOR'S** contract documents a word, statement or clause not contained in the **COUNTY'S** contract documents and which the **COUNTY**, in its sole discretion, wishes to delete from the contract terms, the parties understand and agree that the **COUNTY** shall have the discretion to include or delete such word, statement or clause from the contract terms.

SECTION 22. PERSONALLY IDENTIFIABLE INFORMATION (PII)

If **CONTRACTOR** or any of its Subcontractors will or may receive PII under this **CONTRACT**, **CONTRACTOR** shall provide for the security of such PII, in a manner and form acceptable to the **COUNTY**, including, without limitation, non-disclosure requirements, use of appropriate technology, security practices, computer access security, data access security, data storage encryption, data transmission encryption, security inspections and audits. **CONTRACTOR** shall be a "Third-Party Service Provider" as defined in C.R.S. §24-73-101(1)(i) and shall maintain security procedures and practices consistent with C.R.S. §24-73-102 and C.R.S. §24-73-103. In the event **CONTRACTOR** incurs a data breach whereby it is reasonably believed that any of **COUNTY'S** PII either could have been, or was compromised, then **CONTRACTOR** shall immediately notify the **COUNTY** in writing and shall follow abide by C.R.S. §24-73-101 *et seq.*

SECTION 23. ENTIRE CONTRACT

This **CONTRACT**, including attached **APPENDICES**, constitutes the entire understanding of the parties. At the time of execution of this **CONTRACT**, there are no other terms, conditions, requirements or obligations affecting this **CONTRACT**, which are not specifically set forth herein.

SECTION 24. APPENDICES

The following **APPENDICES** are attached to and made a part of this **CONTRACT**:

- Appendix A: **RFP NO: 20-002, INMATE TELEPHONE, TABLET, and VIDEO VISITATION**
- Appendix B: [REDACTED]
- Appendix C: **INSURANCE CHECKLIST and INSURANCE CERTIFICATE**
- Appendix D: **INMATE TELEPHONE SERVICE SCHEDULE**
- Appendix E: [REDACTED]
- Appendix F: [REDACTED]

SECTION 25. DELETIONS

The following sections are intentionally deleted from this **CONTRACT**: NA

IN WITNESS WHEREOF, the parties hereto have executed this **CONTRACT** on the 26 day of May 2020.

**FOR BOARD OF COUNTY COMMISSIONERS
EL PASO COUNTY, COLORADO**

GLOBAL TEL*LINK CORPORATION

BY: *Eileen Gonzales*
For **EILEEN GONZALES, CPPO, CPPB
CONTRACTS & PROCUREMENT MANAGER**

Janna Peters
BY: **Janna Peters
AUTHORIZED REPRESENTATIVE (PRINT)**

APPROVED AS TO FORM

Peter A. Lichtman
BY: **Peter Lichtman (May 30, 2020 16:50 MDT)**
OFFICE OF THE COUNTY ATTORNEY

BY: sgined above
AUTHORIZED REPRESENTATIVE (SIGN)

CONTRACT NO. 20-002
SUBJECT: INMATE TELEPHONE, [REDACTED]



NOTARY PUBLIC

STATE OF Virginia,
COUNTY OF Chesterfield,
SWORN TO ME BEFORE THIS May 26,
DAY OF 2020.

MY COMMISSION EXPIRES:

Stacy Houchens Woolridge

ONLY CONTRACTOR REQUIRED TO SIGN BEFORE A NOTARY

REMAINDER OF PAGE INTENTIONALLY LEFT BLANK

APPENDIX A (will be attached)
APPENDIX B (will be attached)
APPENDIX C (will be attached)

Services provided by Company; (c) the establishment and maintenance of all billing and payment arrangements with the local and interexchange carriers; (d) the processing of all telephone call records; (e) the performance (alone or through others) of all validation, billing, out clearing and collection services; and (f) the handling of all billing and other inquiries, fraud control, and all other Services essential to the performance of Company's obligations under this Agreement. Company reserves the right to control unbillables, bad debt and fraud.

