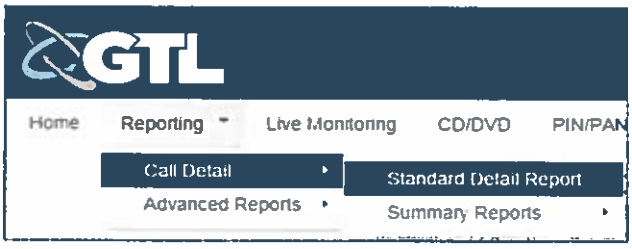
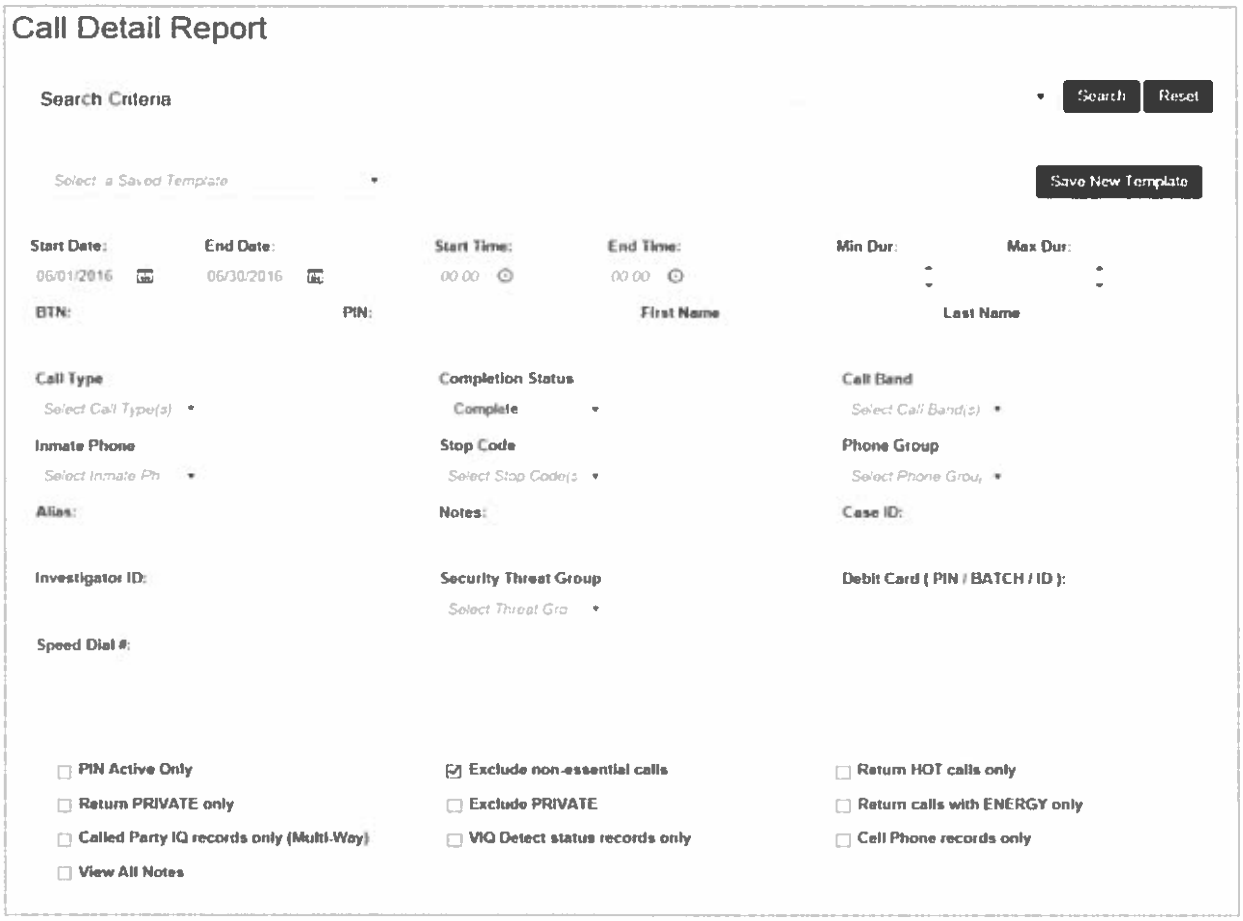
Call Detail Reporting



On the **Call Detail Reporting** screen the administrator or investigator specifies the desired selection criteria for call records and/or recordings, opens a previously saved report template or a Report Type predefined by GTL.



Call Detail Reporting Selection Criteria

An authorized user may select or click-to-check one or any combination of multiple selection criteria listed on the Call Detail Reporting screen; customizing the report to meet the particular investigative (or administrative) need.

The system's Call Detail Reporting function can generate more than 1,600 different reports based on parameters defined by the user. After a report has been created, it can be saved with a unique name and reused as a template in the future to generate the same or similar reports (e.g. same selection criteria except for timeframe).

To choose a previously saved report the investigator selects the name of the desired report from the "Select a Saved Template" drop list.

From the on-screen Call Detail Report the investigator can:

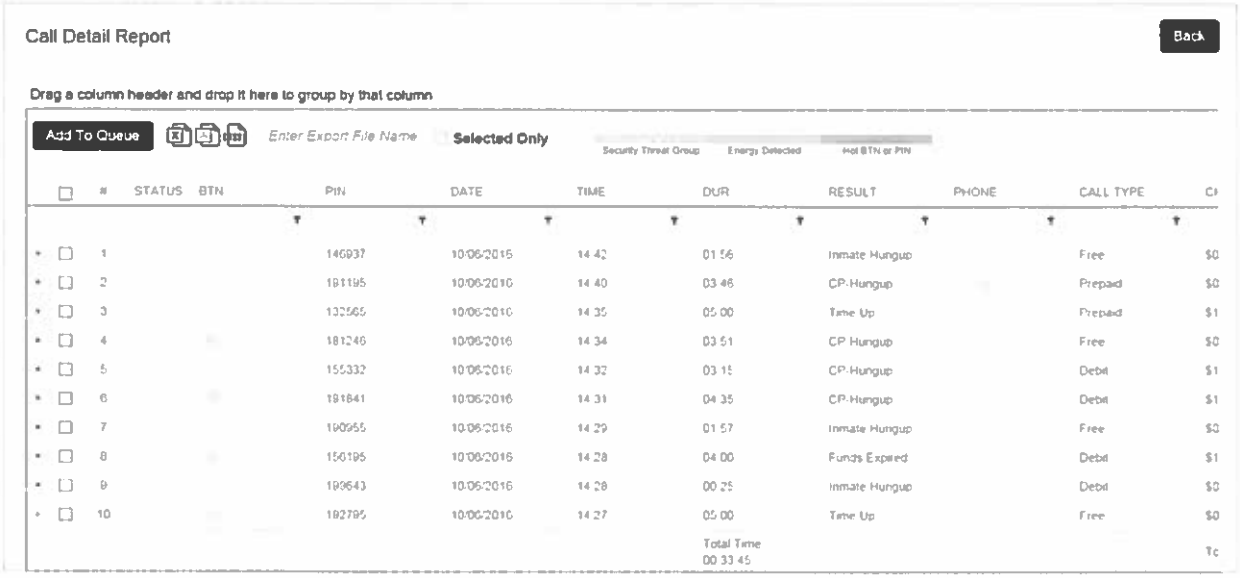
- See the destination number (BTN) for every call or call attempt.
- Click a BTN (activating Reverse Lookup) to see the published name and address associated with that number.
- Identify the inmate who placed each call by PIN, first name or last name.
- Click a PIN (if applicable) to open an inmate's detailed file.

- View other call details (date and time, inmate phone and trunk line used, duration, the charge for the call, payment type, fate of the call; if applicable, reason for block, reason for disconnect, et cetera).
- Listen to a call's recorded conversation.
- Download and perform an in-depth analysis of a recorded conversation using system's advanced Call Analyzer.
- Add investigative notes to call records/recordings.
- Add a Case ID to the call for investigations.
- Copy calls to portable media (CD, DVD, USB device, Flash Drive).
- Save the report to a file (for later retrieval in the ITS or to be used as a template for similar reports).
- Export the report in Excel, PDF or CSV format for use outside the ITS.

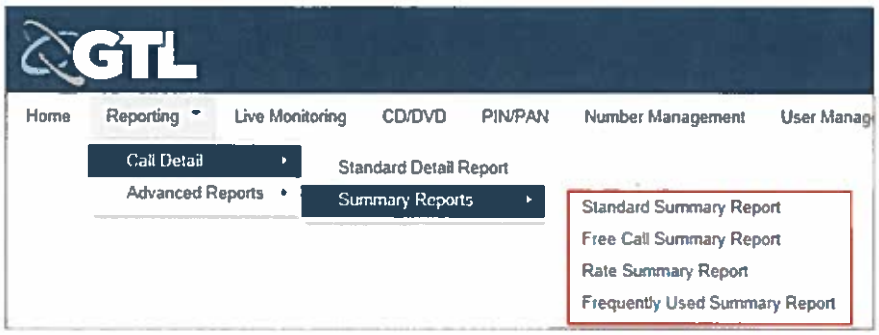
Print the call detail report with or without the search parameters used displayed at the top of the printed report.

BCSO users will often create the same report repeatedly for daily/weekly activities. After a report has been created, it can be saved with a unique name and reused as a template in the future to generate the same or similar reports (e.g. same selection criteria except for timeframe).

Regardless of what type of report is requested, when the Search button is pressed, the GTL ITS generates and displays the report on the **Call Detail Report** results screen.



Use a GTL-Defined Report Type



The ITS is preconfigured with a set of report templates that are commonly used. Upon request, at the time of system implementation GTL can configure and save additional Report Types that BCSO anticipates needing. The investigator selects these custom report templates from the **Call Detail/Summary Reports** drop list on the Menu Bar.

GTL-defined reports include:

- Standard Summary Report (data for all calls for count, minutes and revenue)
- Free Call Summary Report (data for free calls for count, minutes and revenue)
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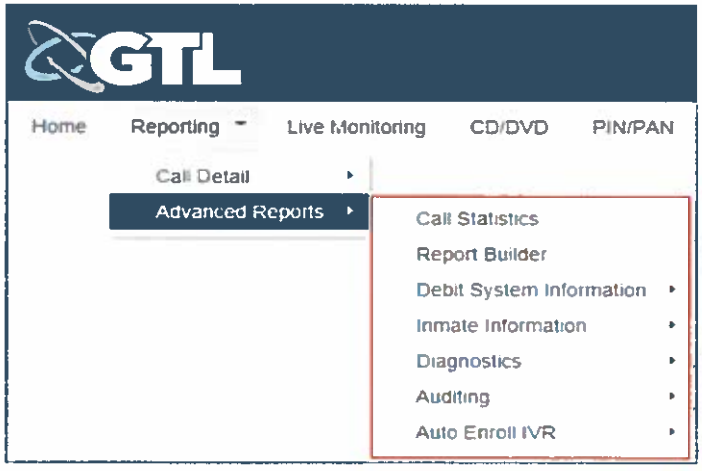
Advanced Reports



The **Advanced Reports** toggle on the Menu Bar shows report options for the following 7 categories of report types -

Call Statistics (and Revenue): Multiple reports that provide statistical (count) and revenue information related to all or specified types of inmate calls.

Report Builder: allows investigators to build custom ad hoc reports incorporating call detail information with more advanced tools for selecting, sorting, and combining data.

Debit System Information: Multiple reports that provide information about inmate debit accounts and related transactions.

Inmate Information: Multiple reports that relate to different aspects of inmate calling, for example, Inmate Phone List (PAN) Report, Shared Destination BTN Report, and so forth.

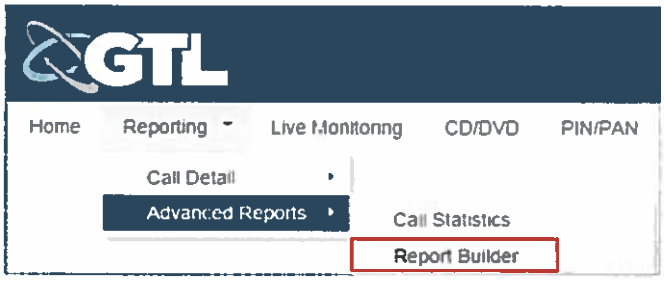
Diagnostics: Multiple reports that provide information about system performance, for example: counts and percentages of completed and incomplete call attempts relative to trunk lines or inmate phones.

Auditing: Multiple reports that allow administrators to track all system logins and activities by all or specific users and/or by specific tasks performed.

Auto Enroll IVR: Multiple reports which track inmate activity related to the calling out to called parties for auto enrollment entry into the inmate's Personal Allowed Number list (PAN) and the status of the existing inmate PAN lists.

Advanced Reports draw information from various ITS databases to allow authorized staff to track, analyze, and audit inmate phone usage, call revenue, debit system transactions, user access of the system, changes made to system settings, and overall system performance.

Report Builder



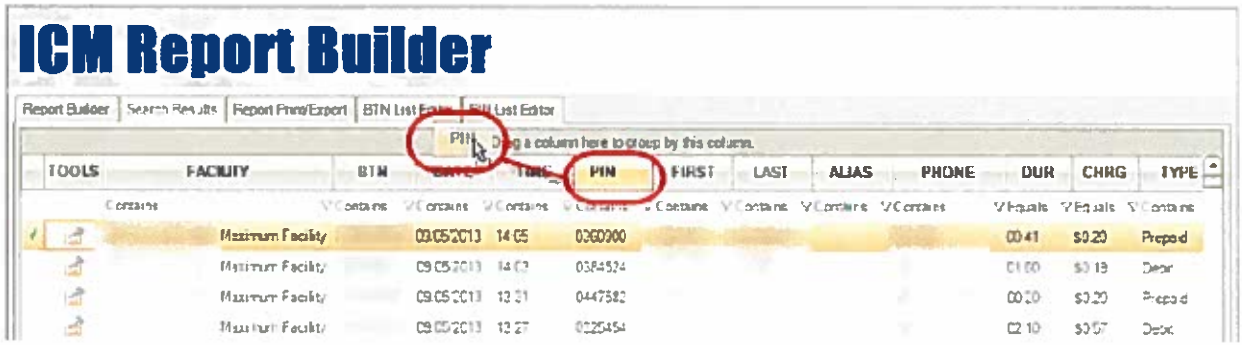
The **Report Builder** allows investigators to **build custom ad hoc reports** incorporating call detail information with more advanced tools for selecting, sorting, and combining data. With enhanced query options and other advanced data mining tools, Report Builder can reveal **call trends and correlations** that might otherwise go unnoticed.

Report Builder can be used to build simple or complex custom reports. A complex report might be the result of a multi-BTN (destination number) query that is cross referenced against a single or multi-inmate PIN query or other combination of queries. Report Builder's **BTN List Editor** and **PIN List Editor** allow you save special lists that can then be selected as BTN and/or PIN Query Options.

For example, all incarcerated members of a particular gang might compose a special PIN List and the telephone numbers for all facility employees might compose a special BTN list. The **Query Options** for a customized report could include either or both of these special lists. Including both would allow you to immediately see any and all calls made to employees by members of the designated gang.

Following the selection or designation of **Query Options**, a click of the Search button on the Report Builder screen will return a Search Results screen with additional tools for grouping and sorting the initially retrieved data.

Group Data by Significant Parameters: On the Search Results screen below, you many drag any column heading to the "group by column" field to sort the results of the original search into blocks of data that are the most meaningful for the study.



Apply Additional Filters: The result of an initial search can be refined and data re-grouped to yield greater intelligence. Clicking the dropdown icon visible beneath each column heading lets you apply additional filters to the data in that column.

Data Query Flexibility: Report Builder's extremely flexible query parameters allow you to select specific facilities (when multiple facilities exist in the network) and select any or all phones or phone groups from your facility; any or all call types, stop codes et cetera when creating custom reports.

This flexibility allows you, for instance, to select only the booking phones at your facility so that you can run a report on calls made from just the booking area in your facility. Or you could also select a PIN list for a particular gang and see what number each gang member dialed from booking over the last year. Saving that list of numbers as its own BTN list and then run another report on calls made by anyone from your facility to any of those same numbers could then lead you to other gang members in your facility that had not previously been identified. Throughout the RFR response we have provided multiple samples of reporting.

8.15 Disclose and explain the vendor's policy/procedure to add, move, upgrade and/or change equipment hardware and software. Include the procedures that would be used by the BCSO to obtain upgrades/enhancements from the vendor.

GTL acknowledges and understands.

The ITS and WS will meet your needs now and in the future. The original installation is configured for the number of inmate phones and stations supported, the number of workstations, the amount of call traffic, and the expected number of simultaneous users. The system design is modular and expandable. If additional capacity is required, such as new inmate phones or a facility expansion, GTL Solution can easily accommodate this need.

Change Management Procedure – Hardware

GTL's system has virtually unlimited expansion capabilities. The system's modular design allows hardware expansion with little or no downtime. Our customers are never charged or billed for hardware upgrades or expansions.

Request Procedure

When a minor hardware change is needed, such as the addition of one or more new telephones or workstations for an existing facility, BCSO submits a written request to GTL's Technical Support Department. GTL opens an action ticket, orders the new equipment, and notifies the Field Service representative who will schedule the installation with BCSO's facility.

When BCSO anticipates major expansion of an existing facility or the addition of a new facility to the network, BCSO submits a written request to GTL's BCSO Account Manager. GTL opens an action ticket and schedules a meeting with BCSO to discuss and clearly define the needs and solutions of the expansion project.

Example Expansion Projects

Additional Telephone Stations

The total number of stations, ITS or VVS, can be increased with little or no downtime. The station cards may have additional space available to add new stations for a facility. When station cards have additional space, field technicians will hang phones, run wiring and cross-connects if necessary, and map and identify new stations. In the event that a significant number of new stations is required, there may be the need for the installation of a new station card in our control computer. In this event, GTL project management will coordinate with the facility and field service to keep downtime to an absolute minimum. In most circumstances, any system downtime is scheduled during lockdown periods or scheduled off times.

Additional Unit or Facility

The addition of new stations for an entire new unit or facility can be provided with little to no downtime of existing inmate phone service. Project managers, technical support engineers, and field service technicians plan and execute each phase of system expansion including wiring if necessary, hanging phones, and system connection. In the event that a secondary control system is required, no downtime is required and once connected to our private network, access to records and information from the new system is accessible for any workstation within the facility. If it becomes necessary to take the system down for a short period of time, GTL project management will coordinate with the facility and field service to keep downtime to an absolute minimum. In most circumstances, any system downtime is scheduled during lockdown periods or scheduled off times.

New Software Features

New software features for GTL require no downtime. Our software application is web based and servers in our central office control the interface. When new features and enhancements are added, system users are asked to log out and log back into the system for any changes to take effect. No telephone service downtime is required to install new software features.

Additional Workstations

The addition of administrative or investigative workstations can be accomplished with no downtime. Workstations are peripheral components of the system and have no effect on the successful operation

of inmate telephones. To add new workstations, field technicians will run wiring to the new location(s) from the control computer and the workstation is installed.

8.16 The vendor must provide all necessary labor, parts, materials and transportation to maintain all proposed telephones and video kiosks and related service equipment in good working order, and in compliance with the equipment manufacturer's specifications throughout the term of the contract. The equipment installed at the BCSO will remain the sole and exclusive property of the vendor. The BCSO will not be responsible for any damage to equipment regardless of cause, throughout the life of the contract.

GTL acknowledges and understands.

8.17 The vendor must be responsible for complying with and updating the entire inmate communication system to interface with any BCSO operating system upgrades or changes, and comply with any federal, state or local municipal regulatory changes and/or requirements during the life of the contract, in a timely fashion and free of cost to the BCSO.

GTL acknowledges and understands.

9. Reporting Requirements:

9.1 The BCSO requires the ability to run and print all call and system usage reports originating from the BCCF inmate communication system equipment.

GTL acknowledges and understands.

The GTL solution provides this functionality.

9.2 The system must have the ability to provide printed reports on a daily, weekly, monthly, yearly, or real time basis as per following examples. The data should be archived for a minimum of three (3) years and capable of being immediately retrieved.

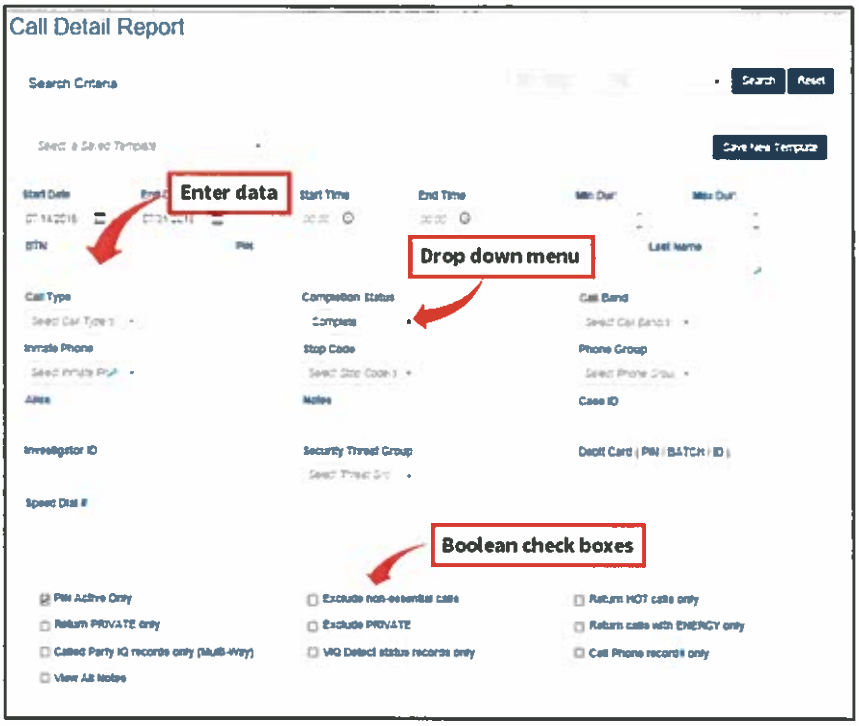
GTL acknowledges and understands.

Reports can be generated on-demand any time or scheduled for specific time periods (which is done using system scripts).

GTL's ITS stores the unique details of every inmate call or attempted call in the Call Detail Record (CDR). The ITS saves multiple details for every call, including but not limited to called number (Billed to Number – "BTN"), the inmate caller's personal identification number and name, date and time of call, inmate phone station identification, housing area, duration, charge, call type (debit, collect, free, etc.), and result of the call (e.g. inmate hung-up, called party hung-up, time up).These details allow Barnstable County to immediately identify and retrieve the call record(s) of interest using the Call Detail Reporting page of the ITS GUI.

A detailed record of each call is created and stored in real time at its primary storage location and transmitted in near-real time to secondary storage. Each telephony server connects to a RAID, allowing inmate call recordings to be replicated in real time across a redundant array of independent

disks. GTL redundantly stores all call detail records for on-line access for the term of the contract and recordings for the agreed upon storage period (3 Yrs.).



a. Calls by date; state; out of state; international; per hour per telephone/video kiosk; per hour per housing unit; per hour per system; by time of day; by duration; by type of call; and by number called.