Company does not furnish, maintain or provide consumables for peripheral equipment associated with the inmate telephone system. Consumables consist of items such as printer paper, cassette tapes, or compact disks.

3. Compensation.

Remuneration shall be **Eighty percent (80%)** of the Gross Revenue billed or prepaid for inmate telephone calls covered by this Agreement. Gross Revenue shall mean all revenue generated by every completed inmate call that is accepted by an end user and billed via a local exchange carrier or prepaid to Company. Gross Revenue does not include: (i) taxes and tax-related surcharges; (ii) credits; (iii) account and other transaction fees; and (iv) any amount Company collects for, or pays to, third parties, including but not limited to payments in support of statutory or regulatory programs mandated by governmental or quasi-governmental authorities, such as the Federal Universal Service Fee, and any costs incurred by Company in connection with such programs. Commission payments shall be paid monthly. All commission payments shall be considered final and binding upon the Premise Provider unless written objection is received by the Company within sixty (60) days of receipt of commission payment by the Premise Provider.

Commission payments will be delivered to the address listed in this Section, which may be changed by Premise Provider from time to time upon notice to Company in accordance with terms of the notice provision of this Agreement.

El Paso County Sheriff's Office
Attn: Finance, Ref: Contract # 20-002
27 E Vermijo Ave
Colorado Springs, CO 80903

The Parties agree that notwithstanding anything to the contrary in the Fee Schedule or this Agreement, there shall be no commission owed or payable to Premises Provider.

4. Rates and Charges for Inmate Telephone Services. The per-minute-of-use call rate shall not exceed the maximum rates authorized by the state's telecommunication regulatory authority ("PUC") and the Federal Communications Commission ("FCC").

- a) Interstate ITS calls made using a collect format: \$0.25 per minute of use.
- b) Interstate ITS calls, whether made using a debit, prepaid/AdvancePay™ format: \$0.21 per minute of use.
- c) Local and Intrastate ITS calls, whether made using a collect, debit, prepaid/AdvancePay™ format: \$0.44 per minute of use.
- d) International ITS calls, whether made using a debit, prepaid/AdvancePay™ format: \$0.60 per minute of use.

No per call, per connection, or flat rate calling charges shall apply to international, interstate, and intrastate ITS per minute of use calls. The rates charged are exclusive of taxes, and other amounts collected by Company on behalf of, or paid to, third parties, including but not limited to payments in support of statutory or regulatory programs mandated by governmental or quasi-governmental authorities, such as the Federal Universal Service Fee, and any costs incurred by Company in connection with such programs.

5. Transaction Fees for Inmate Telephone Services. Company may charge certain Transaction Fees in accordance with the following amounts:

Fee for automated payments (includes payments by interactive voice response, web, or kiosk)	\$3.00 per use
Fee for payment using live operator	\$5.95 per use
Paper bill/statement fee	\$2.00 per use

Fee for use of third-party money transmitter (e.g., MoneyGram, Western Union, credit card processing, transfers from third-party commissary accounts)	The exact fee from the third-party provider passed through directly to customer with no markup
---	--

6. **Single-Call and Related Billing Arrangements for Inmate Telephone Services.** Company may permit consumers to purchase ITS on a collect call basis through third-party billing arrangements that allow consumers to pay for a single ITS call using such methods as their debit or credit card, billing the cost of a single ITS call to their mobile phone account, or another arrangement. When a consumer chooses to pay for a single ITS call using such a method, the charge shall be any applicable transaction fee and other charges allowed by law.

7. **Additional Terms**

a. [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Exhibit F
SERVICE SCHEDULE

[REDACTED]

1. [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

- [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[End of Exhibit F]

Contracts and Procurement Division
15 E. Vermijo Ave.
Colorado Springs, CO 80903

Board of County Commissioners
Holly Williams, District 1
Mark Waller, District 2
Stan VanderWerf, District 3
Longinos Gonzalez, Jr., District 4
Cami Bremer, District 5

AMENDMENT NO. 1

CONTRACT NUMBER: 20-002

SUBJECT MATTER: INMATE TELEPHONE, [REDACTED]