GTL acknowledges and understands. See full response to reporting after 9.2.g

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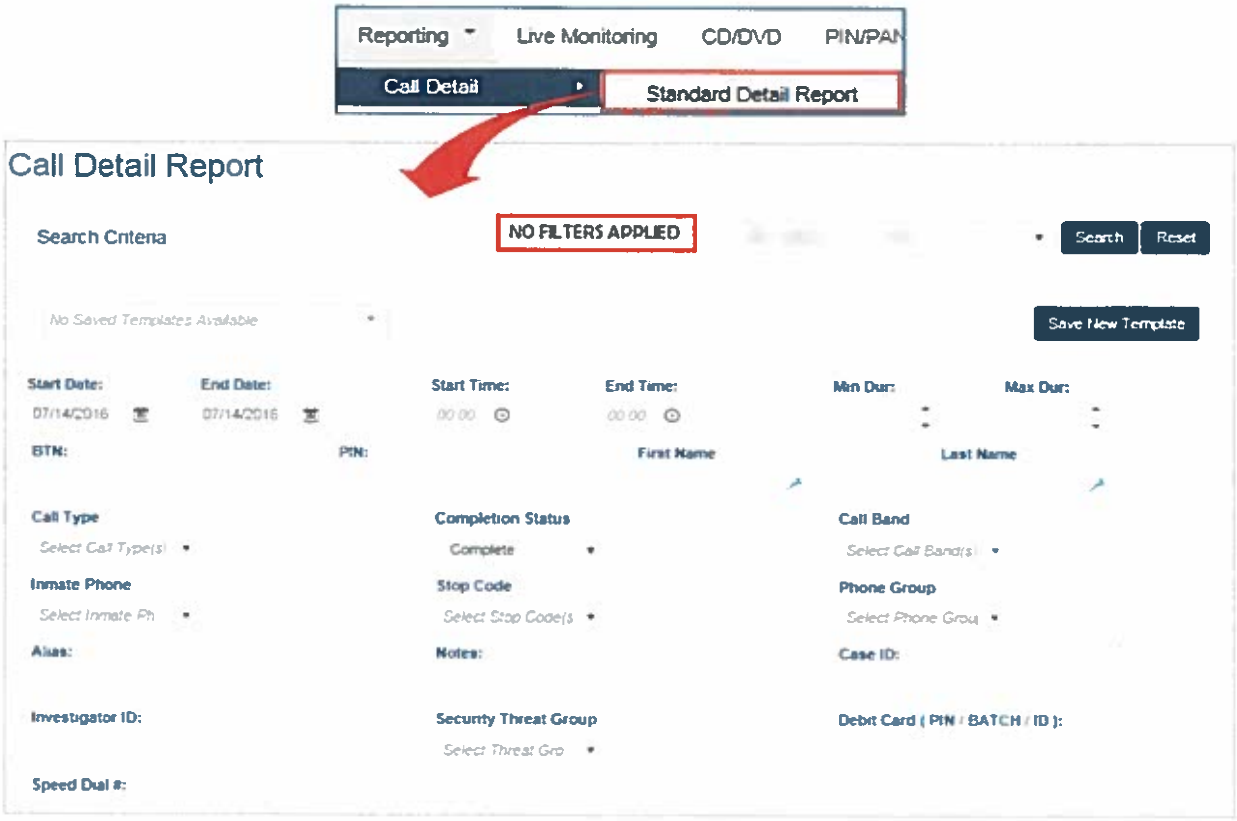
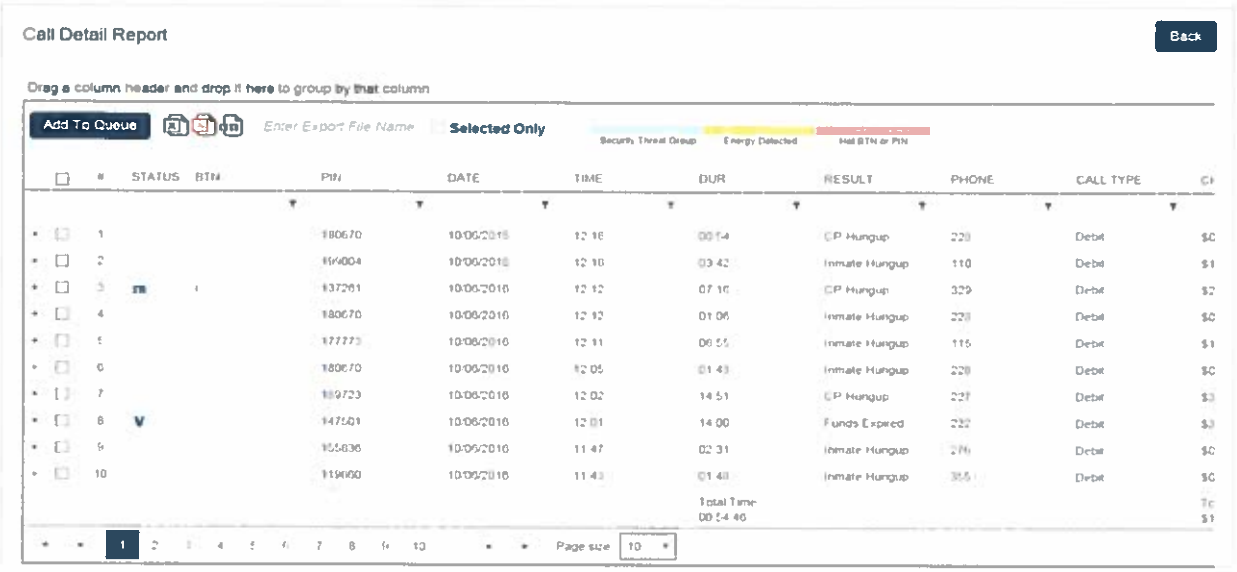
Call Detail Report

The Call Detail Report query page allows for multiple query filters on fields of CDRs in the ITS database. By applying no filters, a print of all CDRs within the specified time band will be generated.



SAMPLE: Following is an example of an "all CDRs" Call Detail Report for one day.

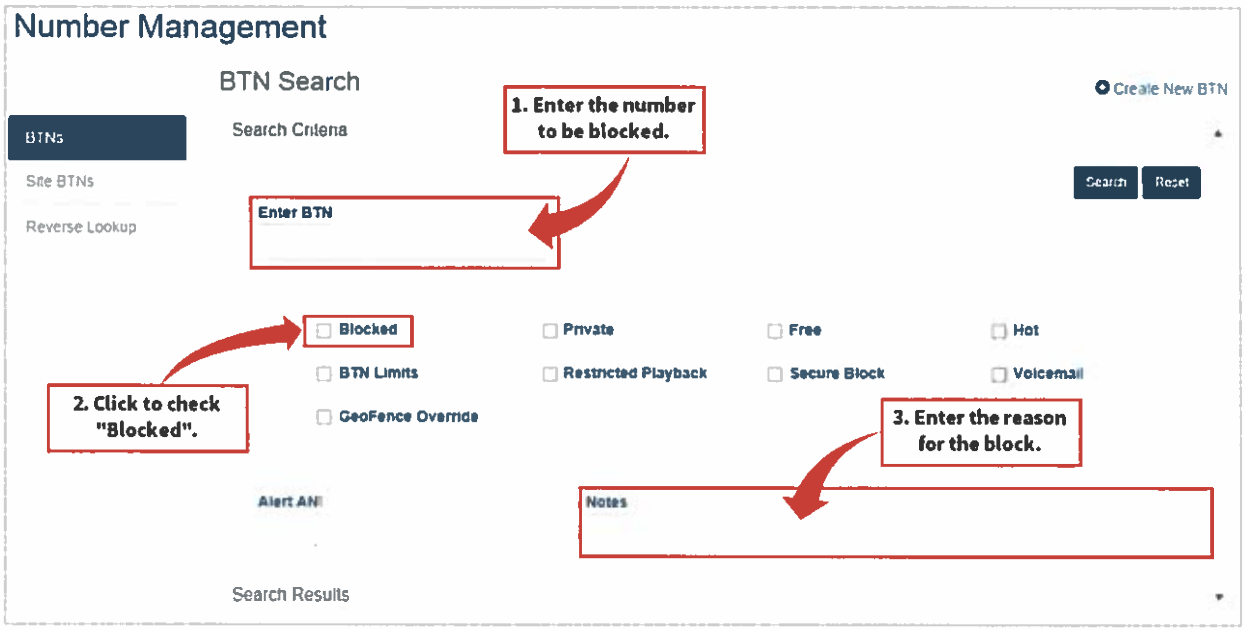


b. Blocked Number Report by inmate telephone/video kiosk, housing unit, facility, system and blocked telephone number.

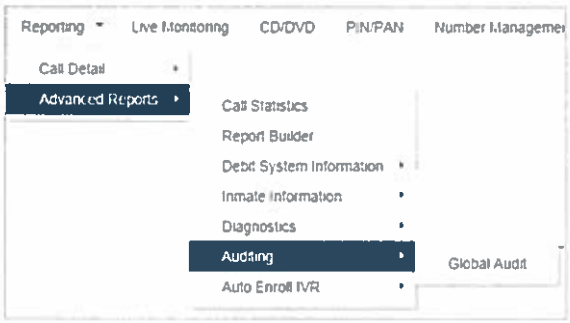
GTL acknowledges and understands. See full response to reporting after 9.2.g

The GTL ITS call-blocking feature is available to authorized users in the system's Number Management database and within an inmate's PAN list. A new number can be added (or an existing

number found) and blocked within a matter of seconds. The authorized person who blocks a number can enter the reason for the block in the number's Description field. The procedure for entering and blocking a new number is illustrated below.



BCSO can easily remove the block from a number by finding it in the Numbers database and clicking to un-check the number's Blocked attribute.



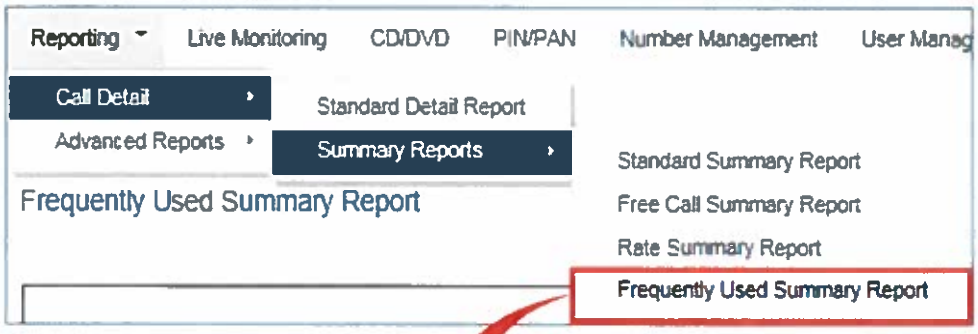
Any time a user blocks or unblocks a number, the system automatically records the event in the system's activity log, capturing: the user's Login ID and name, the date and time, the network address of the computer used, the action (blocked BTN or unblocked BTN), and the telephone number that was blocked or unblocked. In the ***Advanced Reports*** module, authorized BCSO personnel may generate a report of all users who have blocked/unblocked numbers, or by a specific user.

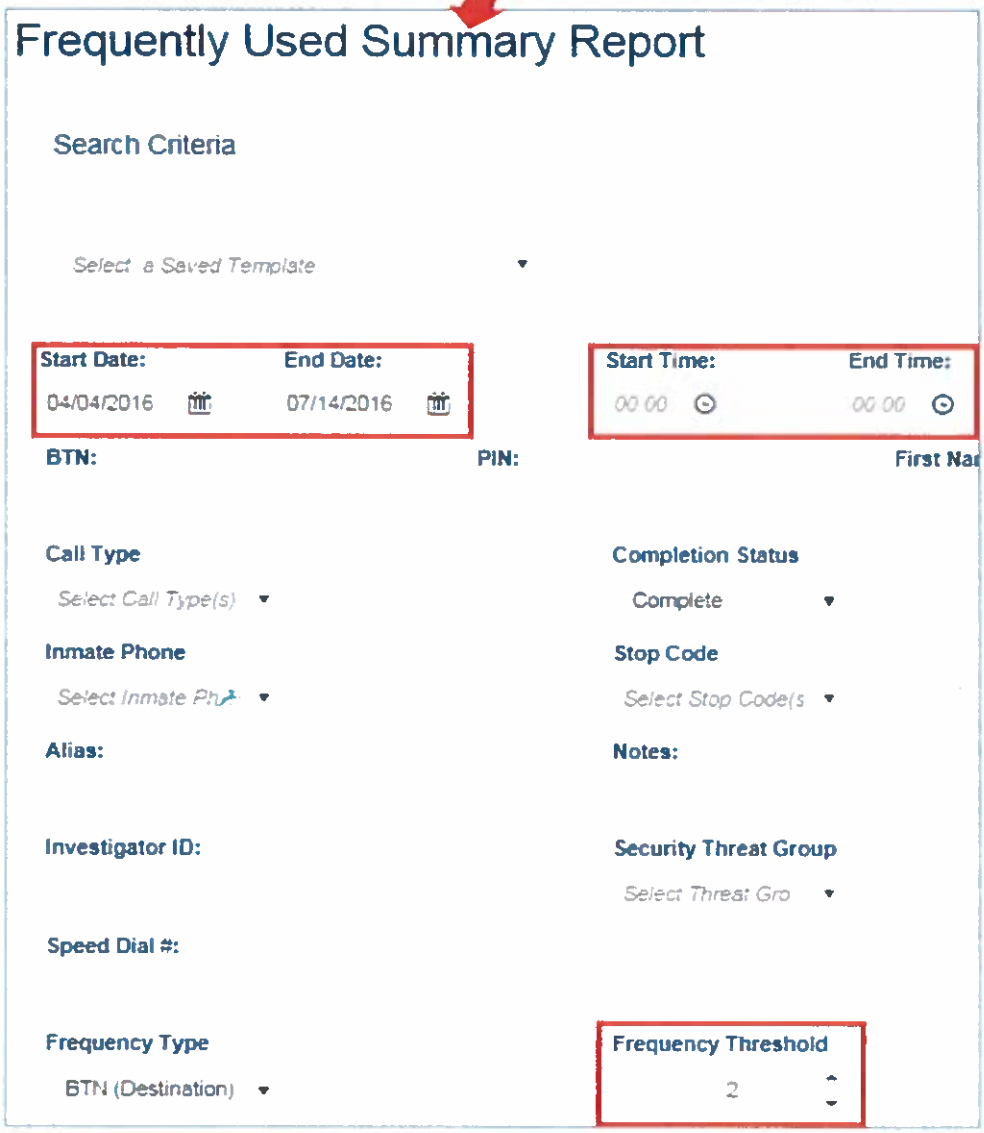
c. Frequently called numbers by inmate telephone/video kiosk from which the calls were made, housing unit, facility and system and by called telephone numbers.

GTL acknowledges and understands. See full response to reporting after 9.2.g

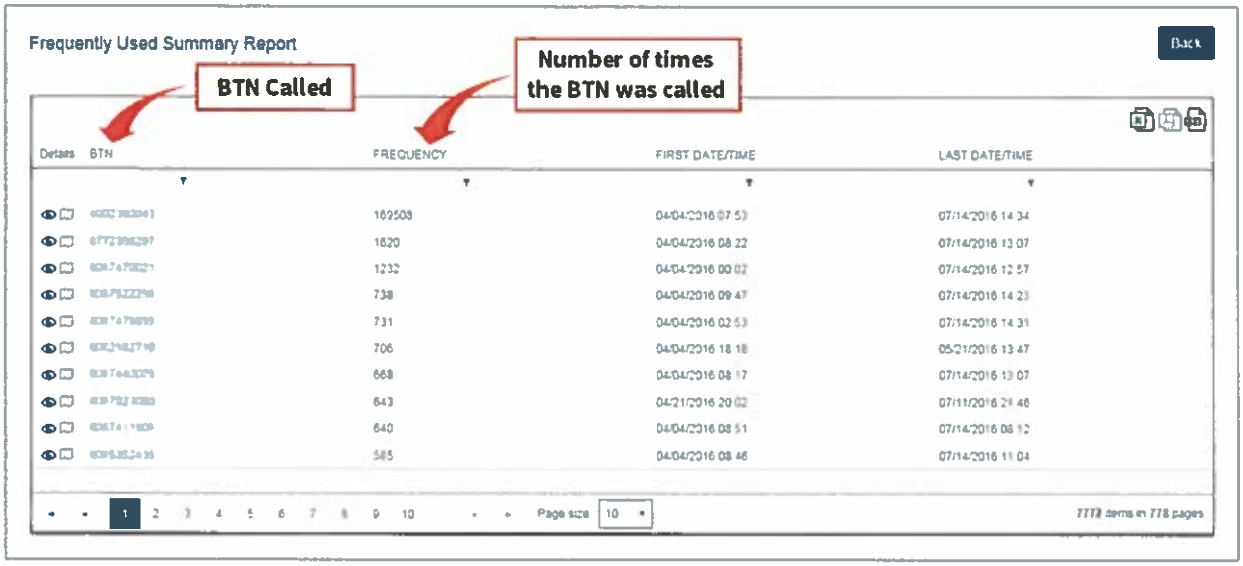
Frequently Dialed Numbers Report

The **Frequently Dialed Number** report is a standard summary report that shows all numbers called more than the selected number of times threshold over a configurable time period.





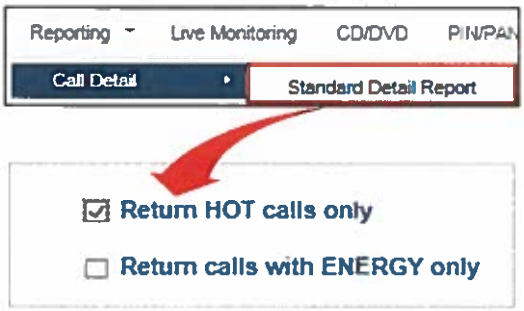
SAMPLE: Following is an example of the generated report.



d. Target/Hot numbers by telephone/video kiosk, housing unit and system.

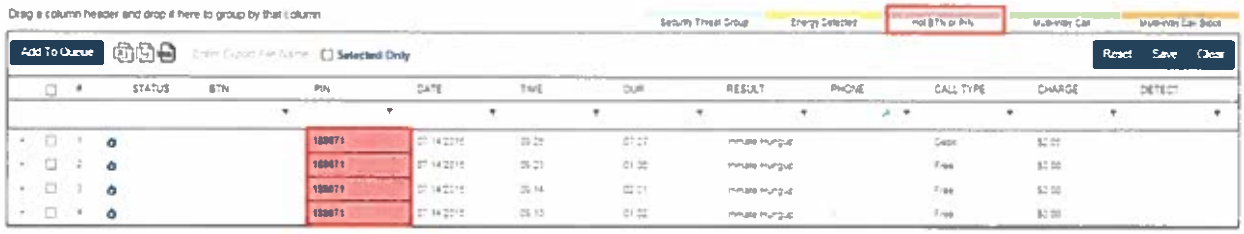
GTL acknowledges and understands. See full response to reporting after 9.2.g.

The GTL ITS allows BCSO to designate "Hot" (alert) inmates, meaning those of special interest. The Call Detail Report can be used to generate a report of all PINs that are marked as Hot.



The report will list all PINs with **Hot** (Alert) status. These are also color coded in red shade.

SAMPLE: Following is an example of an **All Hot PINs** report.



e. Free legal calls by inmate telephone/video kiosk, housing unit, system and by telephone number.

GTL acknowledges and understands.

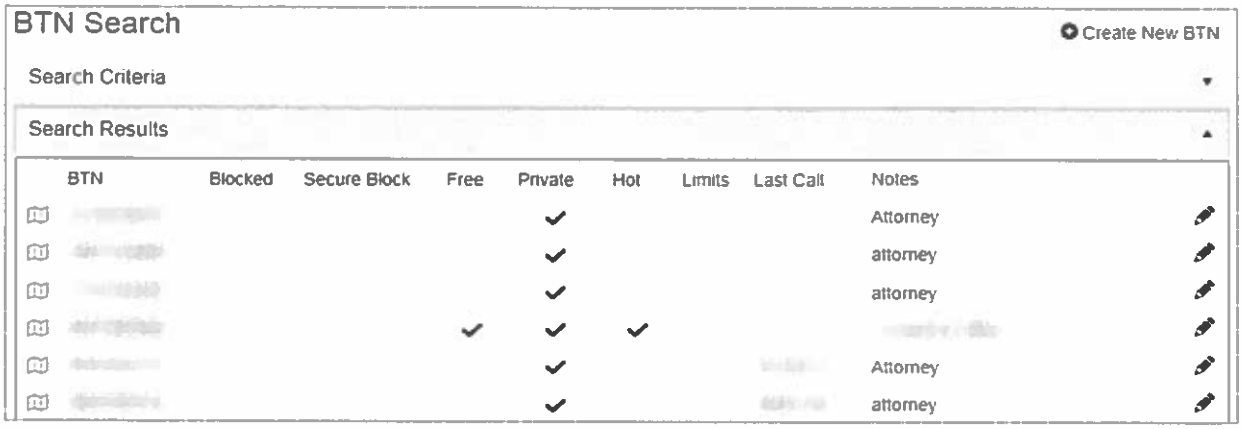
This functionality is supported, see full response to 9.2.f for more detailed information.

f. Private legal calls by inmate telephone/video kiosk, housing unit, system and by telephone number.

GTL acknowledges and understands.

Approved legal/attorney numbers are protected from recording and monitoring by designating them as ***Private*** in the system's Number database. BTNs are able to be set as **Private** for new numbers or existing numbers in the Number Management screen.

The system's private number report allows BCSO to review and/or edit privileged numbers that have been added to the system.



Report Private Numbers

g. Prepaid/debit calls by telephone/video kiosk, housing unit and system.

GTL acknowledges and understands. See full response to reporting below.

Explain, in detail, the system's architecture and ability to achieve this requirement

GTL acknowledges and understands.

ITS and Kiosk Reporting

GTL's ITS is designed for easy, real-time, customizable/ad hoc reporting all ITS information needed by facility administrators and investigators alike. Powerful, but easy to use, reporting functionalities simplify the process of generating standard or customized reports that deliver exactly the information needed by each user. The reporting features are available via ITS **Anywhere Anytime Access** (no VPN required). Properly authorized users may access the reporting tools from any onsite ITS workstation, the client' on-site PCs, or any off-site PC (desktop or laptop).

The GTL ITS provides (5) reporting tools:

Home Page Graphs – Call activity information at a glance

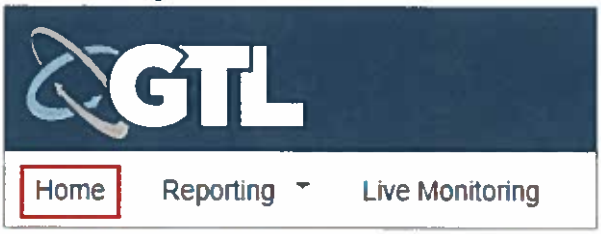
Call Detail Reporting – Designed primarily for investigators

GTL Designed Reports - Preconfigured commonly used report templates

Advanced Reports – Designed primarily for administrators

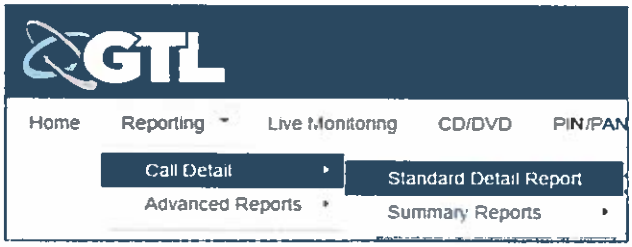
Report Builder – Build custom and ad hoc reports

Home Page Graphs



The **Home Page** displays a user defined date range of information in graphical format about the client's overall system or each facility's Call Results, Calls Per Hour, Revenue by Call Type, Total Calls in Progress, and Validation Status for the current day.

Call Detail Reporting



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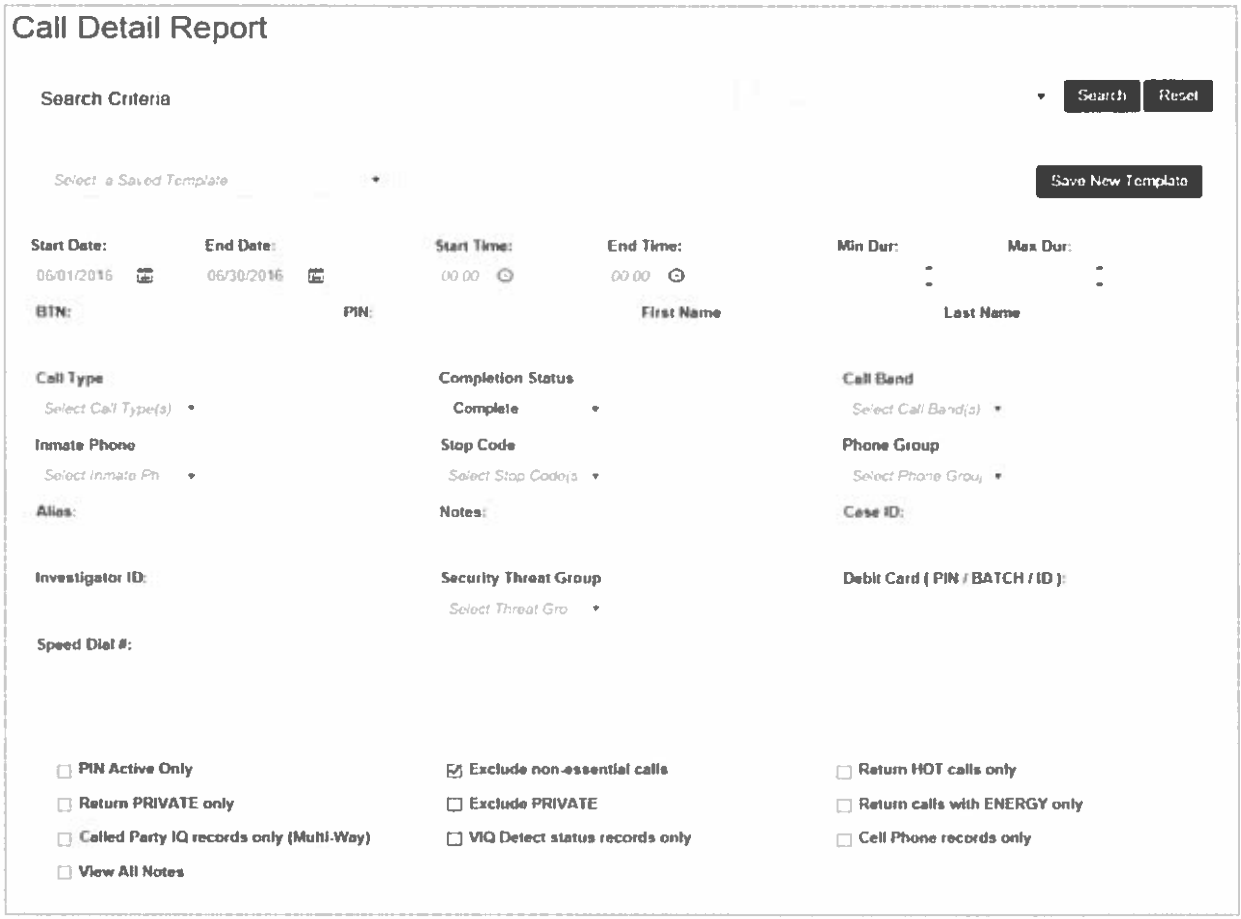

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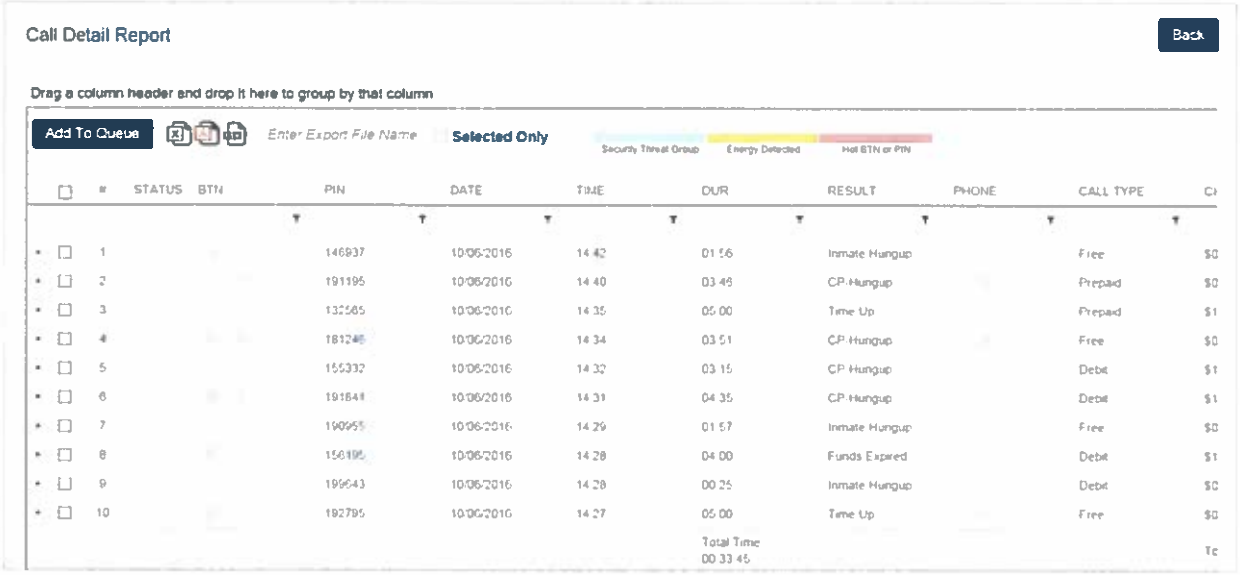

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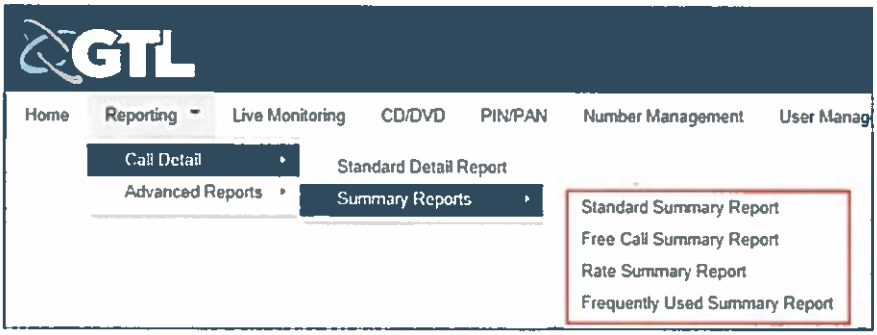

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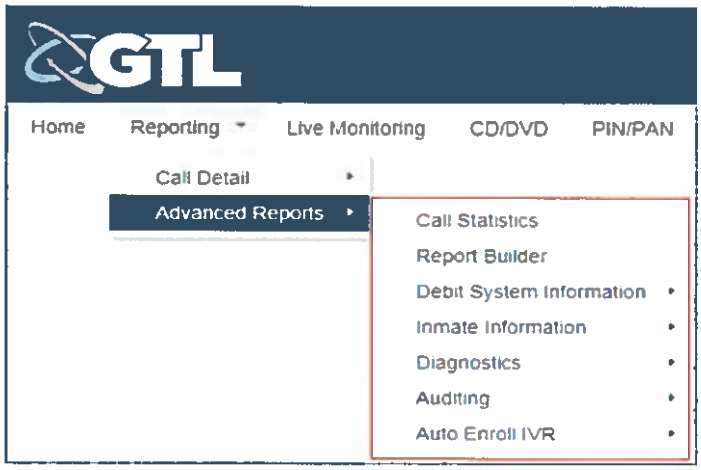
Free Call Summary Report (data for free calls for count, minutes and revenue)

Rate Summary Report (data for all calls by call type for count, minutes and revenue)

Frequently Used Summary Report (data for all calls by BTN for frequency and date/time)

Advanced Reports



The **Advanced Reports** toggle on the Menu Bar shows report options for the following 7 categories of report types -

Call Statistics (and Revenue): Multiple reports that provide statistical (count) and revenue information related to all or specified types of inmate calls.

Report Builder: allows investigators to build custom ad hoc reports incorporating call detail information with more advanced tools for selecting, sorting, and combining data.

Debit System Information: Multiple reports that provide information about inmate debit accounts and related transactions.

Inmate Information: Multiple reports that relate to different aspects of inmate calling, for example, Inmate Phone List (PAN) Report, Shared Destination BTN Report, and so forth.

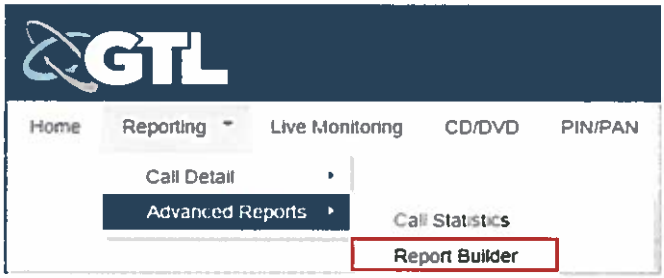
Diagnostics: Multiple reports that provide information about system performance, for example: counts and percentages of completed and incomplete call attempts relative to trunk lines or inmate phones.

Auditing: Multiple reports that allow administrators to track all system logins and activities by all or specific users and/or by specific tasks performed.

Auto Enroll IVR: Multiple reports which track inmate activity related to the calling out to called parties for auto enrollment entry into the inmate's Personal Allowed Number list (PAN) and the status of the existing inmate PAN lists.

Advanced Reports draw information from various ITS databases to allow authorized staff to track, analyze, and audit inmate phone usage, call revenue, debit system transactions, user access of the system, changes made to system settings, and overall system performance.

Report Builder



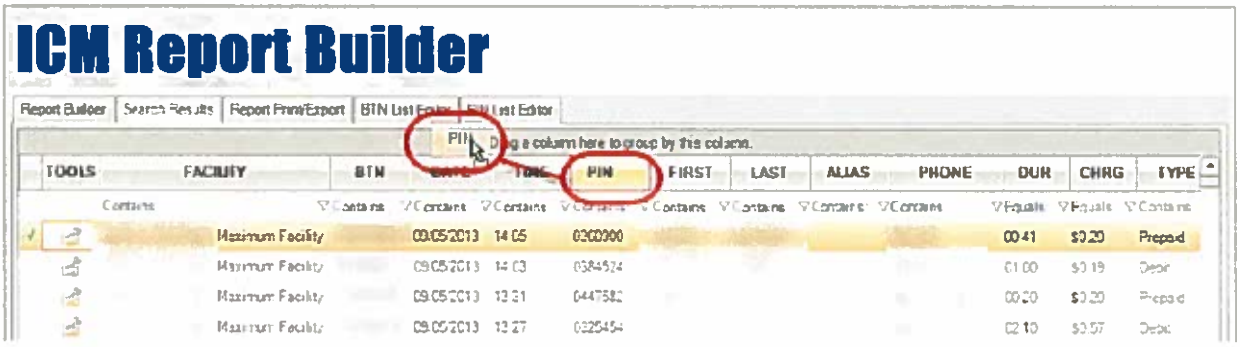
The **Report Builder** allows investigators to **build custom ad hoc reports** incorporating call detail information with more advanced tools for selecting, sorting, and combining data. With enhanced query options and other advanced data mining tools, Report Builder can reveal **call trends and correlations** that might otherwise go unnoticed.

Report Builder can be used to build simple or complex custom reports. A complex report might be the result of a multi-BTN (destination number) query that is cross referenced against a single or multi-inmate PIN query or other combination of queries. Report Builder's **BTN List Editor** and **PIN List Editor** allow you save special lists that can then be selected as BTN and/or PIN Query Options.

For example, all incarcerated members of a particular gang might compose a special PIN List and the telephone numbers for all facility employees might compose a special BTN list. The **Query Options** for a customized report could include either or both of these special lists. Including both would allow you to immediately see any and all calls made to employees by members of the designated gang.

Following the selection or designation of **Query Options**, a click of the Search button on the Report Builder screen will return a Search Results screen with additional tools for grouping and sorting the initially retrieved data.

Group Data by Significant Parameters: On the Search Results screen below, you many drag any column heading to the "group by column" field to sort the results of the original search into blocks of data that are the most meaningful for the study.



Apply Additional Filters: The result of an initial search can be refined and data re-grouped to yield greater intelligence. Clicking the dropdown icon visible beneath each column heading lets you apply additional filters to the data in that column.

Data Query Flexibility: Report Builder's extremely flexible query parameters allow you to select specific facilities (when multiple facilities exist in the network) and select any or all phones or phone groups from your facility; any or all call types, stop codes et cetera when creating custom reports.

This flexibility allows you, for instance, to select only the booking phones at your facility so that you can run a report on calls made from just the booking area in your facility. Or you could also select a PIN list for a particular gang and see what number each gang member dialed from booking over the last year. Saving that list of numbers as its own BTN list and then run another report on calls made by anyone from your facility to any of those same numbers could then lead you to other gang members in your facility that had not previously been identified.

9.3 Explain, in detail, video visitation reporting capabilities by date, time, duration.

GTL acknowledges and understands.

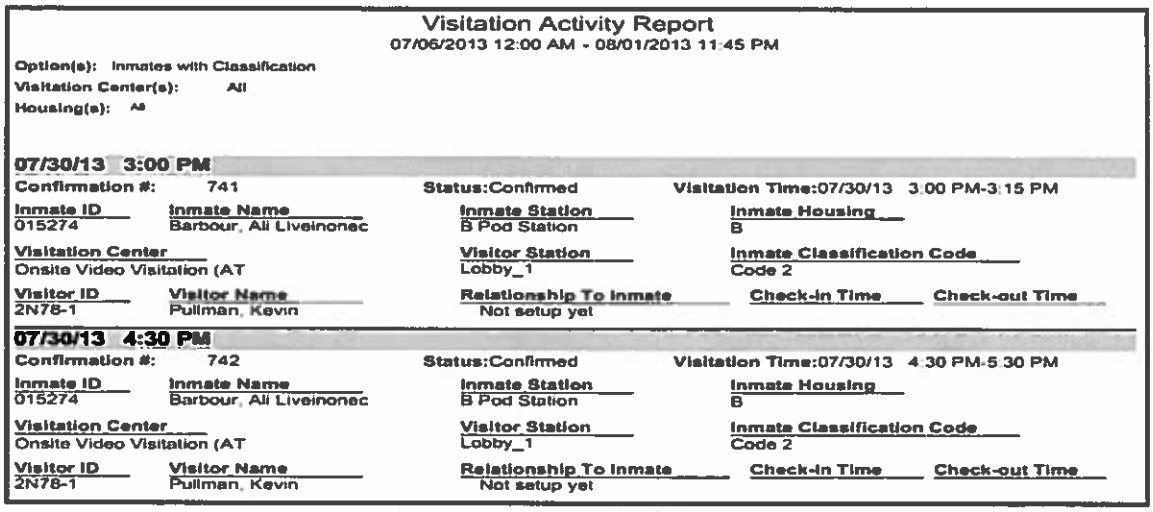
The GTL Video Visitation Solution (VVS) allows for authorized users to search and produce a wide variety of reports including which inmates have visits each day, at what time, with whom, and at what video station or visitation booth. These reports can be as broad or as specific as the BCSO deems necessary based on user selected criteria. Reports can be generated in HTML (on screen view), PDF, CSV, or Excel.

Because the GTL scheduling software is a complete visitation management solution, reports can easily be assembled for all methods and types of visitations: face to face, onsite video, Internet, public visits and professional visits. These reports can be broken down by housing unit so housing officers can print or view a report specific to their housing unit and inform inmates of their upcoming visits.

A few reports that can be produced are:

- Visitation Schedule Report

- Can be filtered on many fields including: start and end date and time, by particular housing unit, by particular visitation center, by inmate or visitor, by professional only, record only, cancelled visits, and more.



Visitation Activity Report
07/06/2013 12:00 AM - 08/01/2013 11:45 PM

Option(s): Inmates with Classification
Visitation Center(s): All
Housing(s): All

07/30/13 3:00 PM

Confirmation #: 741 | Status:Confirmed | Visitation Time:07/30/13 3:00 PM-3:15 PM

Inmate ID	Inmate Name	Inmate Station	Inmate Housing
015274	Barbour, Ali Liveinonec	B Pod Station	B

Visitation Center	Visitor Station	Inmate Classification Code
Onsite Video Visitation (AT	Lobby_1	Code 2

Visitor ID	Visitor Name	Relationship To Inmate	Check-in Time	Check-out Time
2N78-1	Pullman, Kevin	Not setup yet		

07/30/13 4:30 PM

Confirmation #: 742 | Status:Confirmed | Visitation Time:07/30/13 4:30 PM-5:30 PM

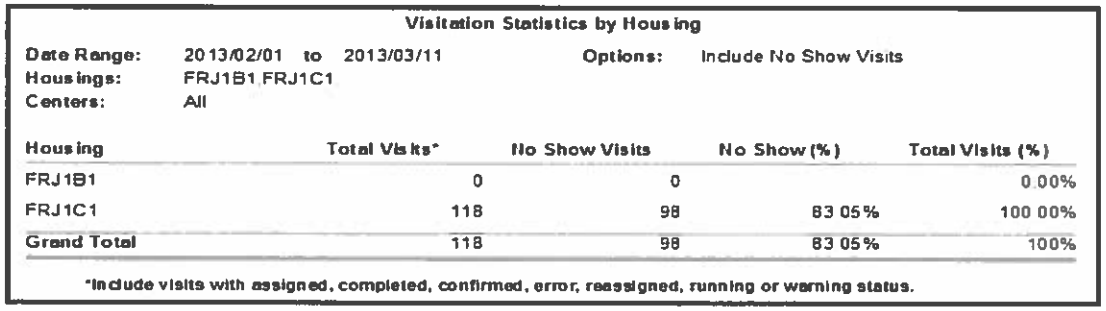
Inmate ID	Inmate Name	Inmate Station	Inmate Housing
015274	Barbour, Ali Liveinonec	B Pod Station	B

Visitation Center	Visitor Station	Inmate Classification Code
Onsite Video Visitation (AT	Lobby_1	Code 2

Visitor ID	Visitor Name	Relationship To Inmate	Check-in Time	Check-out Time
2N78-1	Pullman, Kevin	Not setup yet		

Visitation Schedule / Activity Report

- Visitation Statistics Report
  - Easily filtered on criteria such as: start and end date, particular housing unit or all housing units, by visitation center, and more.
  - Select groupings can be by visitation type, by day, day of the week, week, month, station, station group, housing unit, time block, visitation status, and visitation center.
  - Options to include cancelled visits and no visitor check-in



Visitation Statistics by Housing

Date Range: 2013/02/01 to 2013/03/11 Options: Include No Show Visits
Housings: FRJ1B1,FRJ1C1
Centers: All

Housing	Total Visits*	No Show Visits	No Show (%)	Total Visits (%)
FRJ1B1	0	0		0.00%
FRJ1C1	118	98	83.05%	100.00%
Grand Total	118	98	83.05%	100%

*Include visits with assigned, completed, confirmed, error, reassigned, running or warning status.

VVS Statistical Reports.

- Visitation Daily Report
  - Can be filtered on fields including: start and end date, particular housing unit or all housing units, filter by visitation center, and professional visits
  - Options to include cancelled visits.

Daily Visitation Report
08/15/2013 - 08/15/2013

Housing: Housing Unit A

Visitation Center: Video Visit at Detention

Inmate ID	Inmate Name	Confirmation #	Visitor ID	Inmate Station	Visitation Time
123415	White, Donald	301	DN2I-10	Visitor Video Visitation	08/15/13 05:00-05:25 PM

Housing: Housing Unit B

Visitation Center: Internet Visit

Inmate ID	Inmate Name	Confirmation #	Visitor ID	Inmate Station	Visitation Time
123451	Johnson, John	295	I6TR-14	Visitor Video Visitation	08/15/13 12:00-12:30 AM
		297	DN2I-10	Visitor Video Visitation	08/15/13 02:00-02:30 PM
		298	DN2I-10	Visitor Video Visitation	08/15/13 02:35-03:05 PM
		299	DN2I-10	Visitor Video Visitation	08/15/13 03:10-03:40 PM
		300	DN2I-10	Visitor Video Visitation	08/15/13 03:45-04:15 PM

VVS Daily Visitation Report.

- List Reports
    - All list (stations, visitors, housings, inmates, station groups, users, etc.)
    - Filter by column of list and sort by column

ID	First Name	Middle Name	Last Name	Email	Date of Birth	Status
N8RD-1	DAVE	SAM	HENION	DHENION@RENOVOSOFTWARE.COM	01/01/1970	Active
9T2T-2	PROFESSIONAL	SAM	DEUSTER	PROF.DEMO@RENOVOSOFTWARE.COM	01/01/1970	Active
8GQM-3	ANJU		THAPA	ATHAPA@RENOVOSOFTWARE.COM	12/19/1975	Active
EOHH-4	KEVIN		PULLMAN	KPULLMAN@RENOVOSOFTWARE.COM	01/04/1980	Active
84B3-5	FRED		WAGONER	WAGONERF@PBSO.ORG	02/05/1951	Active
S7KC-6	D		FELTON	DFELTON@RRJ.STATE.VA.US	01/01/1921	Active
JTFE-7	TIM		EICKHOFF	TEICKHOFF@RENOVOSOFTWARE.COM	11/29/1964	Active
JTCT-8	BRIAN		PETERS	BPETERS@RENOVOSOFTWARE.COM	04/04/1975	Active
Q6WE-9	CHAD		GARDNER	CGARDNER@RENOVOSOFTWARE.COM	01/01/1970	Active
DN2I-10	BRIAN		DEUSTER	BDEUSTER@RENOVOSOFTWARE.COM	06/05/1981	Active
OHIB-11	JENNIFER		EICKHOFF		07/21/1989	Active
IF5D-12	EMILY		EICKHOFF		05/13/1988	Active
I6TR-14	EHREN		JAROSEK	EJAROSEK@RENOVOSOFTWARE.COM	01/01/1980	Active
FLBB-16	JAMIE		DEUSTER		08/07/1981	Active
G7FI-17	LYDIA		DEUSTER		06/26/2013	Active
4N88-18	JUNIOR		PETERS	EMAILMEBP@YAHOO.COM	01/01/1980	Active
JA79-19	JUNIOR		PETERS		01/01/2008	Active
FR0E-20	STEVE		WOHLD	STEVE.WOHLD@LEWISCOUNTYWA.GOV	01/01/1975	Active
91DE-21	LITTLE STEVE		WOHLD		01/01/2007	Active

Page 1

Sample VVS List Report.

- Billing Reports
    - Reports can be run on filters such as: start and end date, particular housing unit, or all housing units, by visitation center, and by professional visits only.

Billing Statistics by Individual Day

Date Range: 03/01/2016 - 03/31/2016

Date	Visitation Charge		Charge Overridden		Refunded Visits		
	Count	Amount	Count	Amount	Count	Amount	Total Amount**
2016/03/26	79	$883.00	0	$0.00	0	$0.00	$883.00
2016/03/27	94	$1,019.00	0	$0.00	0	$0.00	$1,019.00
2016/03/28	51	$492.00	0	$0.00	0	$0.00	$492.00
2016/03/29	35	$348.00	0	$0.00	0	$0.00	$348.00
2016/03/30	65	$522.00	0	$0.00	0	$0.00	$522.00
2016/03/31	61	$591.00	0	$0.00	0	$0.00	$591.00
Grand Total	1828	$17,795.50	1	$0.00	0	$0.00	$17,795.50

**Total Amount = Visitation Charge - Charge Overridden - Refund Amount

Billing Statistics by Month

Date Range: 01/01/2015 - 12/31/2015

Month	Visitation Charge		Charge Overridden		Refunded Visits		
	Count	Amount	Count	Amount	Count	Amount	Total Amount**
January	1269	$12,471.00	110	$0.00	0	$0.00	$12,471.00
February	1228	$12,281.50	0	$0.00	0	$0.00	$12,281.50
March	1424	$14,613.50	0	$0.00	0	$0.00	$14,613.50
April	1393	$14,089.50	0	$0.00	0	$0.00	$14,089.50
May	1299	$13,047.00	0	$0.00	0	$0.00	$13,047.00
June	1296	$12,819.00	0	$0.00	0	$0.00	$12,819.00
July	1318	$13,234.50	0	$0.00	0	$0.00	$13,234.50
August	1344	$13,635.50	0	$0.00	0	$0.00	$13,635.50
September	1160	$12,182.00	0	$0.00	0	$0.00	$12,182.00
October	1294	$13,409.00	0	$0.00	0	$0.00	$13,409.00
November	1336	$13,489.50	0	$0.00	0	$0.00	$13,489.50
December	1573	$15,565.00	0	$0.00	0	$0.00	$15,565.00
Grand Total	15934	$160,837.00	110	$0.00	0	$0.00	$160,837.00

**Total Amount = Visitation Charge - Charge Overridden - Refund Amount

Sample WS Billing Report.

9.4 If additional reports are available on an "as needed" basis, provide the procedure required to furnish the report to the facility and the length of time to produce the reports.

GTL acknowledges and understands.

We understand that BCSO prefers to have a system with flexible reporting capabilities in order to track, manage, and audit all activities for your facilities. To meet this need, the GTL reporting capabilities have been developed to be intuitive, comprehensive and flexible.

GTL reporting tools: ***Home Page Graphs***, ***Call Detail Reporting***, and ***Advanced Reports***, each allow customization through user-selected or user-specified criteria. The system's unique **Report Builder** is specifically designed for easy generation of custom and ad hoc reports using more advanced tools for selecting, sorting, and combining data. With enhanced query options and other advanced data mining tools, reports from Report Builder can reveal **call trends and correlations** that might otherwise go unnoticed in standard reports.

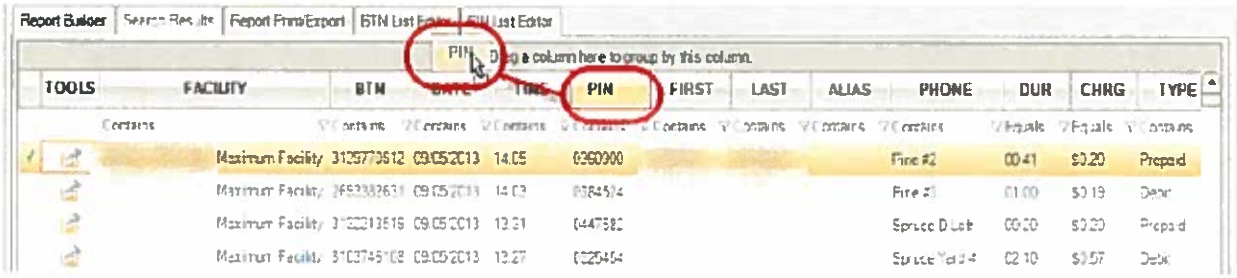
Report Builder may be used to build simple or complex ad hoc reports. A complex report might be the result of a multi-BTN (destination number) query that is cross referenced against a single or multi-

inmate PIN query. Report Builder's **BTN List Editor** and **PIN List Editor** allow you to create and save special lists that can then be selected as the BTN and/or PIN Query Options.

For example, all incarcerated members of a particular gang might compose a special PIN List and phone numbers for all facility employees might compose a special BTN list. The **Query Options** for a customized report could include either or both of these special lists. Including both would allow you to immediately see any and all calls made to employees by members of the designated gang.

Following the selection or designation of **Query Options**, a click of the Search button on the Report Builder screen will return a Search Results screen with additional tools for grouping and sorting the initially retrieved data.

Group Data by Significant Parameters: On the Search Results screen shown below, you many drag any column heading to the "group by column" field to sort the results of the original search into blocks of data most meaningful for the study.



Report Builder's Initial Search Results Screen

Apply Additional Filters: An initial report can be refined by selectively applying additional filters to one or more fields of data. Clicking the dropdown icon ▽ that is visible beneath any column heading gives you access to other filters that apply to the data in that column.

Data Query Flexibility: Report Builder's extremely flexible query parameters allow you to select specific facilities (when multiple facilities exist in the network) and select any or all phones or phone groups from each facility; any or all call types, stop codes et cetera when creating custom reports.

This flexibility allows you, for instance, to select only the booking phones at each facility so that you can run a report on calls made from every booking area in your jurisdiction. Or you could also select a PIN list for a particular gang and see what number each gang member dialed from booking over the last year. Saving that list of numbers as its own BTN list and then run another report on calls made by anyone from any facility to any of those same numbers could then lead you to other gang members in your facilities that had not previously been identified.

10. Monitoring Requirements

10.1 The vendor must provide the BCSO with the capability to turn off all inmate communications equipment by unit, by pod or by system. Please explain in detail the methodology provided.