COUNTY DEPARTMENT: SHERIFF'S OFFICE

CONTRACTOR: GLOBAL TEL*LINK CORPORATION

THIS AMENDMENT TO THE CONTRACT, entered into this 2nd day of July 2021, by and between **EL PASO COUNTY, COLORADO** ("COUNTY"), and **GLOBAL TEL*LINK CORPORATION** ("CONTRACTOR"), **WITNESSETH THAT:**

WHEREAS, the **COUNTY** entered into the original **CONTRACT** with **CONTRACTOR** made effective the 26TH day of May 2020 for fiscal year 2020; and

WHEREAS, the **CONTRACTOR** agrees to do, perform, and carry out in a good and professional manner the services as outlined in the original **CONTRACT**;

NOW, THEREFORE, the following changes are attached to and made part of this Amendment No. 1 to the original contract for fiscal year 2021:

- 1.** The **CONTRACT** is amended for ITS rate changes, up to (2) free remote video visitations per inmate, per week and the return of all mail received by GTL contractor, scanned and delivered by digital deliver to the inmates on the GTL Inspire tablets, to the sender after the thirty (30) day holding period.

Summary of changes to the **CONTRACT** appendices is as follow:

Appendix D: Inmate Telephone Service

Section 3: Compensation

Reduction of Compensation from 80% to 65 % due to requested rate change, with a \$30,000 monthly deduction to subsidize the return of all received inmate mail, that has been digitally delivered to the sender after thirty (30) days and to subsidize up to (2) 15-minute remote video visitation sessions per inmate per week

Section 4: Call Rates

Reduction of per minute calling rate to \$0.12 for all domestic calls and \$0.60 for international calls.

[REDACTED]

[REDACTED]



2. **COMPENSATION:** The **COUNTY** agrees to pay the **CONTRACTOR** monthly under this **AMENDMENT** to the **CONTRACT** per revised Service Schedule Appendices D, E and F.

3. **ATTACHMENTS:** The following are attached to and made a part of this **AMENDMENT** to the **CONTRACT**:

> **Revised Appendix D.** Inmate Telephone Service-Service Schedule

> [REDACTED]
> [REDACTED]

4. All other terms and conditions of the original **CONTRACT** remain the same.

IN WITNESS WHEREOF, the **COUNTY** and the **CONTRACTOR** have executed this **AMENDMENT** to the **CONTRACT** as of the date first written above.

**FOR THE BOARD OF COUNTY COMMISSIONERS
EL PASO COUNTY, COLORADO**

BY: *Sherril Cassidy*
**SHERRI CASSIDY, CPFO
CHIEF FINANCIAL OFFICER**

APPROVED AS TO FORM:
BY: *[Signature]*
OFFICE OF THE COUNTY ATTORNEY

GLOBAL TEL*LINK CORPORATION

BY: Maribeth Kuznia, Contracts Manager
AUTHORIZED REPRESENTATIVE (PRINT)

BY: *[Signature]*
AUTHORIZED REPRESENTATIVE (SIGN)

**APPENDIX D
(Revised 6/25/2021)
Inmate Telephone Service
Service Schedule**

This Service Schedule applies only to inmate telephone service (“ITS”). Where “Company” is used in this Service Schedule, it shall mean Global Tel*Link Corporation. Additional terms and conditions applicable to ITS are set forth in Tariffs or on Company’s website, which may be modified from time to time.

1. Equipment and Features.

Telephones and Workstations		
Workstations	Inmate Phones	Platform
n/a	200	ICMv

GTL Base Features	
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

GTL Enhanced Features	
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

The term “Equipment” in this Service Schedule includes the items listed in this Section I of this Schedule and related equipment, including guard posts, concrete pads, mast poles, and site preparation. Guard posts, concrete pads, enclosures, pedestals, bumper pads, or other property of Company installed by Company shall remain in all respects that of Company. Company reserves the right to remove or relocate Equipment which is subjected to recurring vandalism or insufficient traffic and/or revenue to warrant the continuation of Service. Company shall not exercise such a right of removal or relocation unreasonably. Company shall notify Premises Provider in writing of its intention to remove or relocate Equipment prior to such action. Upon removal of Equipment by the Company, Company shall restore said premises to its original condition, ordinary wear and tear excepted; however, Company shall not be liable for holes placed in walls, pillars, or floors or other conditions on the premises which resulted from the proper installation of Equipment. Premises Provider shall not, and shall not allow any third party to, make alterations or attachments to the Equipment.