GTL acknowledges and understands.

GTL's ITS provides both manual and automatic ways to shut down service to inmate telephones. For all phones or designated phones, service shut down methods include:

Call Scheduling: Automatically turn on and off telephone service at designated times

Software Phone Controls: Manually shut down telephones using ITS software controls

Manual Cut Off Switches: Manually shut down all or selected phones using mechanical switches installed by GTL.

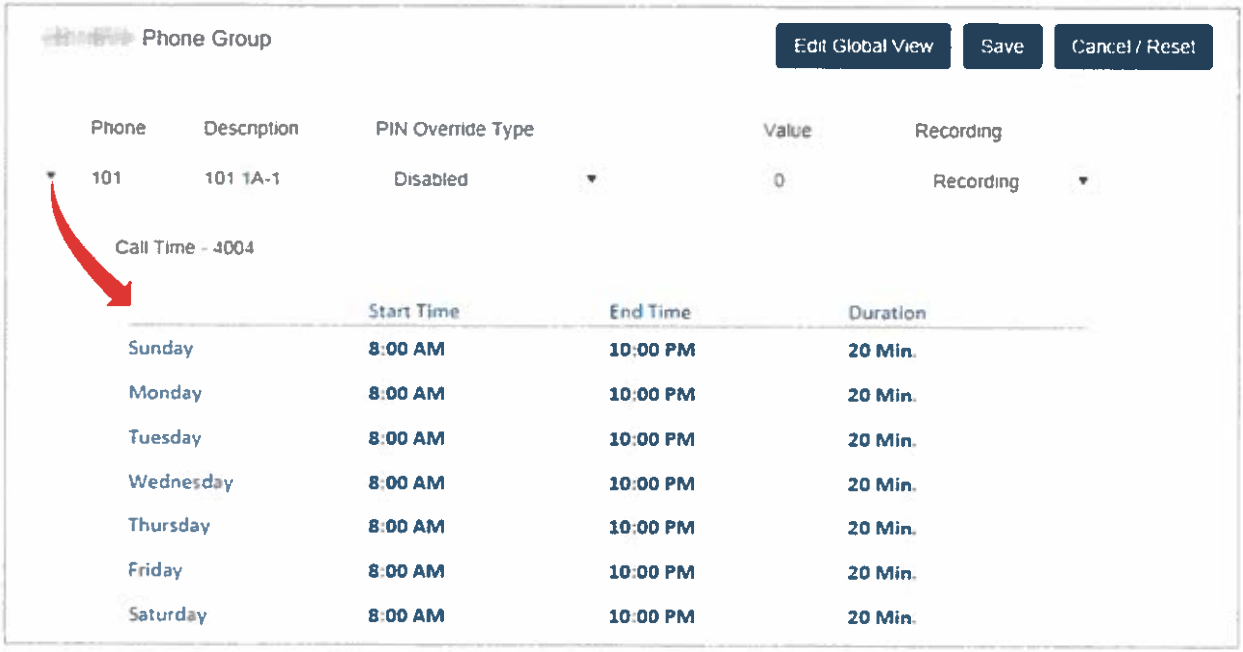
Call Scheduling - Automatic Daily Turn On/Off of Phones

GTL's ITS provides the ability to program times when the system will be available or unavailable for inmate calling.

On/Off times may be programmed to the minute, 24 hours a day.

On/Off times may be programmed to be unique on each day of the week.

On/Off times may be programmed to be unique by individual phones.



Schedule Inmate Calling Times

Software Phone Controls – Turn Off All or Selected Phones

The GTL ITS gives the facility the ability to shutdown individual phones and groups of phones within a facility and globally. From any workstation or Internet connection, BCSO staff with the appropriate authorization can access **System Control** to modify the service status of inmate telephones. Phone Status has three possible settings:

Recording – Calling service is ON and all non-private calls are recorded. This is the default setting.

No Recording – Calling service is ON without recording

Off – Calling service is turned OFF

To shut down service to all telephones or all phones in a designated group, in the Global Phone Status field, select "Off".

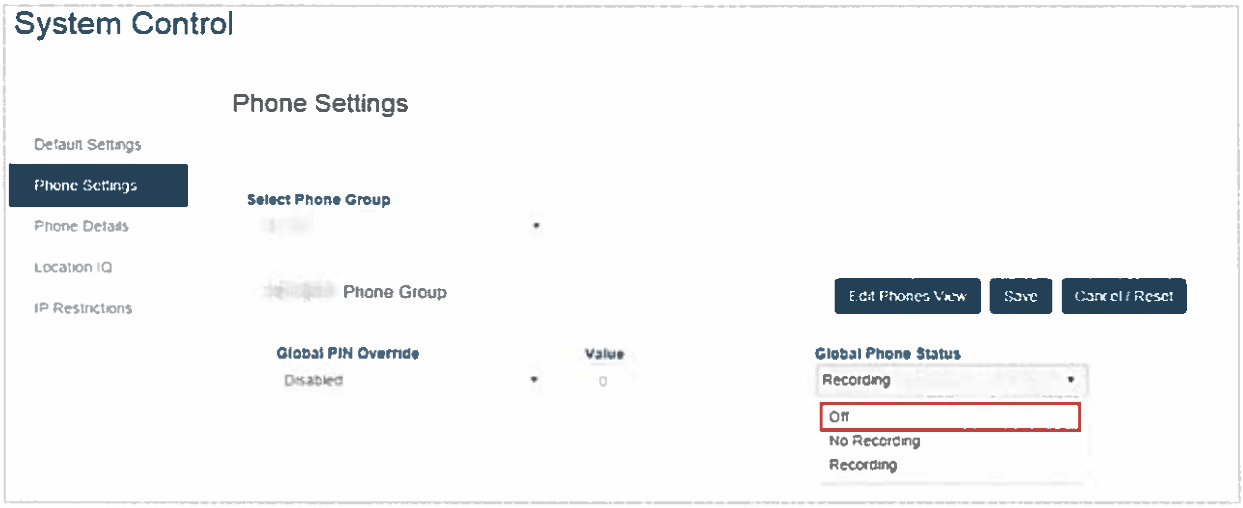


Figure 15 Telephone Status - Global On/Off Phone Control

Service to individual inmate phones may also be turned on or off at BCSO's discretion. From the System Control screen, individual phones are accessed by clicking the hyperlinks in the Phone Group column. Service to an individual inmate telephone can be turned off by selecting "Off" from the drop list of that phone as shown in the image that follows.

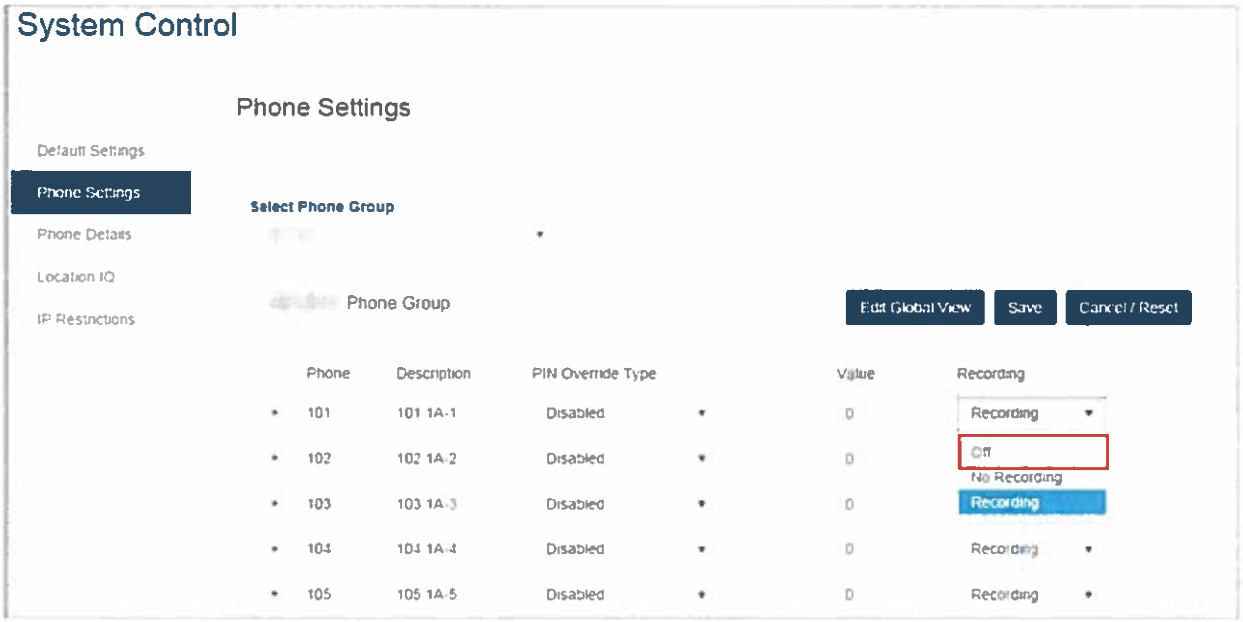


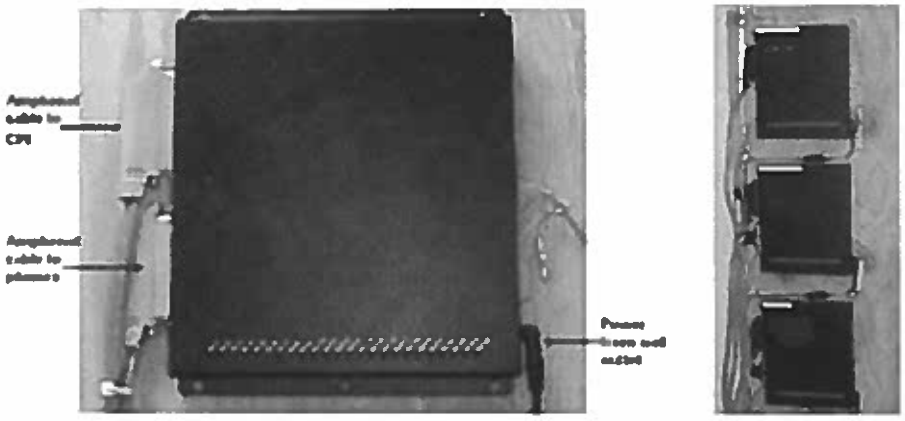
Figure 16 Telephone Status - Individual Phone Settings

Manual Cut Off Switches – Shutdown All or Selected Phones

In addition to the ability to shut down phones from any workstation, GTL also provides mechanical cut-off switches, located wherever BCSO chooses. GTL can provide individual kill switches for each phone, or can provide more advanced and flexible switch configurations to allow BCSO staff to shut down various groups of phones with one switch.

GTL has experience installing manual shutdown switch configurations including custom designs integrated into control panels or custom switch boxes. With these configurations, phones can be cut off individually, as a bank, or for the entire facility.

Cut off switch configurations are not limited to discrete phone locations. For example, inmate phones located in several different areas of the facility, even if connected to different trunk lines, can be controlled by a switch that allows all of them to be shut off at once.



Example Telephone Shutdown Switches

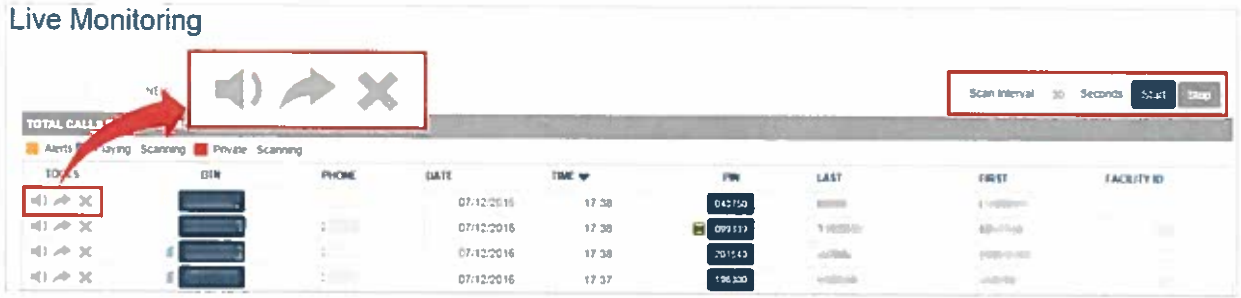
10.2 The vendor must provide a full-scale, state-of-the-art communications security monitoring system that, when in use, is undetectable .by the inmate at the facility. Provide monitoring, recording, and call logs (at a minimum) Please explain in detail the methodology provided.

GTL acknowledges and understands.

GTL's ITS allows authorized BCSO staff to monitor inmate phone conversations in real-time. The system provides all monitoring, recording, and call detail reports, as stated throughout the RFR. The system's live monitoring component will be accessible to authorized personnel through the ***system workstation*** at the facility and via GTL's ***secure Internet connection*** from a desktop, laptop, or other remote means. Whether at an on-site workstation or connected through the Internet from a remote location, only those with appropriate security clearance will be able to access the password-protected live monitoring component.

Calls-in-progress are displayed on the system's Live Monitoring screen and can be selected for listening by inmate PIN or the called number.

The system's "hot" number alert function can be configured to auto-forward special calls-of-interest to a pre-designated number in the Inspector General's Office. An authorized user monitoring calls may also manually forward calls-of-interest, for example, to the Inspector General's designated number or other approved numbers for investigative staff.



Live monitoring functions for calls-in-progress include:

- Allows the user to manually **select and listen** to a particular call in real-time; for any length of time.
- Allows the user to activate **Scan**, which causes the system to sequentially auto-select and "play" the live conversion of each active call for a specified interval (e.g. 30 seconds), before scrolling to the next active call. When the last call on the Live Monitoring screen is scanned, the scan cycles-back to the top and begins again. At any point, the user may stop the scan and listen to a conversation of particular interest for any length of time.
- Allows the user to **disconnect** (end) any call in which the conversation is inappropriate or threatening.
- Allows the user to **forward** a call-of-interest to a designated number.
- Alerts the user when a call was placed by an inmate with a "hot" (alerted) PIN or when an inmate has called a "hot" (alerted) destination number.

Authorized persons who are to be notified when a hot telephone number (BNT), hot PIN or hot phone station is used are designated on the system's **Alerts** screen.

Live monitoring is not detectable by the inmate or by the called party and does not interfere with the continuous recording of the conversations. Several investigators may monitor the same call at the same time.

10.3 The monitoring system must have the capability of controlling and restricting inmate equipment usage according to BCSO requirements. Management and monitoring of inmate usage are critical components of offender telephone services. As such, vendors responding to this RFR must include a narrative that explains how its system and staff will accomplish performance and accountability in this area. The monitoring system must allow the BCSO to turn an offender telephone and/or video kiosk on or off with an automated cut-off switch; monitor an inmate conversation or video visitation via speakerphone; and record an inmate conversation or video visitation.

GTL acknowledges and understands.

GTL's ITS allows authorized BCSO staff to monitor inmate phone conversations in real-time. The system provides all monitoring, recording, and call detail reports, as stated throughout the RFR. The system's live monitoring component will be accessible to authorized personnel through the ***system workstation*** at the facility and via GTL's ***secure Internet connection*** from a desktop, laptop, or other remote means. Whether at an on-site workstation or connected through the Internet from a remote

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Live monitoring is not detectable by the inmate or by the called party and does not interfere with the continuous recording of the conversations. Several investigators may monitor the same call at the same time.

GTL's VVS Solution allows the recording of video visits. Visits may be recorded globally by visit type or visitor type, ad-hoc, by user type or manually selected when a visit is scheduled by authorized staff.

All recorded visits will be stored for 180 days at a minimum and will be searchable and viewable by authorized personnel. Any recorded visit can be locked so as not to be purged from the system when the normal recording storage period reaches a maximum time limit.

Replay the Recorded Visitation Session

All video visitation recordings are written and stored on a server accessible by authorized BCSO staff. These files, like any other file on a computer may be copied to a DVD or other storage media. For security reasons, the GTL VVS keeps track of access and downloads of recorded sessions.

VVS Hot Alert

Any system user with the proper role is able to:

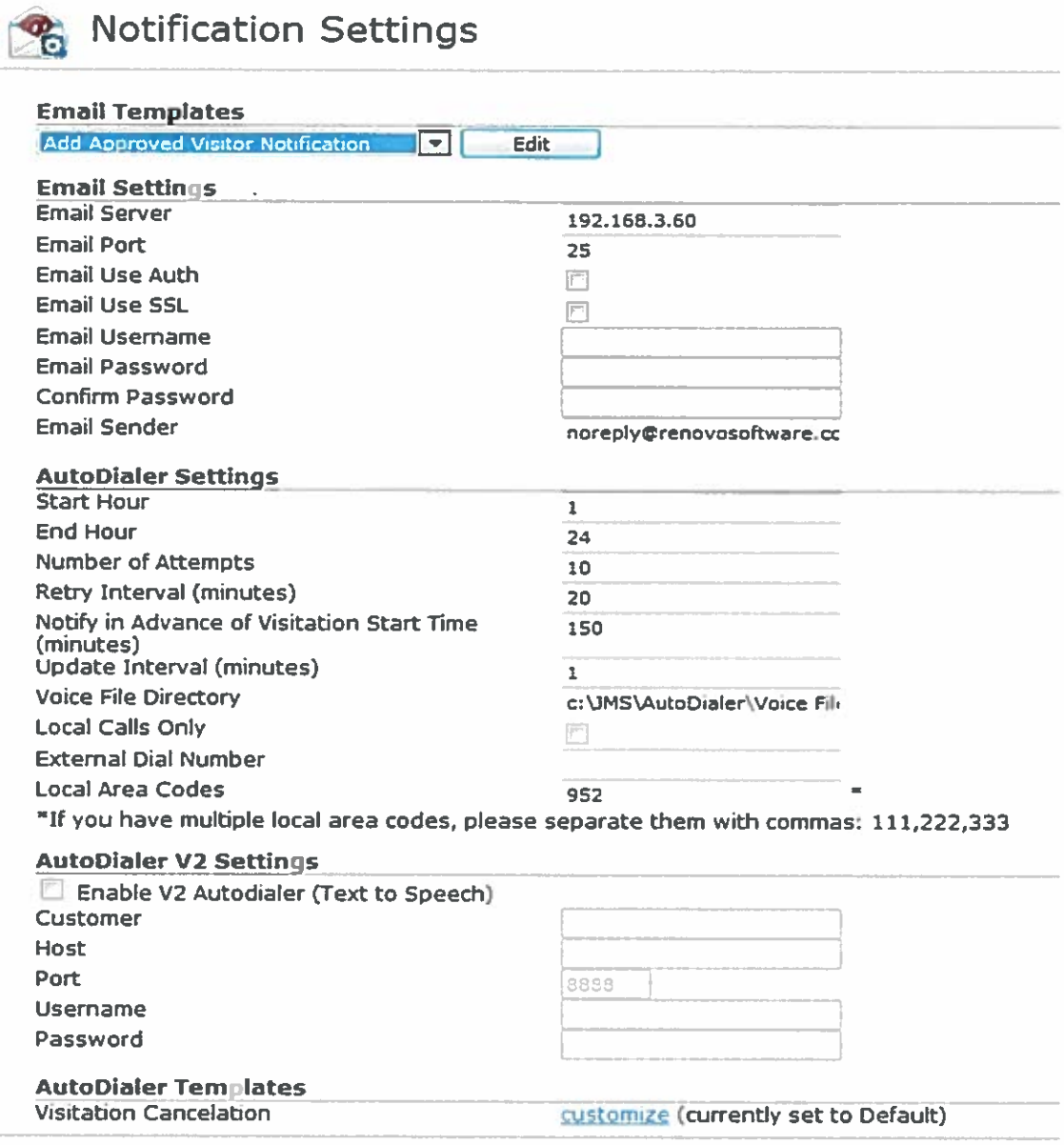
Establish automated email alerts based on either a specific inmate or specific visitor and when visits are scheduled involving one or both individuals.

Run a report to see upcoming scheduled visits for any individual(s) that may be of interest.

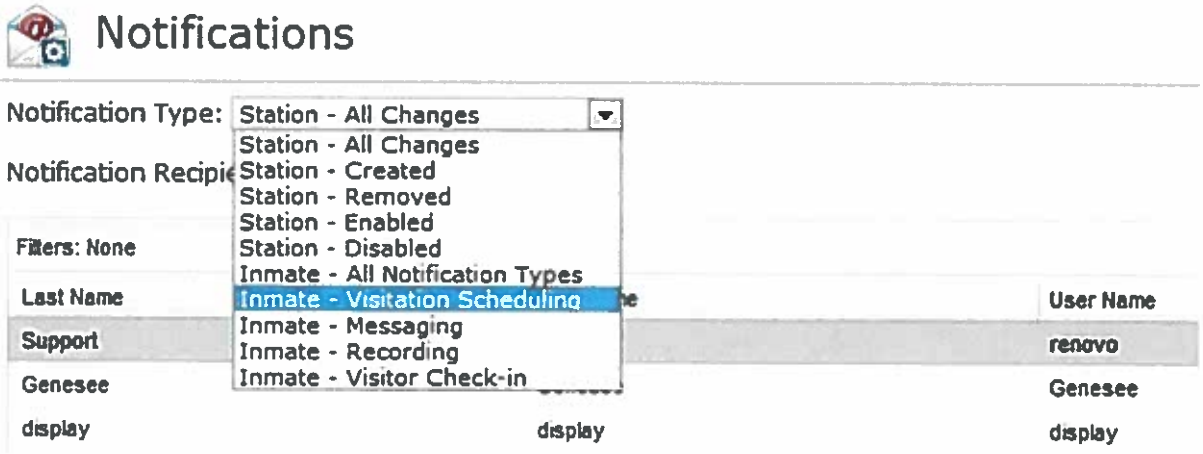
In either case, they will be notified of those visits in advance.

We have found the majority of users do not tend to watch live video visits; they, typically, run a report using their parameters of choice, view, skip ahead, etc., as desired, not sitting through a full 30-minute visit as it takes place.

Below is an illustration of Visitor notification setup.



Below is an illustration of **Staff** notification setup.



GTL's VVS allows live remote monitoring utilizing the browser-based VVS system. Live monitoring will capture both audio and video of the visit. The monitoring system visually shows up to eight (8) visits at one time (configurable for user preference) and includes information such as visitor and inmate names, the ID numbers, and both stations in use.

If the number of visitation sessions in progress exceeds the display limit, the system is configured to slowly scroll through all active visits. The scrolling rate is variable and configurable for each user. Any visit may be selected from the list of actively running visits to be viewed in any viewing pane. If a particular visit needs constant attention, clicking either side of the image will anchor that session to the screen while other visits continue to scroll.

Users monitoring any visit can interrupt the visitation conversation by selecting the "pause" button or "stop" button on the appropriate visit pane. Additionally, authorized BCSO users monitoring an inmate visit are able to pause, mute, stop, resume and manually record (if not set to auto-record) a visit in real-time. From this screen the monitoring officer has complete control over all active visits.

Mute Audio

Stop Visitation

Suspend (Pause) Visitation

Record Visitation

GTL's ITS provides both manual and automatic ways to shut down service to inmate telephones. For all phones or designated phones, service shut down methods include:

Call Scheduling: Automatically turn on and off telephone service at designated times

Software Phone Controls: Manually shut down telephones using ITS software controls

Manual Cut Off Switches: Manually shut down all or selected phones using mechanical switches installed by GTL.

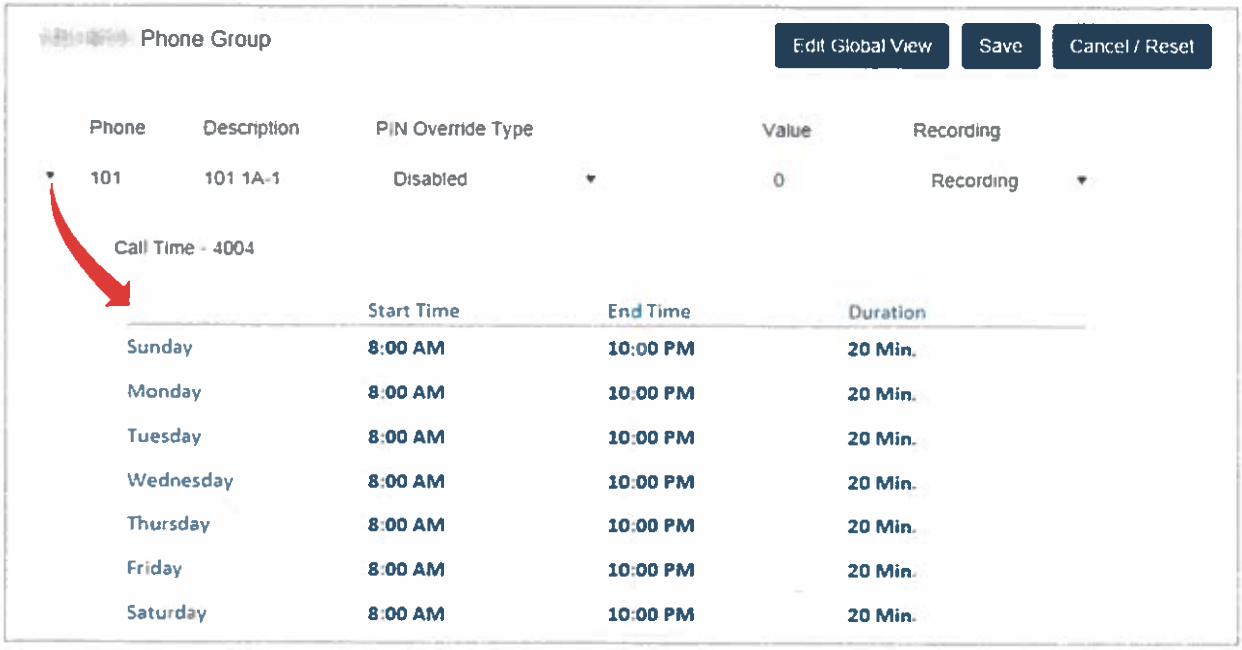
Call Scheduling - Automatic Daily Turn On/Off of Phones

GTL's ITS provides the ability to program times when the system will be available or unavailable for inmate calling.

On/Off times may be programmed to the minute, 24 hours a day.

On/Off times may be programmed to be unique on each day of the week.

On/Off times may be programmed to be unique by individual phones.



Schedule Inmate Calling Times

Software Phone Controls – Turn Off All or Selected Phones

The GTL ITS gives the facility the ability to shutdown individual phones and groups of phones within a facility and globally. From any workstation or Internet connection, BCSO staff with the appropriate authorization can access **System Control** to modify the service status of inmate telephones. Phone Status has three possible settings:

Recording – Calling service is ON and all non-private calls are recorded. This is the default setting.

No Recording – Calling service is ON without recording

Off – Calling service is turned OFF

To shut down service to all telephones or all phones in a designated group, in the Global Phone Status field, select "Off".

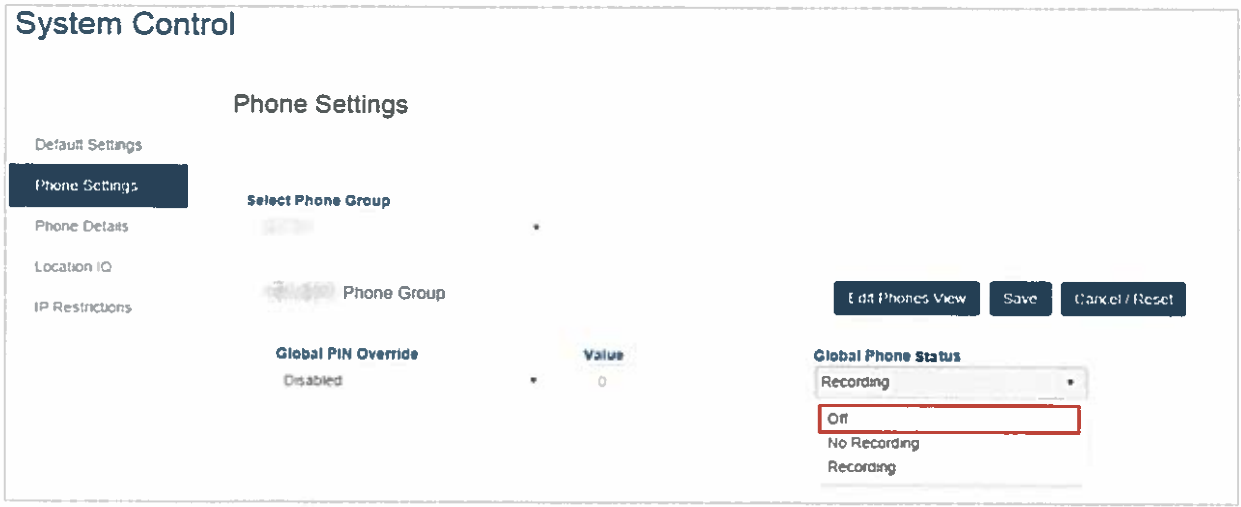


Figure 17 Telephone Status – Global On/Off Phone Control

Service to individual inmate phones may also be turned on or off at BCSO's discretion. From the System Control screen, individual phones are accessed by clicking the hyperlinks in the Phone Group column. Service to an individual inmate telephone can be turned off by selecting "Off" from the drop list of that phone as shown in the image that follows.

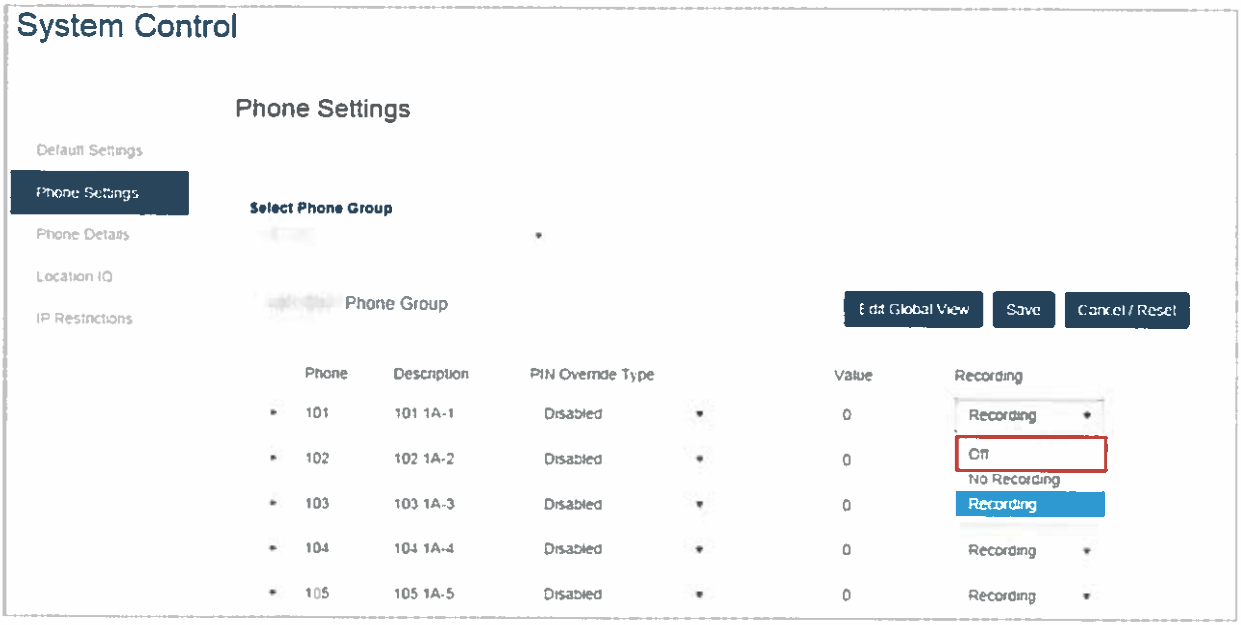


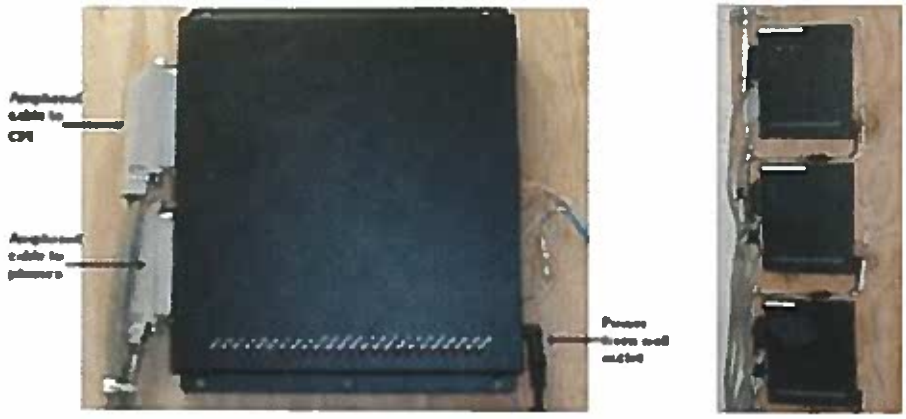
Figure 18 Telephone Status - Individual Phone Settings

Manual Cut Off Switches – Shutdown All or Selected Phones

In addition to the ability to shut down phones from any workstation, GTL also provides mechanical cut-off switches, located wherever BCSO chooses. GTL can provide individual kill switches for each phone, or can provide more advanced and flexible switch configurations to allow BCSO staff to shut down various groups of phones with one switch.

GTL has experience installing manual shutdown switch configurations including custom designs integrated into control panels or custom switch boxes. With these configurations, phones can be cut off individually, as a bank, or for the entire facility.

Cut off switch configurations are not limited to discrete phone locations. For example, inmate phones located in several different areas of the facility, even if connected to different trunk lines, can be controlled by a switch that allows all of them to be shut off at once.



Example Telephone Shutdown Switches

10.4 The proposed system should have the ability to store up to three (3) years of recorded calls for immediate retrieval, allow search and playback within 30 seconds, have the capability of downloading selective recordings to disk (CD or DVD), have a "hot number" alert feature, offer live monitoring via workstation of a conversation to a "hot number" while the conversation is being recorded, or access to recorded conversations via computer playback via controlled modem access.

GTL acknowledges and understands.

The GTL's ITS automatically records all calls, except those to numbers marked "Private" within the system to ensure attorney/client privilege. The system is capable of recording calls from all phones simultaneously. Live monitoring of calls does not interfere with the recording of calls.

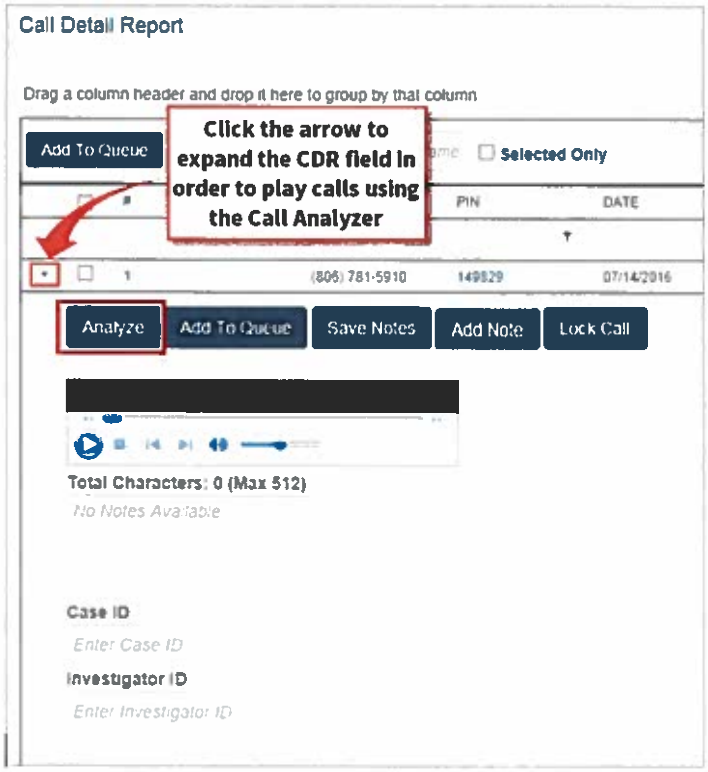
When an offender places a call, the recorded conversation (along with call details) is digitally stored in a Redundant Array of Independent Disks (RAID). Call processing and call recording operate off the same clock and have the same date and time stamp. Detailed records of all calls will be stored at GTL's Data Center in Texas. Call recordings are encrypted, date and time stamped, and stored along with their associated call data.

For this Project, GTL will configure the ITS to store recordings of inmate conversations for retrievable on-line for three years.

The recorded conversations associated with inmate calls are downloaded directly from call detail reports. To access recorded calls, the authorized user selects "Call Detail Reporting" on the system's Menu Bar and enters the parameters of the calls desired for review. For example, the investigator may specify start and end dates of a time span, a particular phone station or called number, an inmate PIN, and so on. A click of the *Search* button generates call detail report containing details and recordings of all inmate calls that meet the search criteria.

BCSO users are easily able to retrieved and playback specific call recordings in the Call Detail Reports screen of the ITS. Simply clicking on the drop down arrow expands the call record to display two

options for replaying the recorded conversation associated with each call record: *Call Playback* and *Call Analyzer*.



Call Playback is accessed by clicking the play button on the player screen.

Call Playback is the routinely-used listening option.

Audio playback begins immediately while the recording is streaming.

Investigators may add a case number, investigator ID, mark significant points, and add or read attached notes while listening to the playback.

Call Analyzer is accessed by clicking the Analyze button.

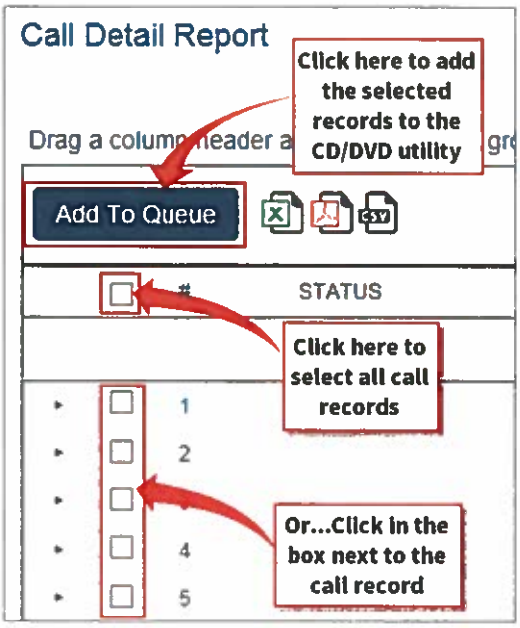
Call Analyzer is used to closely study recordings of investigative significance.

The recording is fully downloaded to the investigator's computer before replay and analysis begins.

Call Analyzer is used to download and closely study recordings of investigative significance. Clicking the Analyzer icon fully downloads the recording to your computer.

Recording Download: The recording is downloaded to your computer before replay and analysis begins.

Separately Analyze the Two Sides of a Conversation: Call Analyzer separates the inmate's side of the conversation from the called-party's side of the conversation and displays their



waveforms on different channels for separate analysis. Clicking and dragging the mouse across any segment on one or both channels isolates the segment for replay.

Clarify Speech and Sounds: To help clarify words spoken by the inmate or called party or to better hear background voices or sounds, the tempo, speed, and pitch of either side of the conversation can be varied to reveal additional intelligence.

Screen-Out or Enhance Background Voices or Sounds: The Equalizer (EQ) option on Call Analyzer opens controls that allow you to turn up or down each segment of either Waveform. By playing back any part of either side of a recording and turning up and/or down different audio bands, you can identify background speech and noises and screen them out to make a conversation clearer, or focus on the background speech and noises themselves.

CD/DVD Queue marks calls in call detail reports for download to portable media.

Click the box at the top of the column to select all calls or select the box next to the specific call record(s) to only send those calls to the queue.

Clicking the "Add To Queue" button on the call detail report screen adds the call(s) to a queue for download to a CD, DVD, or USB drive.

Once added to the CD/DVD queue on the Call Detail Report, the system's **CD/DVD Utilities** allow the designated call records and recordings to be downloaded and burned to CD, DVD, or other portable media, or emailed to designated individuals.

Download Calls to Removable Media

Call archiving to portable media is simple with the GTL ITS. The CD/DVD Utilities option on the system's dashboard allows call recordings with their associated call records to be copied to portable media (CD, DVD, USB devices). Any authorized user who wishes to store call recordings on external media can easily download them to the designated medium. The CD/DVD Utility will produce recordings with no loss in quality and will place a time and date stamp within the recording.

Downloading can be performed on any computer that has secure access to the call recordings, whether at the facility or at a remote location. The user simply searches for the calls he/she wants to download (calls can be searched by PIN, date, start or stop time, inmate telephone station, called number, and other criteria). Once the desired recordings are selected, the investigator inserts a disk in the CD/DVD drive or connects the USB device and clicks the "Data CD/DVD" option to burn the call to the destination medium.

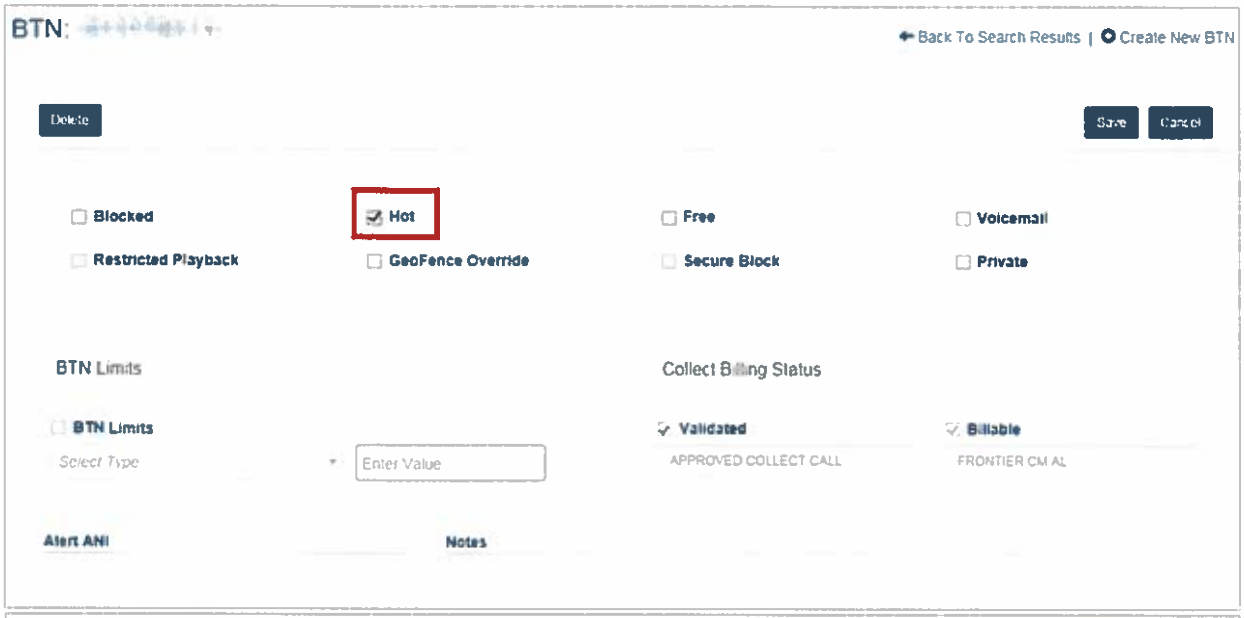
The user may listen to the CD/DVD through any universal media player. Files may also be stored on USB or thumb drives, hard disk, or any other medium preferred by the user. Copied recordings retain their security encryption and, at the user's discretion, any attached investigative notes.

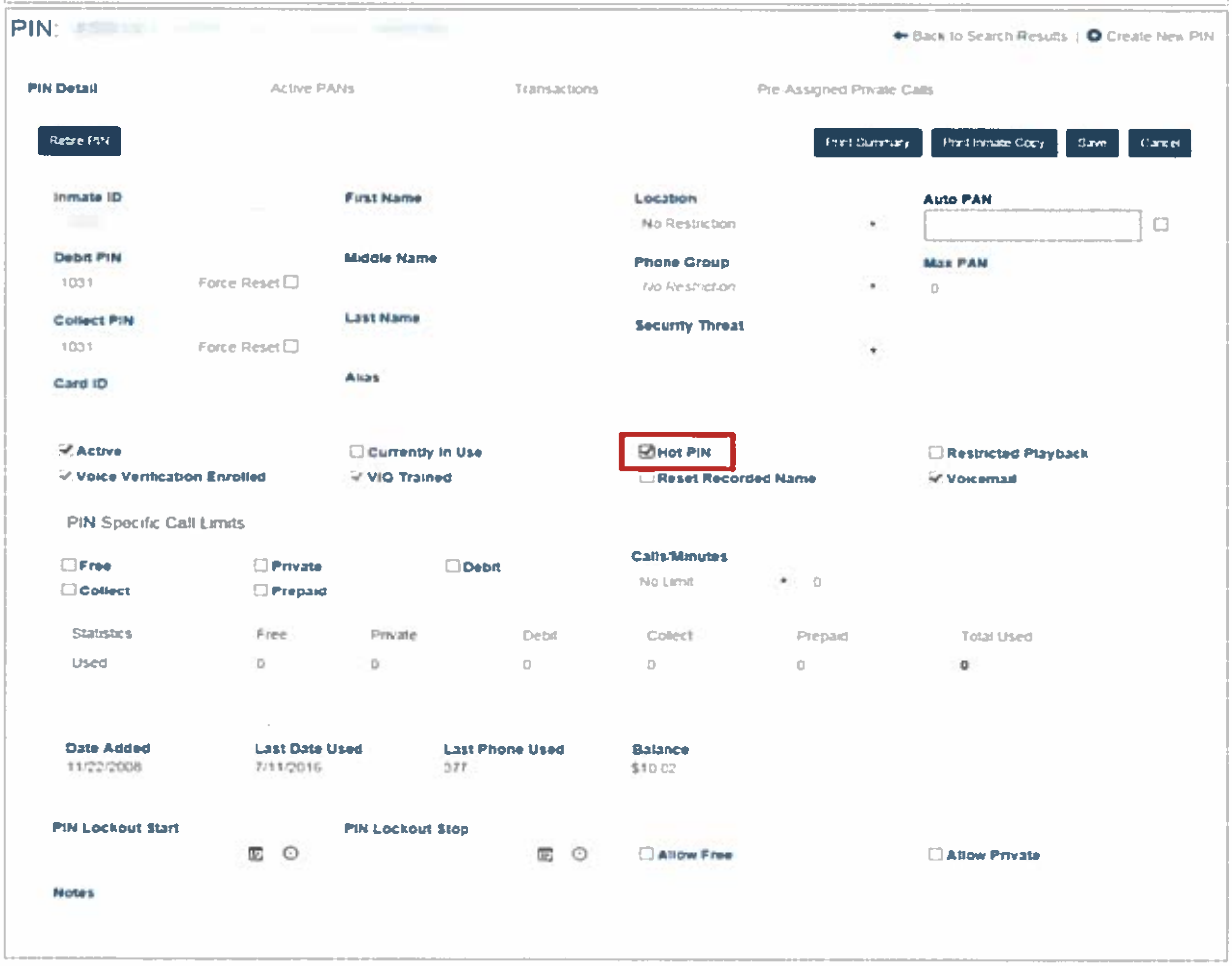
GTL's ITS allows email, text, or phone call hot alerts to be set up by authorized BCSO staff; to be triggered when a specific PIN is used to make a call, a specific telephone number is called, or a call is placed from a specific phone station. Alerts can be sent to a large variety of devices including smart phones and PCs. A valid secure log-in password is required to set an alert. When a phone call hot alert is sent, the investigator (or other designated person) to whom the call is forwarded can listen to the live conversation.

- Alerts can be sent to phone numbers (including cellular phones), email addresses, or SMS text. A valid secure log-in password is required to set an alert.
- When a phone call hot alert is sent, the investigator (or other designated person) to whom the call is forwarded can listen to the live conversation.
- Multiple investigator phone numbers, email address or SMS text numbers can be assigned to receive alerts.

Once BTNs, PINs or phone stations have been designated as "Hot", their use triggers a "Hot alert": The system contacts a designated authorized investigator with an "Alert ANI" (Automatic Number Identification) specified when the alert was set. When the alert is sent to an investigator's telephone, the investigator enters an authorized security code on the phone's keypad to immediately access and listen to the live conversation. An investigator's access to a call-in-progress, whether from a phone, the system workstation, or remote computer, is silent. Neither the inmate nor the called party will be aware that the investigator has joined the call.

The investigator monitoring an inmate's conversation may also cut-in and talk to each party and/or terminate the call from his/her phone, workstation, or remote computer.





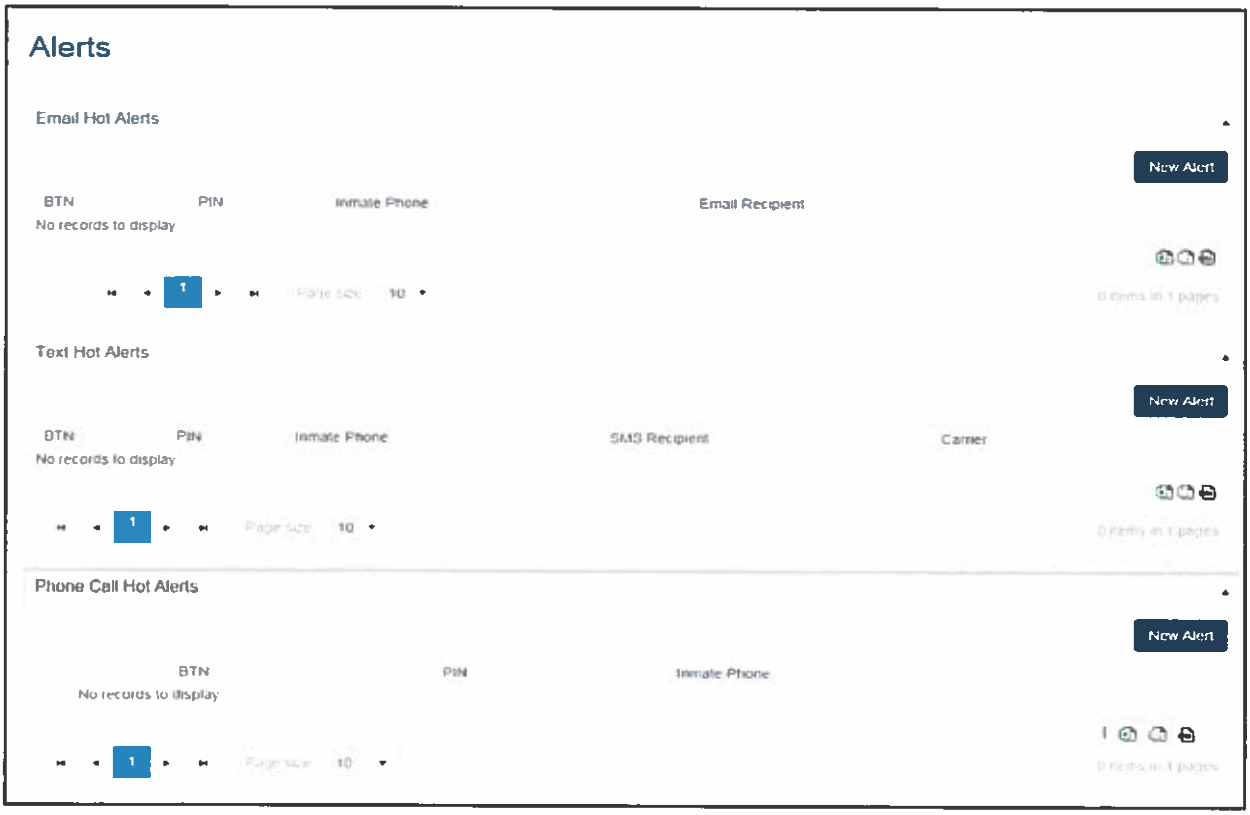
Authorized personnel who are to be notified when a hot BNT, hot PIN or hot phone station is used are designated on the system's **Alerts** screen.