2. Inmate Telephone Services.

Company shall be responsible for: (a) furnishing, installing, repairing and servicing the Equipment; (b) the establishment (if and to the extent required of Company by law) and compliance with all Tariffs and rules, regulations, orders and policies of federal and state regulatory authorities applicable to the automated inmate telephone system Services provided by Company; (c) the establishment and maintenance of all billing and payment arrangements with the local and interexchange carriers; (d) the processing of all telephone call records; (e) the performance (alone or through others) of all validation, billing, out clearing and collection services; and (f) the handling of all billing and other inquiries, fraud control, and all other Services essential to the performance of Company's obligations under this Agreement. Company reserves the right to control unbillables, bad debt and fraud.

Company does not furnish, maintain or provide consumables for peripheral equipment associated with the inmate telephone system. Consumables consist of items such as printer paper, cassette tapes, or compact disks.

3. Compensation.

Remuneration shall be **Sixty-Five percent (65%)** of the Gross Revenue billed or prepaid for inmate telephone calls covered by this Agreement. Gross Revenue shall mean all revenue generated by every completed inmate call that is accepted by an end user and billed via a local exchange carrier or prepaid to Company. Gross Revenue does not include: (i) taxes and tax-related surcharges; (ii) credits; (iii) account and other transaction fees; and (iv) any amount Company collects for, or pays to, third parties, including but not limited to payments in support of statutory or regulatory programs mandated by governmental or quasi-governmental authorities, such as the Federal Universal Service Fee, and any costs incurred by Company in connection with such programs. Commission payments shall be paid monthly and shall have a deduction of Thirty-Thousand and 00/100 Dollars \$30,000.00 for County to subsidize GTL for providing the return of all inmate mail that was delivered digitally, to the senders after thirty (30) days and providing up to (2) free 15 minute remote video visitation session, per inmate per week. All commission payments shall be considered final and binding upon the Premise Provider unless written objection is received by the Company within sixty (60) days of receipt of commission payment by the Premise Provider.

Commission payments will be delivered to the address listed in this Section, which may be changed by Premise Provider from time to time upon notice to Company in accordance with terms of the notice provision of this Agreement.

**El Paso County Sheriff's Office
Attn: Finance, Ref: Contract # 20-002
27 E Vermijo Ave
Colorado Springs, CO 80903**

The Parties agree that notwithstanding anything to the contrary in the Fee Schedule or this Agreement, there shall be no commission owed or payable to Premises Provider.

4. Rates and Charges for Inmate Telephone Services. The per-minute-of-use call rate shall not exceed the maximum rates authorized by the state's telecommunication regulatory authority ("PUC") and the Federal Communications Commission ("FCC").

- a) Interstate ITS calls made using a collect format: \$0.12 per minute of use.
- b) Interstate ITS calls, whether made using a debit, prepaid/AdvancePay™ format: \$0.12per minute of use.
- c) Local and Intrastate ITS calls, whether made using a collect, debit, prepaid/AdvancePay™ format: \$0.12 per minute of use.
- d) International ITS calls, whether made using a debit, prepaid/AdvancePay™ format: \$0.60 per minute of use.

No per call, per connection, or flat rate calling charges shall apply to international, interstate, and intrastate ITS per minute of use calls. The rates charged are exclusive of taxes, and other amounts collected by Company on behalf of, or paid to, third parties, including but not limited to payments in support of statutory or regulatory programs mandated by governmental or quasi-governmental authorities, such as the Federal Universal Service Fee, and any costs incurred by Company in connection with such programs.