Alert options include:

Email Hot Alerts – Notify one or more designated people via email that a "hot" telephone number has been called or an inmate has used a "hot" PIN or phone station to place a call.

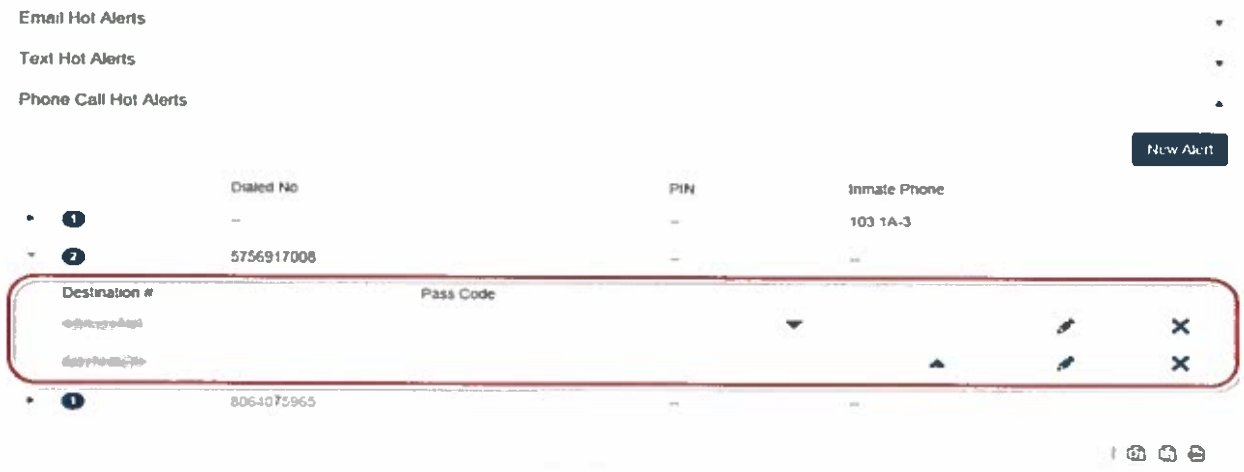
Text Hot Alerts – Notify one or more designated people via SMS text message that a "hot" telephone number has been called or inmate has used a "hot" PIN or phone station to place a call.

Phone Call Hot Alerts – Notify one or more designated people via telephone that a "hot" telephone number has been called or inmate has used a "hot" PIN or phone station to place a call. The alerted officer(s) have the option to access and listen to the live conversation.



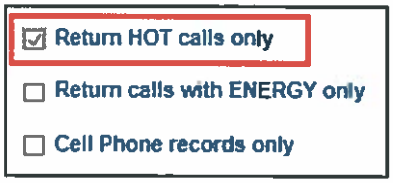
Direct Alerts to Email Addresses, Text and Telephones - The New Alert button on either Email Hot Alerts, Text Hot Alerts, or Phone Call Hot Alerts allows the authorized user to add an email, text or forward-call alert to the selected list.

Multiple Alert Destinations - Multiple investigator phone numbers, email address or SMS text numbers can be assigned to receive alerts, as illustrated below.

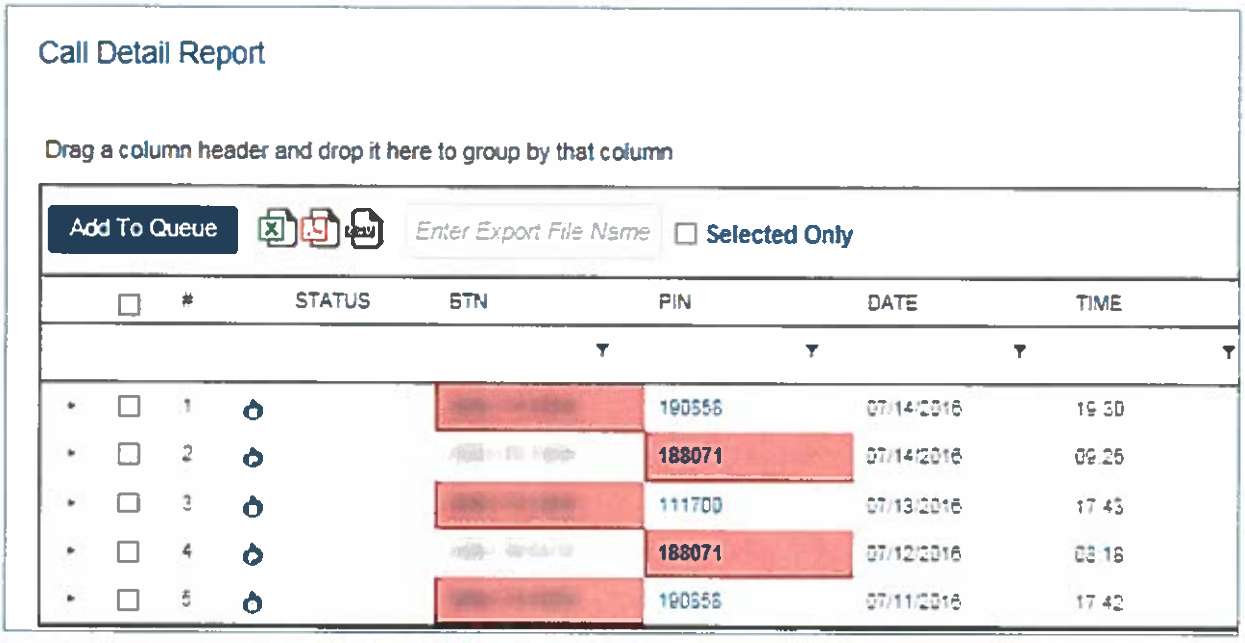


Call Detail Report for Hot PINs or Hot Destination Numbers

Check the **Return HOT calls only** on the Call Detail Record Standard query definition page.



The returned report will indicate by color coding whether it is the inmate PIN, called number (BTN), or both that are alarmed. The type of alert is also shown in the call Status column with a Hot PIN icon or a Hot BTN icon .



10.5 The proposed system should have the ability to store video visitations for immediate retrieval, allow search and playback within 30 seconds, have the capability of downloading selective recordings to a DVD, have a "hot account" alert feature, officer monitoring via workstation during live visitation, or access to the recorded visitations via computer playback. Please describe your ability to store video visitation recordings generated by this service including length of retention ability.

GTL acknowledges and understands.

The visitation audio, video, and other data is encrypted as it travels over the data network.

The recordings of professional / privileged visits are encrypted to prevent them from being viewed. Note that if all visits including non-professional / privileged are encrypted, then no visits will be able to be monitored or have the recording played back. GTL recommends that non-professional / privileged visits not be encrypted for this reason. GTL securely stores all visitation recordings and the system provides multiple controls to prevent unauthorized access to visitation recordings.

All recorded visits will be stored for 30 days at a minimum and will be searchable and viewable by authorized personnel. Any recorded visit can be locked so as not to be purged from the system when the normal recording storage period reaches a maximum time limit.

GTL's VVS Solution allows the recording of video visits. Visits may be recorded globally by visit type or visitor type, ad-hoc, by user type or manually selected when a visit is scheduled by authorized staff.

All recorded visits will be stored for 180 days at a minimum and will be searchable and viewable by authorized personnel. Any recorded visit can be locked so as not to be purged from the system when the normal recording storage period reaches a maximum time limit.

Replay the Recorded Visitation Session

All video visitation recordings are written and stored on a server accessible by authorized BCSO staff. These files, like any other file on a computer may be copied to a DVD or other storage media. For security reasons, the GTL VVS keeps track of access and downloads of recorded sessions.

VVS Hot Alert

Any system user with the proper role is able to:

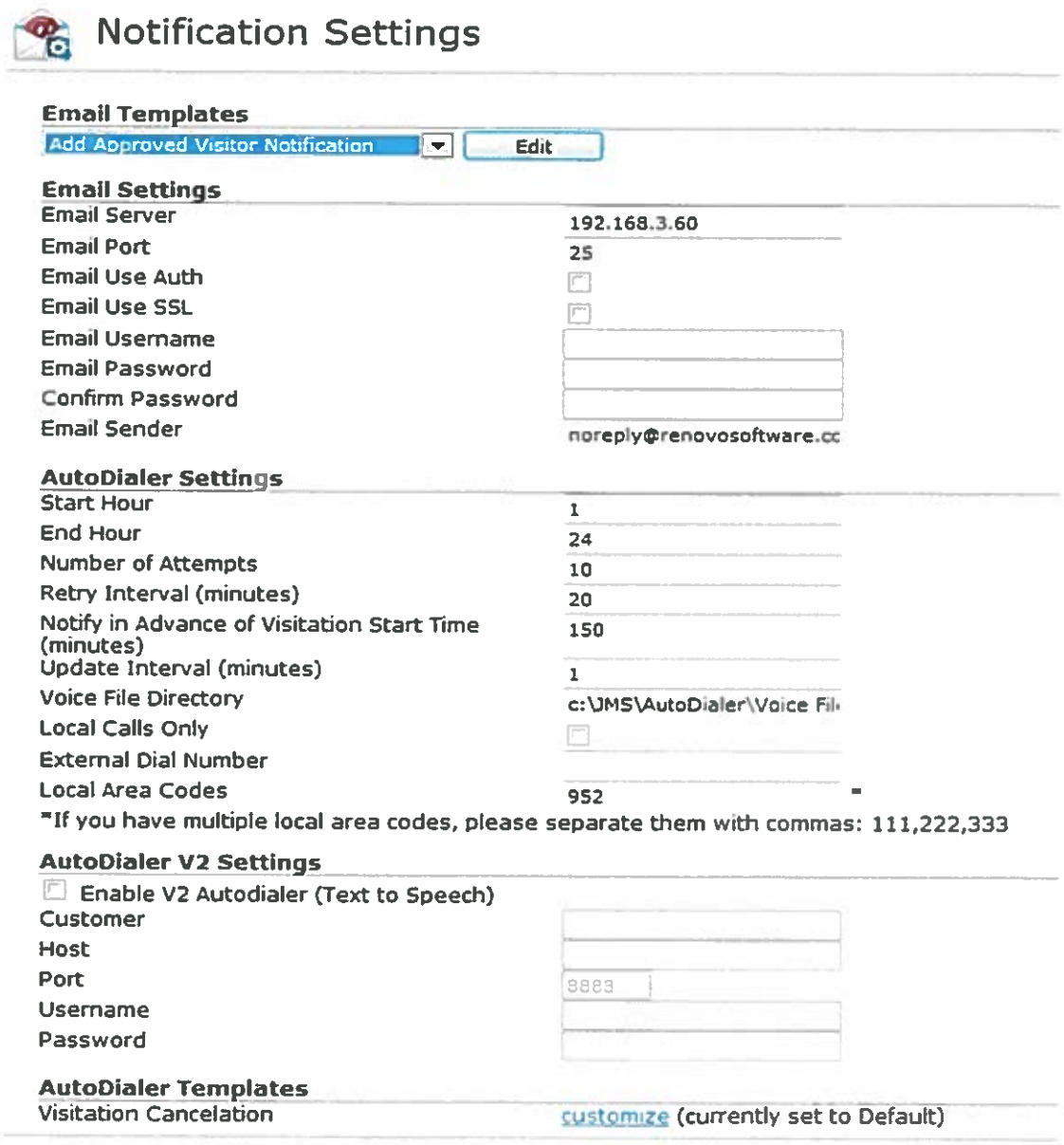
Establish automated email alerts based on either a specific inmate or specific visitor and when visits are scheduled involving one or both individuals.

Run a report to see upcoming scheduled visits for any individual(s) that may be of interest.

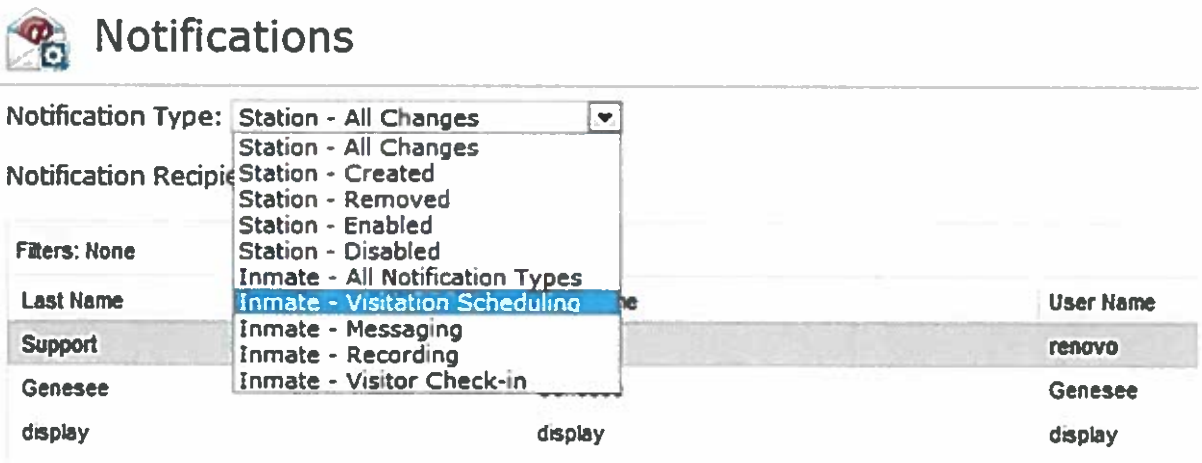
In either case, they will be notified of those visits in advance.

We have found the majority of users do not tend to watch live video visits; they, typically, run a report using their parameters of choice, view, skip ahead, etc., as desired, not sitting through a full 30-minute visit as it takes place.

Below is an illustration of Visitor notification setup.



Below is an illustration of **Staff** notification setup.



GTL's VVS allows live remote monitoring utilizing the browser-based VVS system. Live monitoring will capture both audio and video of the visit. The monitoring system visually shows up to eight (8) visits at one time (configurable for user preference) and includes information such as visitor and inmate names, the ID numbers, and both stations in use.

If the number of visitation sessions in progress exceeds the display limit, the system is configured to slowly scroll through all active visits. The scrolling rate is variable and configurable for each user. Any visit may be selected from the list of actively running visits to be viewed in any viewing pane. If a particular visit needs constant attention, clicking either side of the image will anchor that session to the screen while other visits continue to scroll.

Users monitoring any visit can interrupt the visitation conversation by selecting the "pause" button or "stop" button on the appropriate visit pane. Additionally, authorized BCSO users monitoring an inmate visit are able to pause, mute, stop, resume and manually record (if not set to auto-record) a visit in real-time. From this screen the monitoring officer has complete control over all active visits.

Mute Audio

Stop Visitation

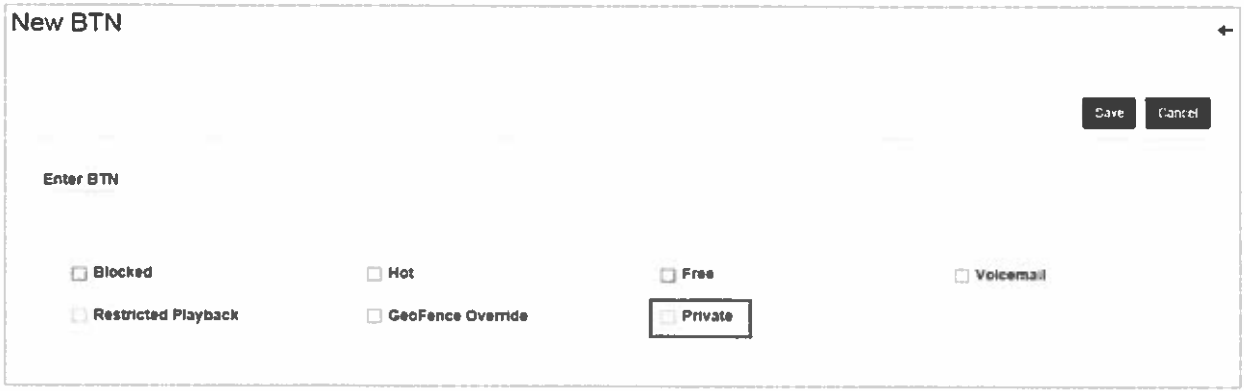
Suspend (Pause) Visitation

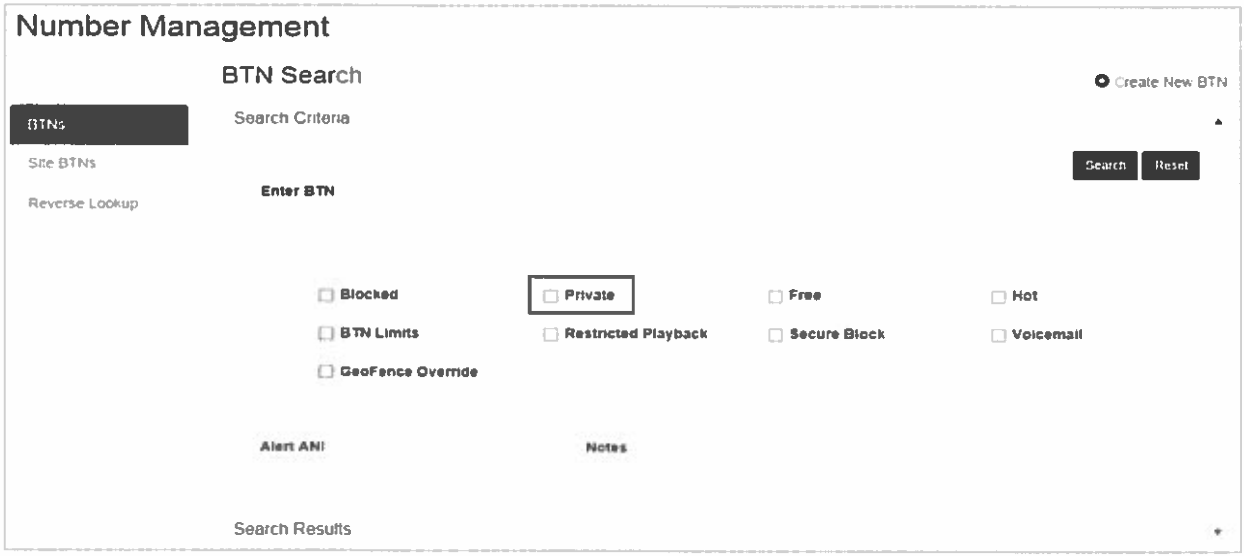
Record Visitation

10.6 The proposed system must have the capability of deselecting the monitoring or recording function for specific telephones and telephone numbers (such as the Attorney calls) called by inmates, yet retaining the ability to record the date and time the number was called.

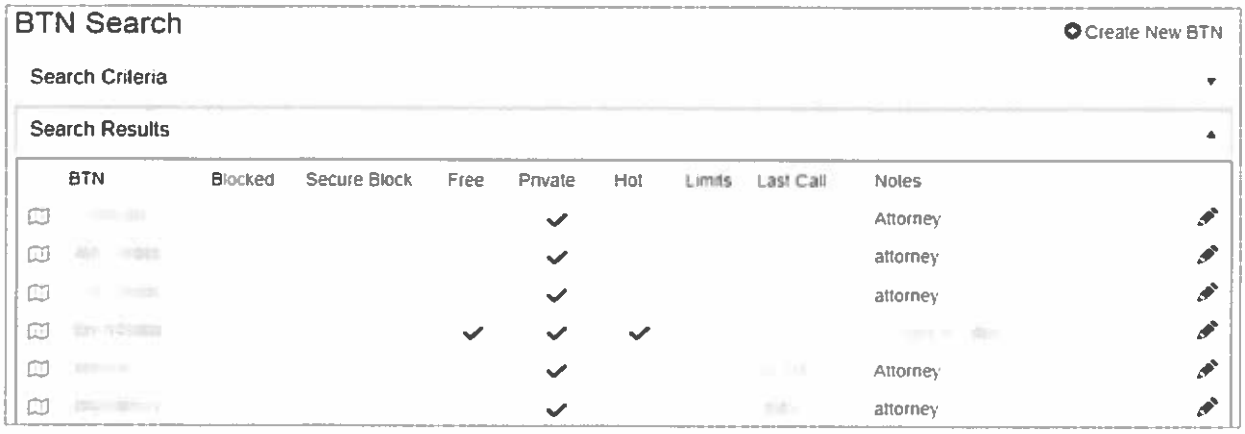
GTL acknowledges and understands.

Approved legal/attorney numbers are protected from recording and monitoring by designating them as ***Private*** in the system's Number database. BTNs are able to be set as **Private** for new numbers or existing numbers in the Number Management screen.





The system's private number report allows BCSO to review and/or edit privileged numbers that have been added to the system.



Report Private Numbers

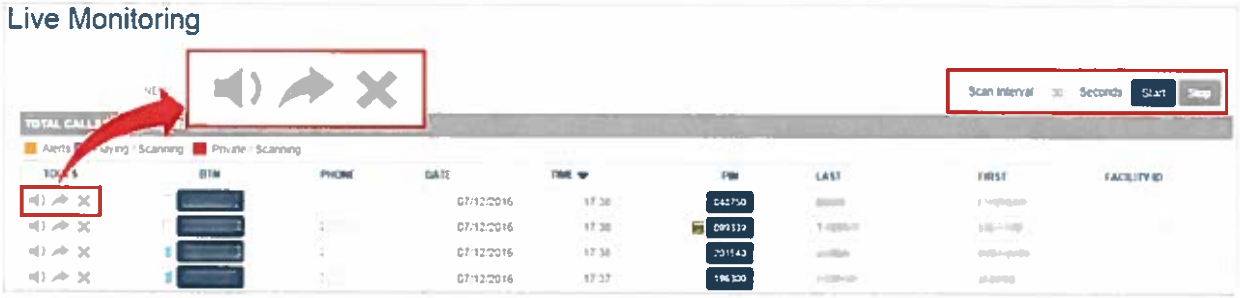
10.7 Describe, in detail, the capabilities and limitations of the system's recording and monitoring equipment and how it interfaces with the inmate telephone system. Describe all precautions the vendor and BCSO would use to guarantee security and ensure denial of unauthorized entry. Details must include if and how the system would flag that a call is to an attorney. Detail how the system/vendor ensures that numbers entered as 'private legal calls' are tracked, but never recorded.

GTL acknowledges and understands.

GTL's ITS allows authorized BCSO staff to monitor inmate phone conversations in real-time. The system's live monitoring component will be accessible to authorized personnel through the ***system workstation*** at the facility and via GTL's ***secure Internet connection*** from a desktop, laptop, or other remote means. Whether at an on-site workstation or connected through the Internet from a remote location, only those with appropriate security clearance will be able to access the password-protected live monitoring component.

Calls-in-progress are displayed on the system's Live Monitoring screen and can be selected for listening by inmate PIN or the called number.

The system's "hot" number alert function can be configured to auto-forward special calls-of-interest to a pre-designated number in the Inspector General's Office. An authorized user monitoring calls may also manually forward calls-of-interest, for example, to the Inspector General's designated number or other approved numbers for investigative staff.



Live monitoring functions for calls-in-progress include:

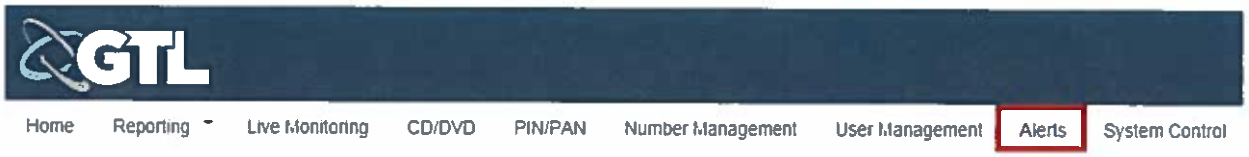
Allows the user to manually **select and listen** to a particular call in real-time; for any length of time.

Allows the user to activate **Scan**, which causes the system to sequentially auto-select and "play" the live conversion of each active call for a specified interval (e.g. 30 seconds), before scrolling to the next active call. When the last call on the Live Monitoring screen is scanned, the scan cycles-back to the top and begins again. At any point, the user may stop the scan and listen to a conversation of particular interest for any length of time.