5. **Transaction Fees for Inmate Telephone Services.** Company may charge certain Transaction Fees in accordance with the following amounts:

Fee for automated payments (includes payments by interactive voice response, web, or kiosk)	\$3.00 per use
Fee for payment using live operator	\$5.95 per use
Paper bill/statement fee	\$2.00 per use
Fee for use of third-party money transmitter (e.g., MoneyGram, Western Union, credit card processing, transfers from third-party commissary accounts)	The exact fee from the third-party provider passed through directly to customer with no markup

6. **Single-Call and Related Billing Arrangements for Inmate Telephone Services.** Company may permit consumers to purchase ITS on a collect call basis through third-party billing arrangements that allow consumers to pay for a single ITS call using such methods as their debit or credit card, billing the cost of a single ITS call to their mobile phone account, or another arrangement. When a consumer chooses to pay for a single ITS call using such a method, the charge shall be any applicable transaction fee and other charges allowed by law.

7. [REDACTED]

[REDACTED]

[REDACTED]

APPENDIX E

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

■ [REDACTED]

■ [REDACTED]

■ [REDACTED]

■ [REDACTED]

■ [REDACTED]

■ [REDACTED]

■ [REDACTED]

■ [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Exhibit F

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

■ [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[End of Exhibit F]

October 22, 2021

VIA OVERNIGHT MAIL AND ELECTRONIC MAIL

El Paso County, Board of County Commissioners
200 South Cascade Avenue
Suite 150
Colorado Springs, CO 80903
Email: cygillespie@elpasoco.com

Re: Pending Amendment to Agreement

Dear Sir or Madam:

Global Tel*Link Corporation (“GTL” or the “Company”) and the **El Paso County, Colorado** (the “Premises Provider”) are parties to a certain **Services Contract 20-002** , dated **May 26, 2020**, as amended from time to time (the “Agreement”).

Effective October 26, 2021, GTL must make certain changes to inmate telephone service rates and ancillary service charges mandated by the Federal Communications Commission (“FCC”) Third Report and Order, Order on Reconsideration, and Fifth Further Notice of Proposed Rulemaking issued in WC Docket No. 12-375 on May 24, 2021 (“FCC Order”).

The only changes required by the FCC Order that affect the Agreement are those related to international inmate telephone service rates and single-call fees. The law requires the Company to implement the new international inmate telephone service rate and single-call fee caps or face steep penalties imposed by the FCC for failure to comply with the law. Consequently, based on the change in law, the Company will implement the following changes effective October 26, 2021:

1. In compliance with the FCC Order and FCC Rule 64.6020, Ancillary Service Charges shall be no more than the following amounts effective October 26, 2021, or the effective date of the FCC Order, whichever is later:

Automated payment for credit card, debit card, and bill processing fees	\$3.00 per transaction
Use of live operator	\$5.95 per transaction
Paper bill/statement	\$2.00 per transaction
Use of third-party money transmitter (e.g., MoneyGram, Western Union, credit card	\$6.95 per transaction



processing, transfers from third-party commissary accounts)	
Use of single-call and related services to pay for a single ITS call using debit/credit card, mobile phone account, or another arrangement	\$6.95 per transaction, plus the adopted per-minute rate

2. In compliance with the FCC Order and FCC Rule 64.6030, effective October 26, 2021, or the effective date of the FCC Order, whichever is later, the rates and charges for international inmate telephone service (“ITS”) calls shall be:

International ITS calls, whether made using a debit or prepaid/AdvancePay™ format: \$0.16 per minute of use, plus the applicable call termination rate for the international destination of the call as published on the Company’s website, which may be updated every 3 months in accordance with the FCC Order. These rates can be found at: <https://www.gtl.net/legal-and-privacy/federal-tariffs-and-price-lists/>.

No per call, per connection, or flat-rate calling charges shall apply to international or interstate ITS per minute of use calls.

The International ITS rate set forth above is exclusive of taxes and other amounts collected by the Company on behalf of, or paid to, third parties, including but not limited to payments in support of statutory or regulatory programs mandated by governmental or quasi-governmental authorities, such as the Federal Universal Service Fee, and any costs incurred by the Company in connection with such programs.

We look forward to continuing to work with you and support you and the community you serve. We are ready to work with you at your convenience to finalize the Amendment to the Agreement. Thank you for your cooperation on this matter.