Allows the user to **disconnect** (end) any call in which the conversation is inappropriate or threatening.

Allows the user to **forward** a call-of-interest to a designated number.

Alerts the user when a call was placed by an inmate with a "hot" (alerted) PIN or when an inmate has called a "hot" (alerted) destination number.



Authorized persons who are to be notified when a hot telephone number (BNT), hot PIN or hot phone station is used are designated on the system's **Alerts** screen.

Live monitoring is not detectable by the inmate or by the called party and does not interfere with the continuous recording of the conversations. Several investigators may monitor the same call at the same time.

The GTL's ITS automatically records all calls, except those to numbers marked "Private" within the system to ensure attorney/client privilege. The system is capable of recording calls from all phones simultaneously. Live monitoring of calls does not interfere with the recording of calls.

When an offender places a call, the recorded conversation (along with call details) is digitally stored in a Redundant Array of Independent Disks (RAID). Call processing and call recording operate off the same clock and have the same date and time stamp. Detailed records of all calls will be stored at GTL's Data Center in Texas. Call recordings are encrypted, date and time stamped, and stored along with their associated call data.

For this Project, GTL will configure the ITS to store recordings of inmate conversations for retrievable on-line for the agreed upon time.

The GTL ITS includes the capability of connecting and recording inmate communications through the facility's visitation telephones. The system automatically opens the line between the inmate and the visitor when both telephones in the visitation set go off hook. Conversations through visitation phones can be monitored and recorded and can be limited to a pre-set call duration. Certain ITS features, for example: automated operator prompts to make outside calls, do not apply to visitation telephones.

This capability permits live visitation phone monitoring and/or replay of recorded visitation conversations by authorized personnel at the correctional facility and at any of the remote offices that have approved access to the facility's system. Detail reports of visitation telephone activity are available at the system workstation and include: facility, phone station, date and time, and the length of the conversation.

GTL's ITS and our operating procedures provide multiple levels of security.

User Security

The GTL ITS ensures that users can only access information for which they have been authorized. BCSO personnel as well as GTL employees are subject to security level assignment. **All data are accessed on a "need to know" basis.** Users who do not need to have access to sensitive data will be prevented from accessing it. In order to access the ITS control program, a person must login with a valid user-name and password. **Each user's password is linked to an assigned Role**, which gives that person permission to access certain functions and not others.

User Management

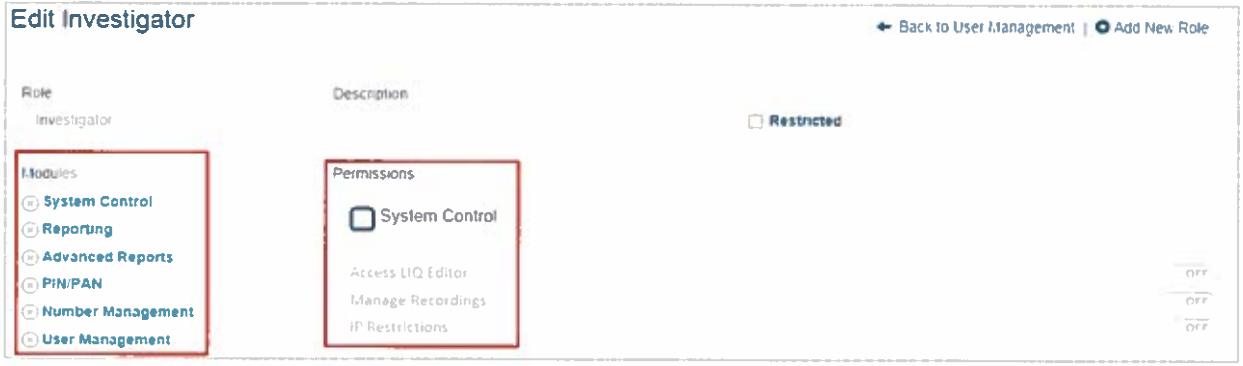
The User Management button on the GTL ITS dashboard provides access to user management tools.

The ITS User Management screen provides options for authorized personnel to Add New Users to the system, define New Roles (sets of access permissions), edit previously defined Roles, or edit the Role of a selected user.

A Role might grant permission to access only one feature or multiple features.

Only those with administrator-level access are able to create and assign roles. The administrator may create a role to be assigned to multiple users who are expected to perform the same ITS functions. Alternately, a unique role can be defined and assigned to a single user.

The authorized administrator is able to configure new and existing user roles and the specific modules and permissions for each module.



User Activity Audits

The ITS keeps a complete and verifiable audit trail of actions performed by each user, allowing authorized client personnel to run reports on this information. These reports can help ITS users keep track of their own activity (for instance, to check what calls they have downloaded) and allow administrators to track their staff's use of the ITS. The complete and verifiable records of actions performed also give the facility an ironclad rebuttal to potential inmate or lawyer complaints that someone has not allowed inmates their calls or has improperly interfered with their calling privileges.

DATA SECURITY

Our ITS platform provides centralized storage of all system and call data at GTL Data Centers; effectively putting GTL's highly trained service personnel continuously "in the room" with your calling platform and call data. Our Data Centers are secure, climate controlled fortresses that ensure the safe-keeping of all of your data and protects your system's functionality. The GTL inmate calling platform is configured with redundancy to reduce interruption of service and prevent data loss.

GTL utilizes hardened, co-located facilities to provide a highly resilient, highly available, redundant network capable of handling all of GTL's voice data and call validation and management requirements in the event that one co-location facility fails while in service.

Our data center facilities are physically separate; located in the states of Texas and Alabama. All GTL data storage facilities are lightning and surge-protected and have UPS units and back-up power generators. The databases housed at each data center are automatically updated so that each center holds complete and up-to-date data for the various facilities.

A detailed record of each call is created and stored in real time at its primary storage location and transmitted in near-real time to secondary storage. Each telephony server connects to a RAID, allowing inmate call recordings to be replicated in real time across a redundant array of independent disks. GTL redundantly stores all call detail records for on-line access for the term of the contract and recordings for the agreed upon storage period.

GTL Data Center Security

- **Perimeter gated fence with guarded access.**
- **Level 4 hurricane rated building.**
- **Centralized badge access system ensuring only authorized individuals enter and only appropriate employees have access to physical servers.**
- 24/7 closed caption television monitoring and recording with centralized system providing access to all live and recorded video feeds.
- Approved escort required to accompany visitors and janitorial staff.
- FM 200 fire protection system

As inmate calls are made and completed and as system settings are changed by authorized staff at the facility, the system's databases at GTL Data Centers are dynamically updated.

NETWORK SECURITY

All sites are protected by a stateful packet inspection firewall. In addition, access control lists (ACLs) limit all inbound, and outbound traffic to GTL specific networks which include the IP address for GTL data centers, GTL web applications, the BCSO's specific network IP addresses.

GTL creates a Virtual private network to all facilities using Internet Protocol Virtual Private Network (IPVPN) technology. All sites are connected to the data centers using 128 bit AES or 3DES encrypted data links. All validation, call records, and recordings are thus encrypted when they traverse this network. Facilities with remote workstations or cellular wireless broadband networks also use IPVPN, and are protected by a firewall.

The multiple layers of 128bit encryption and perimeter firewall protection prevents unauthorized access from the internet. The encryption of data streams keeps inmate information, recordings, and customer data from being compromised.

The internet-facing ITS product is only available over Secure Sockets Layer (SSLv3) to ensure all traffic is encrypted and meets security best practice standards. Controls are also available to specify specific IP addresses that are permitted to access BCSO's ITS data over the Internet. This allows unique control over whether or not outside agencies or individuals are permitted to access the BCSO's ITS system.

GTL's robust network topology prevents outside intrusion from external sources.

- Cisco Intrusion Prevention Systems are deployed to alert the Information Security Department to potential attacks and automatically block such attacks.
- Cisco ASA Firewalls utilize ACL rules to manage network traffic and block unauthorized access.
- A robust centralized log monitoring solution alerts the Information Security Department based on pre-defined and internally developed alarm rules. This application is monitored daily to detect other anomalies that might be indicative of inappropriate use of GTL assets.
- A Wireless Intrusion Prevention System is deployed at all GTL office locations throughout the country to alert and prevent against the installation of rogue wireless access points. This system also ensures that only authorized employees have access to GTL wireless networks. The GTL Information Security Policy dictates that no wireless networks are permitted to be attached to the LAN. Wireless networks are strictly used to provide guest Internet access.
- Anti-Virus is installed on all internal GTL servers and workstations. The anti-virus solution is centrally managed and alerts the Technology Group when viruses are detected or security policies are not adhered to.

Internal and external vulnerability scanning and penetration testing is performed regularly to identify any potential weaknesses. Vulnerabilities are remediated within a timely manner based on the level of risk. Risk is determined through the use of the Common Vulnerability Scoring System rating coupled with internal knowledge of the system that is exposed.

Among other responsibilities GTL's Network Operations Center and Information Security Department ensure:

- Any changes to firewall hardware or software or security rules are approved by GTL's Information Security Department and follow all change control policies and procedures; and that all changes are properly documented.
- After any change, network diagrams are reviewed and updated to ensure they accurately describe all connections to confidential or sensitive information and critical network protection mechanisms.
- Active daily monitoring of the logs that report security events.
- Active daily monitoring of system and application-specific alerts on critical systems.
- Notification of the appropriate parties and execution of appropriate procedures in the event of a security system failure or a security event.

PAYMENT CARD INFORMATION SECURITY

- GTL is one of the first organizations in the country with an employee that has been certified by the Payment Card Industry (PCI) Security Standards Council as an Internal Security Assessor (ISA). This ensures that our PCI compliance efforts are held to the highest standard.
- GTL utilizes the SafeNet Key Encryption Appliance to ensure the highest level of protection for our cryptographic keys and the industry's highest level of encryption. Keys used for encryption are housed within the hardware appliance and never leave the device. Three key custodians are required to create each part of a new key ensuring that no one person knows the entire key. PCI permits the storage of encrypted keys on the network. Our device goes above and beyond that requirement.
- Network segmentation exists to ensure that only a very select group of GTL employees has access to devices that process, transmit or store credit card information. This also protects these devices from malicious internet traffic by utilizing a Demilitarized Zone (DMZ) that prevents any direct inbound or outbound traffic from the cardholder data environment.

WORK SITE SECURITY

The number of GTL employees or subcontracted personnel assigned to perform work at any facility is limited to those individuals that are required to execute the work specified in the contract. All field personnel are required to obey all rules and regulations that are defined by the facilities in which they work and, as a condition of continued employment, are also required to obtain and maintain all applicable security clearances. This condition applies, but is not limited to, parking regulations, tool control, contraband, inmate contact and dress code.

All GTL-provided personnel are required to attend any facility-sponsored introductory security meetings and obtain all necessary security clearances and identification tags prior to their commencement of any work at a facility.

PERSONNEL SECURITY

When required or requested, GTL employees and subcontractors provide personal information to allow the County or facility to perform background checks on personnel provided by GTL. Additionally, the types of background check services used by GTL to screen employees and subcontracted personnel include:

Background Check	Employee Type

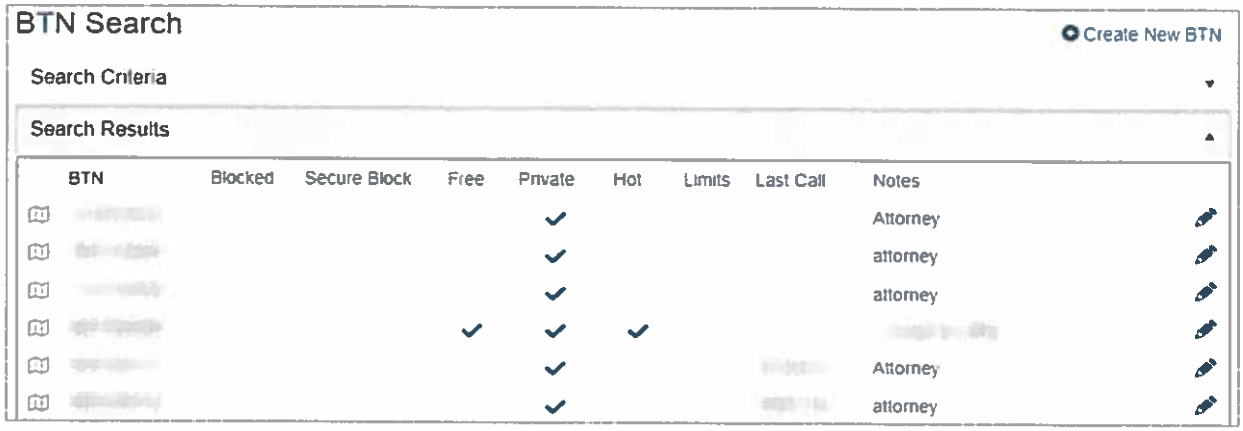
Following a successful background screening process, the individual is issued a GTL identification badge with photograph, name, title, department assigned to, and ID badge expiration date. The badge is printed on both sides with the same information.

We provide to BCSO all personal information required for each GTL employee or subcontractor who will need to work or perform services on the premises of County facilities.

All field personnel are required to obey the rules and regulations that are defined by the facilities in which they work and, as a condition of continued employment, are also required to obtain and maintain all applicable security clearances.

Approved legal/attorney numbers are protected from recording and monitoring by designating them as ***Private*** in the system's Number database. BTNs are able to be set as **Private** for new numbers or existing numbers in the Number Management screen.

The system's private number report allows BCSO to review and/or edit privileged numbers that have been added to the system.



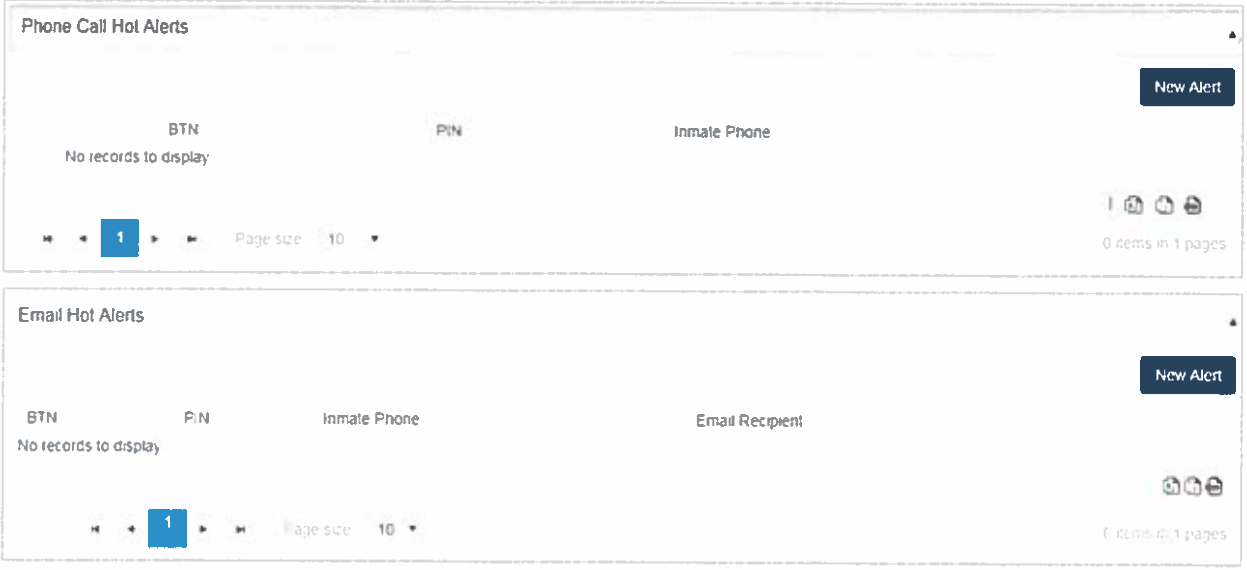
Report Private Numbers

10.8 The system shall be equipped with a remote conferencing feature and a notification feature for those numbers under surveillance. The feature will need to allow authorized personnel to monitor a call and receive notifications while the call is in progress. The call will need to be-automatically conferenced to a predetermined investigator's telephone number in listen mode only once the call is accepted by the called party and in progress.

GTL acknowledges and understands.

Automatically Forward Calls to Investigators

The system automatically alerts and forwards a call to specified investigator(s) when a call is placed by an inmate with a "hot" (alerted) PIN, when an inmate has called a "hot" (alerted) destination number or when an inmate places a call from a phone designated as "hot". Alerts may be sent to a phone, email address or to SMS text. When the alert goes to an investigator's phone, he or she has the option to listen to the call as it happens, in real time.



Authorized persons who are to be notified when a hot telephone number (BNT), hot PIN or hot phone station is used are designated on the system's **Alerts** screen. At BCSO's discretion, investigators receiving alerts may be required to enter an approved pass code to access the live, forwarded conversation.

10.9 The system must allow for all calls remotely conferenced to designated personnel to be accepted by the individual with a unique PIN.

GTL acknowledges and understands.

Authorized persons who are to be notified when a hot telephone number (BNT), hot PIN or hot phone station is used are designated on the system's **Alerts** screen. At BCSO's discretion, investigators receiving alerts may be required to enter an approved pass code to access the live, forwarded conversation.

10.10 The system must have the capability to bridge a call to an authorized remote number for those phones, phone numbers, and/or PINS that are under surveillance by the investigative unit or authorized personnel. The system must have the options to allow the remote authorized personnel to receive the call to monitor at the same time the call is dialed out so the authorized personnel can hear the called_ party acceptance options.

GTL acknowledges and understands.

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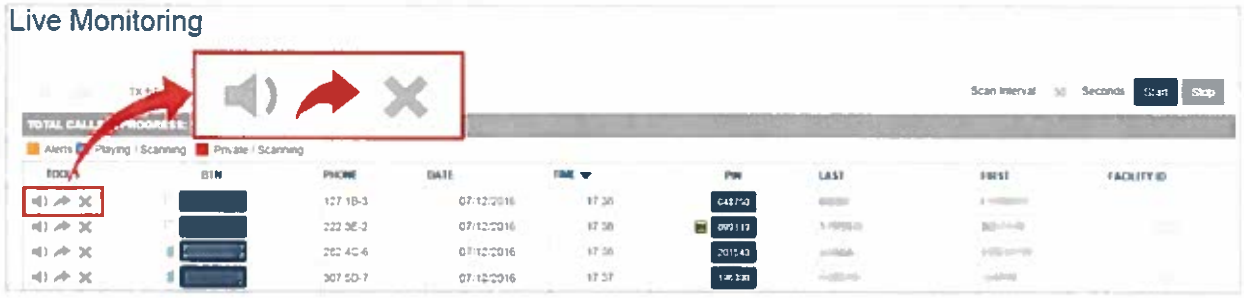
10.11 The BCSO must be able to continue to monitor other calls, through a workstation while utilizing the remote live call- forwarding feature.

GTL acknowledges and understands.

The live monitoring functions within GTL's ITS for calls-in-progress include, but are not limited to forwarding live calls to investigators at remote locations.

Manually Forward Calls to Investigators

An authorized person listening to a live conversation can manually forward the call to a specified telephone number by clicking the **Right Arrow** icon on the Live Monitoring screen and designating the number to which the call is to be forwarded.



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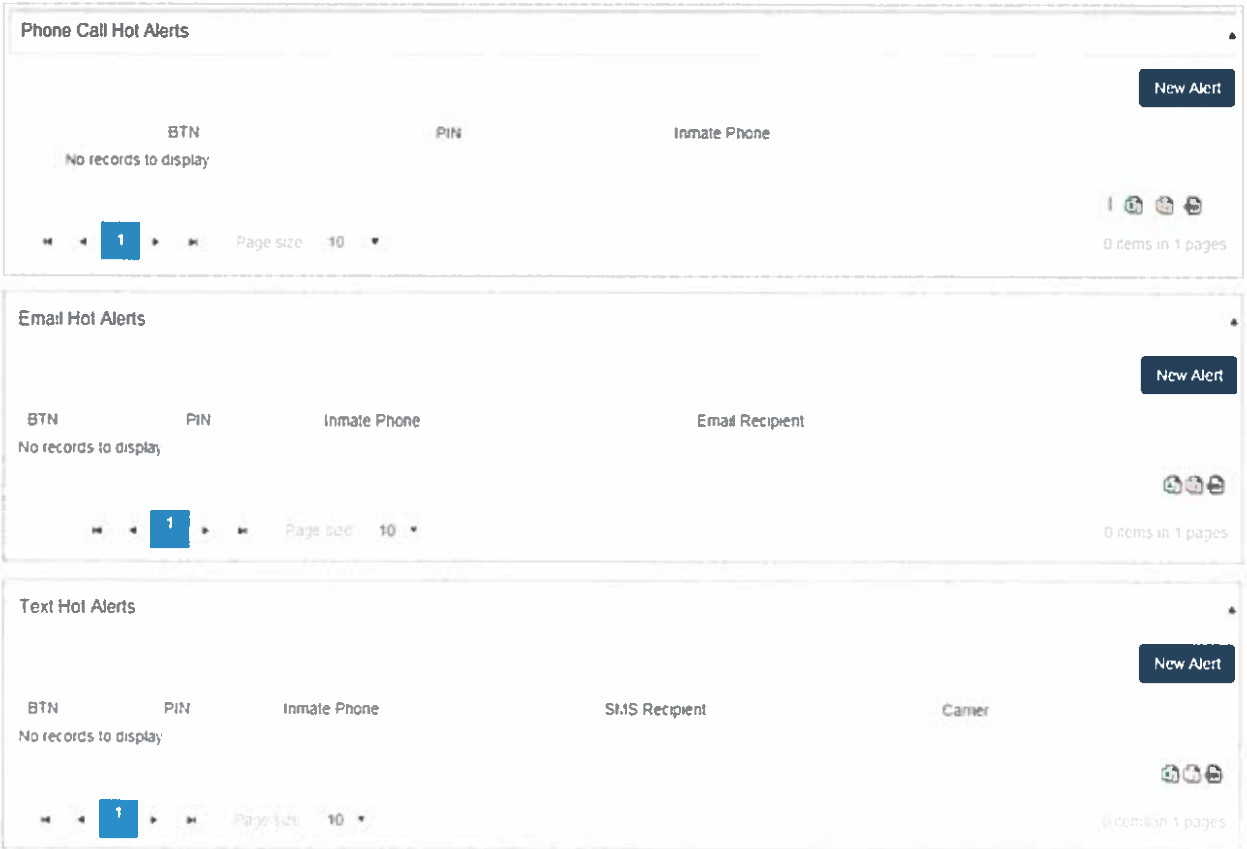


Authorized persons who are to be notified when a hot telephone number (BNT), hot PIN or hot phone station is used are designated on the system's **Alerts** screen. At BCSO's discretion, investigators receiving alerts may be required to enter an approved pass code to access the live, forwarded conversation.

10.12 The system must be configurable to alert up to three designated BCSO personnel of a call, and provide a prompt for a personal identification number prior to call connection to the designated personnel.

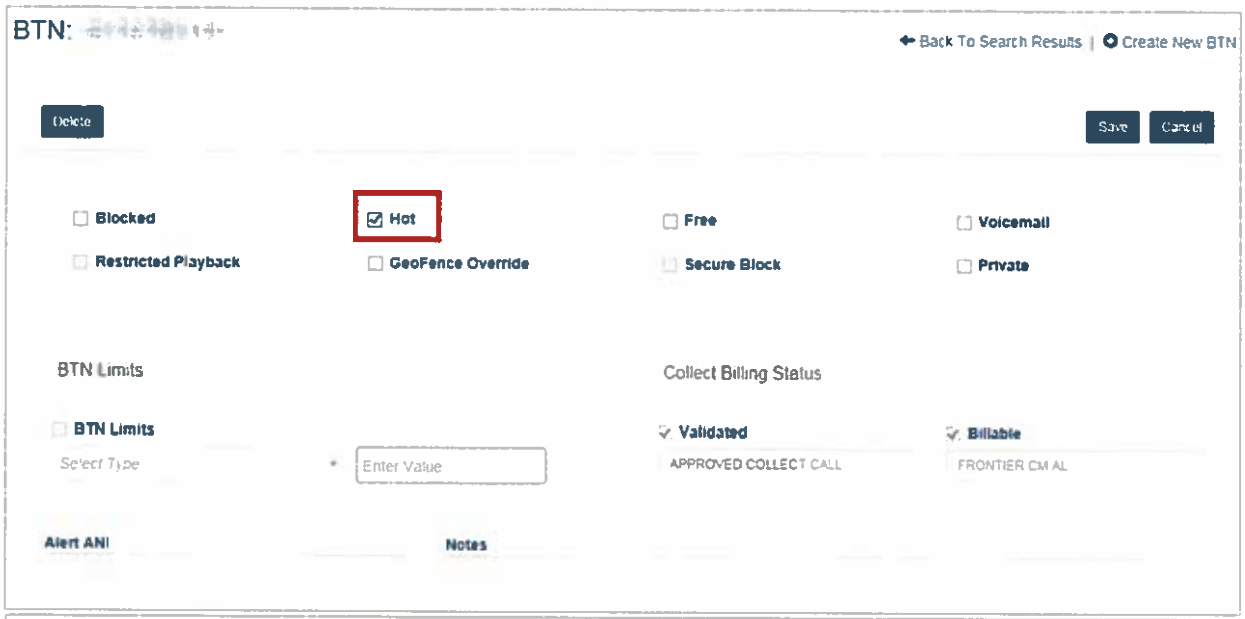
GTL acknowledges and understands.

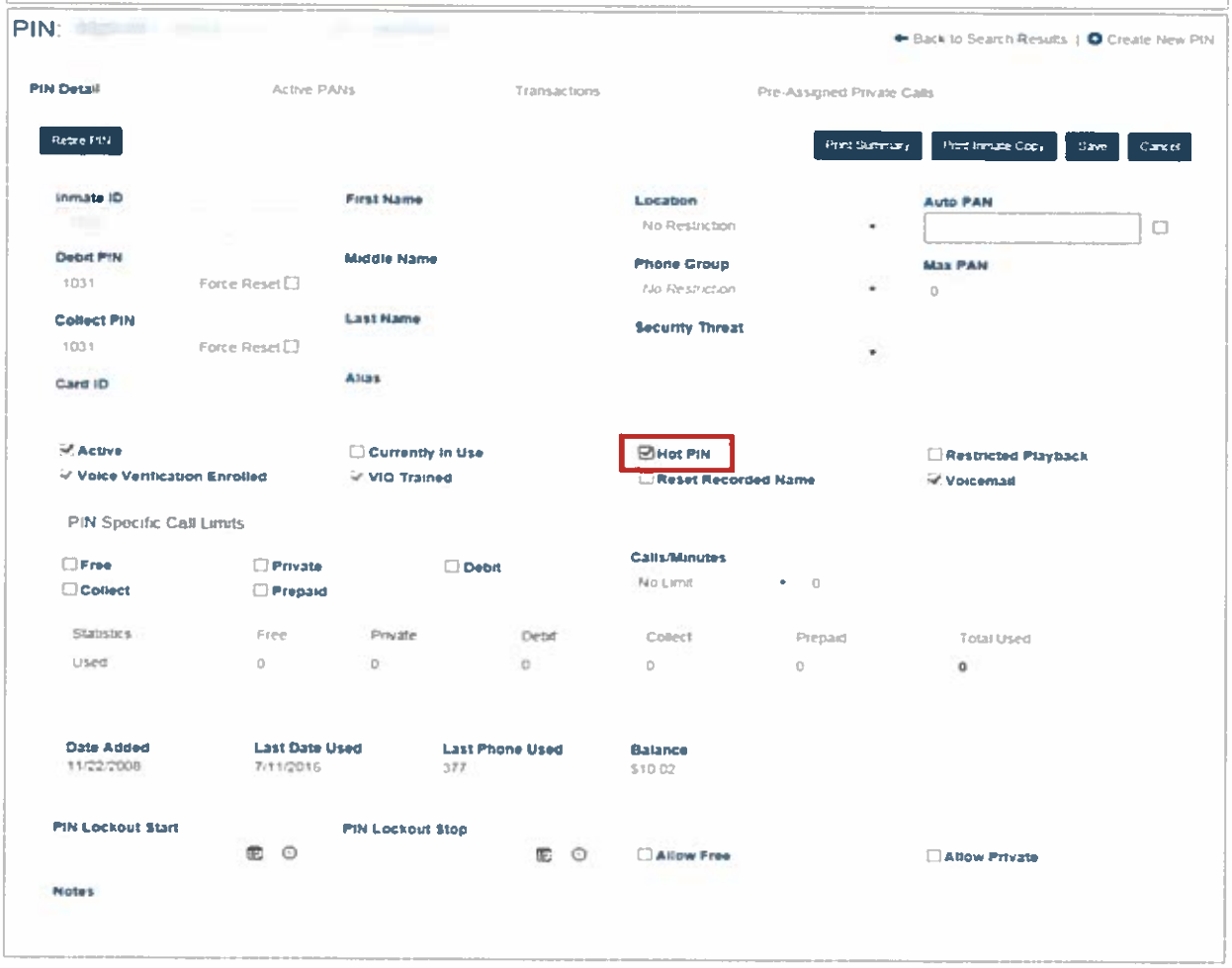
GTL's ITS allows email, text, or phone call hot alerts to be set up by authorized BCSO staff; to be triggered when a specific PIN is used to make a call, a specific telephone number is called, or a call is placed from a specific phone station. Alerts can be sent to a large variety of devices including smart phones and PCs. A valid secure log-in password is required to set an alert. When a phone call hot alert is sent, the investigator (or other designated person) to whom the call is forwarded can listen to the live conversation.

- Alerts can be sent to phone numbers (including cellular phones), email addresses, or SMS text. A valid secure log-in password is required to set an alert.
- When a phone call hot alert is sent, the investigator (or other designated person) to whom the call is forwarded can listen to the live conversation.
- Multiple investigator phone numbers, email address or SMS text numbers can be assigned to receive alerts.

Once BTNs, PINs or phone stations have been designated as "Hot", their use triggers a "Hot alert": The system contacts a designated authorized investigator with an "Alert ANI" (Automatic Number Identification) specified when the alert was set. When the alert is sent to an investigator's telephone, the investigator enters an authorized security code on the phone's keypad to immediately access and listen to the live conversation. An investigator's access to a call-in-progress, whether from a phone, the system workstation, or remote computer, is silent. Neither the inmate nor the called party will be aware that the investigator has joined the call.

The investigator monitoring an inmate's conversation may also cut-in and talk to each party and/or terminate the call from his/her phone, workstation, or remote computer.





Authorized personnel who are to be notified when a hot BNT, hot PIN or hot phone station is used are designated on the system's **Alerts** screen.

Alert options include:

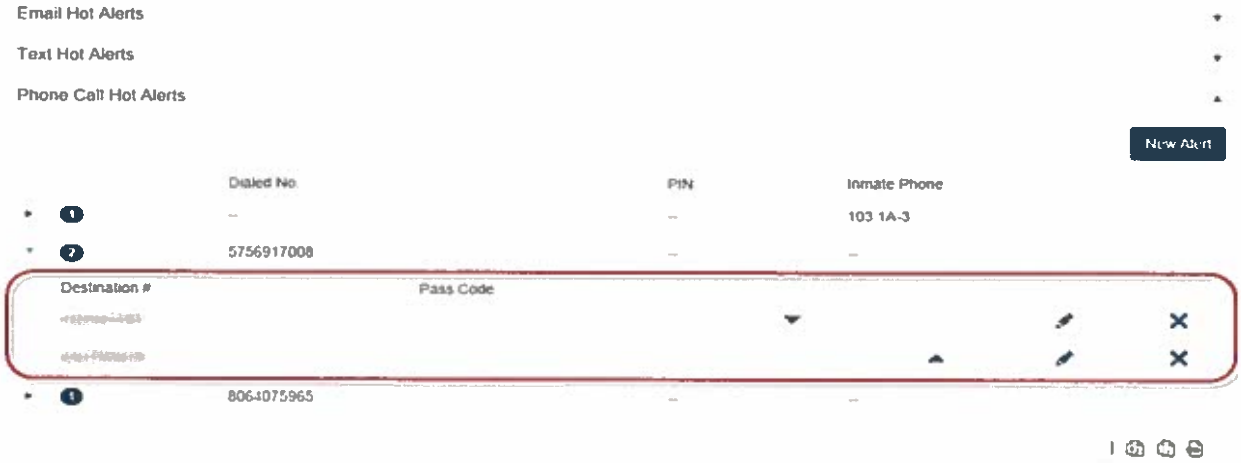
Email Hot Alerts – Notify one or more designated people via email that a "hot" telephone number has been called or an inmate has used a "hot" PIN or phone station to place a call.

Text Hot Alerts – Notify one or more designated people via SMS text message that a "hot" telephone number has been called or inmate has used a "hot" PIN or phone station to place a call.

Phone Call Hot Alerts – Notify one or more designated people via telephone that a "hot" telephone number has been called or inmate has used a "hot" PIN or phone station to place a call. The alerted officer(s) have the option to access and listen to the live conversation.

Direct Alerts to Email Addresses, Text and Telephones - The New Alert button on either Email Hot Alerts, Text Hot Alerts, or Phone Call Hot Alerts allows the authorized user to add an email, text or forward-call alert to the selected list.

Multiple Alert Destinations - Multiple investigator phone numbers, email address or SMS text numbers can be assigned to receive alerts, as illustrated below.



10.13 The system must provide the ability for investigators to attach case notes to a call and view it from a report such as a call detail report. The system shall allow investigators to share notes about a call or keep them private if they choose. This feature must provide the ability to do a full text search against the notes attached to the call.

GTL acknowledges and understands.

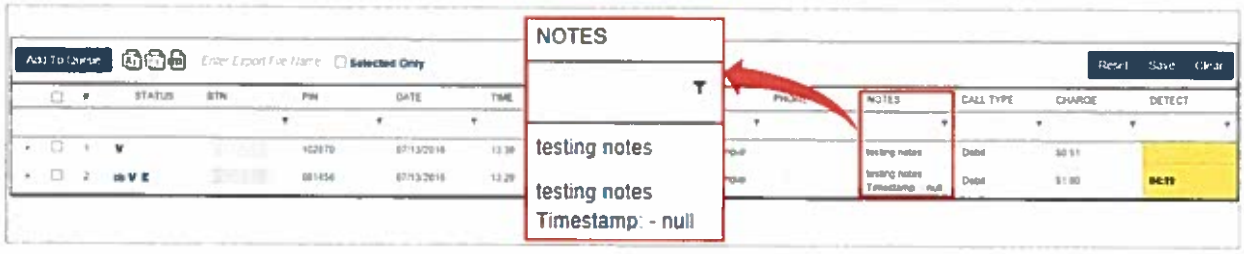
GTL's ITS provides the option to attach case notes to any call and view them later from call detail reports. Authorized investigators may add and review notes while listening to a recorded conversation. Notes can be used as search criteria to find related call records. Notes can be searched by Case ID or Investigator ID, inmate PIN or name, phone line, and/or dialed number. In addition, investigators and authorized staff are able to enter notes regarding an inmate's PAN or the called party.

To playback a call recording, the user need only click on the speaker icon on a call detail report for the desired call. The Call Playback function uses standard Microsoft Media Playback. While listening to a call recording, the investigator may:

- Add a case number
- Add an investigator ID
- Add one or more notes (up to 512 characters each)
- Review notes previously added
- Print the notes associated with the call

Figure 19 Add or Review Notes During Call Playback

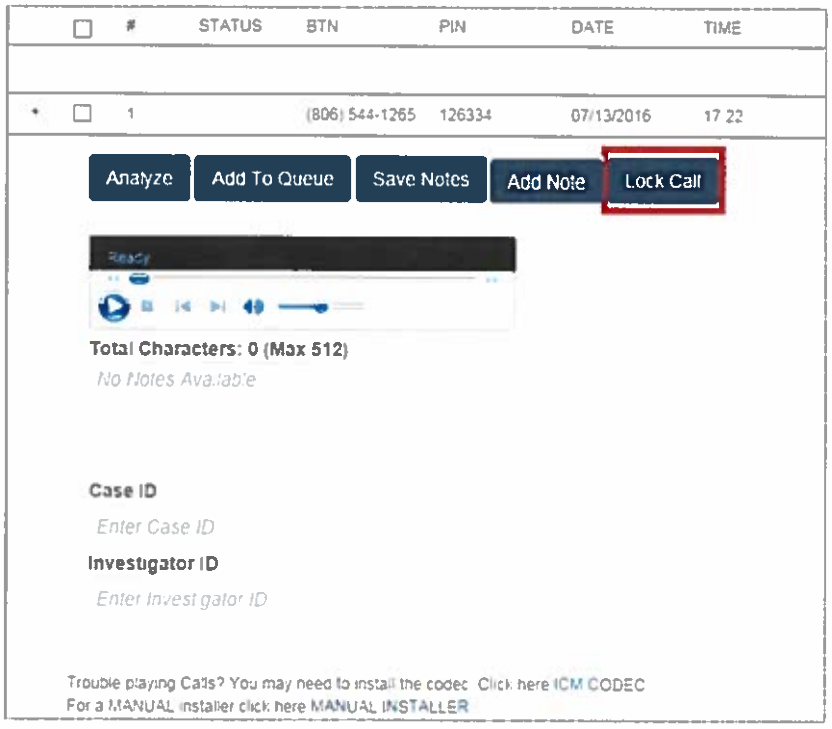
Inmate call recordings with note attachments are able to be displayed through the Call Detail Report screen.



10.14 The system must protect all recordings from being purged when the client storage policy expires by allowing authorized staff to extend the expiration date of the associated call or download

GTL acknowledges and understands.

The GTL ITS retains call detail records for the entire term of the contract and recorded conversations for an agreed upon time period. The system can be configured to allow authorized personnel to lock recordings of special interest to prevent them from being purged when the normal recording storage period expires. Clicking the **Lock** button on the Call Player insures that the recording will be **retained indefinitely**; unless and until the recording is manually unlocked.

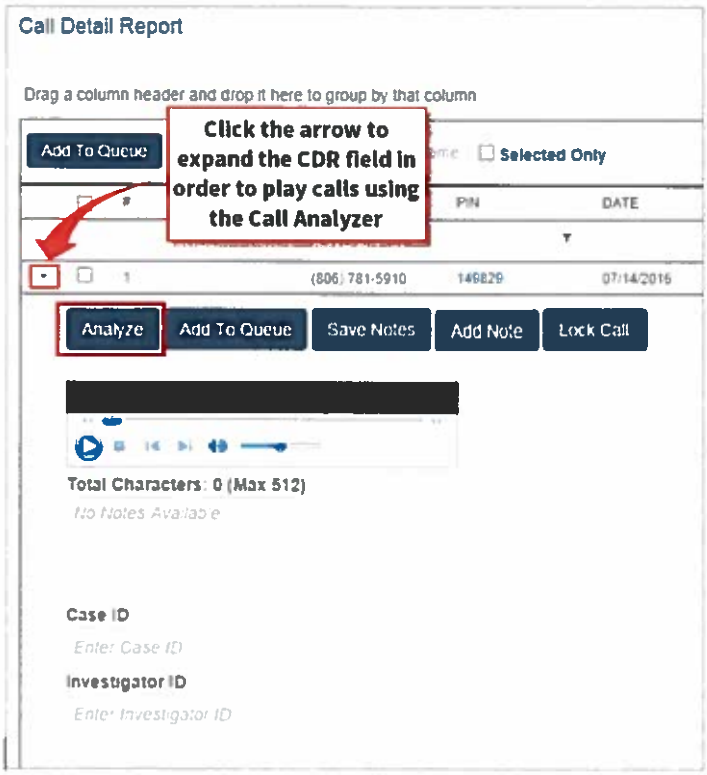


10.15 The call detail record must have the capability to download a call directly from the call detail report. The system must also allow authorized staff to copy multiple calls to a folder for download at a later time. The system must support unlimited recording folders per user. The recording folders must allow recordings to be downloaded in the recording's native format as well as .WAV and .MP3 formats. The recording folders must allow recordings to be downloaded as a ZIP file.

GTL acknowledges and understands.

The recorded conversations associated with inmate calls are downloaded directly from call detail reports. To access recorded calls, the authorized user selects "Call Detail Reporting" on the system's Menu Bar and enters the parameters of the calls desired for review. For example, the investigator may specify start and end dates of a time span, a particular phone station or called number, an inmate PIN, and so on. A click of the *Search* button generates call detail report containing details and recordings of all inmate calls that meet the search criteria.

BCSO users are easily able to retrieved and playback specific call recordings in the Call Detail Reports screen of the ITS. Simply clicking on the drop down arrow expands the call record to display two options for replaying the recorded conversation associated with each call record: *Call Playback* and *Call Analyzer*.



Call Playback is accessed by clicking the play button on the player screen.

Call Playback is the routinely-used listening option.

Audio playback begins immediately while the recording is streaming.

Investigators may add a case number, investigator ID, mark significant points, and add or read attached notes while listening to the playback.

Call Analyzer is accessed by clicking the Analyze button.

Call Analyzer is used to closely study recordings of investigative significance.

The recording is fully downloaded to the investigator's computer before replay and analysis begins.

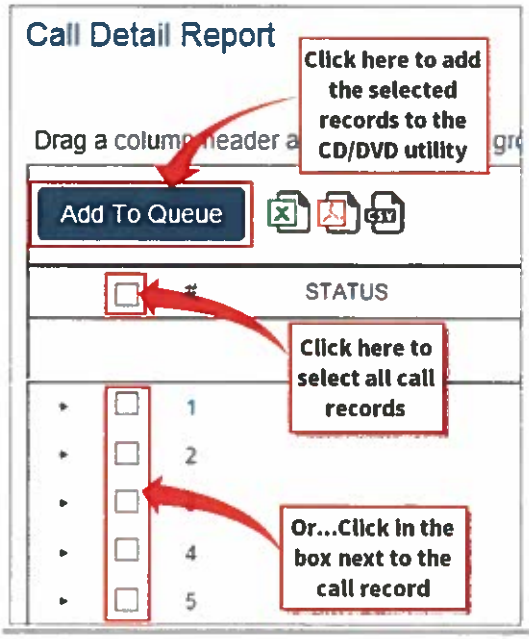
Call Analyzer is used to download and closely study recordings of investigative significance. Clicking the Analyzer icon fully downloads the recording to your computer.

Recording Download: The recording is downloaded to your computer before replay and analysis begins.

Separately Analyze the Two Sides of a Conversation: Call Analyzer separates the inmate's side of the conversation from the called-party's side of the conversation and displays their waveforms on different channels for separate analysis. Clicking and dragging the mouse across any segment on one or both channels isolates the segment for replay.

Clarify Speech and Sounds: To help clarify words spoken by the inmate or called party or to better hear background voices or sounds, the tempo, speed, and pitch of either side of the conversation can be varied to reveal additional intelligence.

Screen-Out or Enhance Background Voices or Sounds: The Equalizer (EQ) option on Call Analyzer opens controls that allow you to turn up or down each segment of either Waveform. By playing back any part of either side of a recording and turning up and/or down different audio bands, you can identify background speech and noises and screen them out to make a conversation clearer, or focus on the background speech and noises themselves.



CD/DVD Queue marks calls in call detail reports for download to portable media.

Click the box at the top of the column to select all calls or select the box next to the specific call record(s) to only send those calls to the queue.

Clicking the "Add To Queue" button on the call detail report screen adds the call(s) to a queue for download to a CD, DVD, or USB drive.

Once added to the CD/DVD queue on the Call Detail Report, the system's **CD/DVD Utilities** allow the designated call records and recordings to be downloaded and burned to CD, DVD, or other portable media, or emailed to designated individuals.

Download Calls to Removable Media

Call archiving to portable media is simple with the GTL ITS. The CD/DVD Utilities option on the system's dashboard allows call recordings with their associated call records to be copied to portable media (CD, DVD, USB devices). Any authorized user who wishes to store call

recordings on external media can easily download them to the designated medium. The CD/DVD Utility will produce recordings with no loss in quality and will place a time and date stamp within the recording.

Downloading can be performed on any computer that has secure access to the call recordings, whether at the facility or at a remote location. The user simply searches for the calls he/she wants to download (calls can be searched by PIN, date, start or stop time, inmate telephone station, called number, and other criteria). Once the desired recordings are selected, the investigator inserts a disk in the CD/DVD drive or connects the USB device and clicks the "Data CD/DVD" option to burn the call to the destination medium.

The user may listen to the CD/DVD through any universal media player. Files may also be stored on USB or thumb drives, hard disk, or any other medium preferred by the user. Copied recordings retain their security encryption and, at the user's discretion, any attached investigative notes.

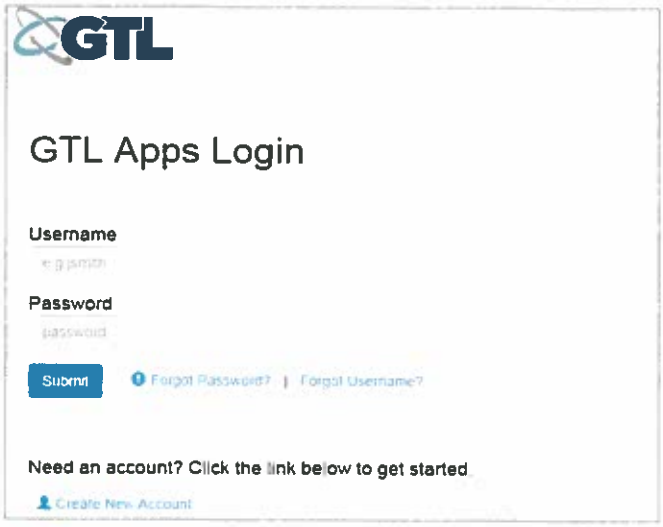
10.16 The BCSO is interested in providing off-site access to the inmate communications monitoring system. Vendor must disclose and explain the capabilities and limitations of its monitoring system to be used for this purpose.

GTL acknowledges and understands.

BCSO investigators will find intelligence pertinent to investigations through the intuitive placement of call data captured by GTL's ITS. Investigators have 24/7/365 instant ***Anywhere Anytime Access*** to this and other system powerful investigative features.

GTL's hosted ITS solution has a Web-based interface that is accessible to authorized individuals via connection to GTL's private ITS Website.

The GTL ITS provides ***Anywhere Anytime Access*** to its powerful, technologically advanced features. Properly authorized users may access the system from an on-site system workstation, BCSO on-site PCs, or any off-site PC (desktop or laptop). Compatible smart phones with Internet connection can also access certain ITS features.



After connecting to the private ITS Website, the user must log into BCSO system with a valid user-name and password. **Each user's password is linked to an assigned Role defined by BCSO** which dictates exactly which features and functionality will be available to that person after log-in.

All system users are subject to security level assignment. **All data are accessed on a "need to know" basis.** For example, the ITS database management tools would be available only to those granted permission by BCSO to perform system administrative functions.

Remote access to the system is through a Secure Sockets Layer (SSL) exchange, the same security system that is successfully used by many major financial institutions to obtain confidential user information, such as credit card numbers, over the web without compromising security.

Any PC or portable device that is capable of running Microsoft Internet Explorer 9.0 or greater and that has a connection of sufficient bandwidth may conveniently use all of the system features, including among many others: **live monitoring and playback of call recordings**.

The GTL ITS solution integrates easily with existing work habits and procedures and saves considerable time by allowing authorized: **investigators** access to call records, recordings, and investigative tools; **accounting department personnel** access to call-completion and billing data; and **facility staff** to set and adjust inmate calling parameters—all at any time and from any station or workplace most convenient for each user.

11. System Accountability

11.1 Please provide a thorough description of how calls and video visitations are retrieved, processed, stored, rated, billed and collected from all devices. Describe the process of how inmate usage appears on commission summary reports to the BCSO including how the vendor will differentiate between services and their pertinent billing rates. Provide the name of the clearinghouse responsible for billing and collection. Include in each step of the process how the vendor controls each phase.

GTL acknowledges and understands.

GTL and its billing agent, ILD, have agreements with all major Local Exchange Carriers (LECs) and many Competitive Local Exchange Carriers (CLECs). Attachment G is a recent list of billable Operating Company Numbers (OCNs), which is updated weekly. Calls to destination numbers that are unable to

receive collect call billing for any reason, including the lack of a billing agreement with a CLEC, can be completed through GTL's proactive AdvancePay® program.

GTL will not block inmate calls with the exception of a LEC or CLEC block on collect calls. If a LEC/CLEC block does occur, GTL will notify BCSO within the required time frame. GTL can assist inmates and their family and friends with prevention of collect call blocking by providing our prepaid inmate and called party programs (inmate PIN Debit and AdvancePay®).

Every time an inmate attempts to dial a number that cannot receive collect calls, GTL's automated AdvancePay system is activated.

The Inmate is Asked to Hold
The number you are trying to reach does not allow collect calls. Please stay on the line while we attempt to arrange credit with the called party. If you do not want to wait please hang up now.
The Called Party is Contacted
You have a collect call from [Inmate Name], an inmate at [Facility Name]. Your telephone service provided does not permit collect calls to this number or you have reached your collect call limit for calls from [Facility Name]. If you would like to accept this and future collect calls you must establish a prepay account. We accept Visa and MasterCard. If you would like to set up an account and accept this call, please press or say 1. To speak to a customer service representative to deposit funds by money order or check call our customer service center toll-free at 1-XXX-XXX-XXX, that's 1-XXX-XXX-XXX.

The GTL ITS displays the fate for every attempted or completed inmate call. Call disposition is displayed in the "Result" field of call detail reports, as shown in **Error! Reference source not found.**.

GTL's ability to accurately report the commission is greatly enhanced by the fact that our Inmate Telephone System operates automatically in a dynamic, real-time environment.

Bill Processing

At the beginning of a call, the inmate specifies the call type (collect or debit, if both are permitted) and enters the destination number. The system performs validation and retrieves the approved rate for the call type. The system's automated operator makes the rate information available to the called party prior to call acceptance and begins to apply the rate only after the call has been positively accepted.

The total cost of the call is permanently recorded in the call detail record.

Call records are created and transmitted to GTL's billing center in real time, as inmate calls are placed and completed. Each incoming call record is immediately evaluated and formatted electronically for billing. The record is re-checked for format accuracy and transmitted via electronic media to the appropriate LEC or billing agent. This completely automated process eliminates the possibility of human error. Our MIS department frequently places "test calls" and tracks the resulting call records through the entire process to insure they are properly routed, rated, formatted, processed, and billed.

Collection Policy

Calling campaigns are initiated each month to contact customers with outstanding direct bill invoices over 30 days. Since the commission percentage is based on gross revenue for completed calls through the GTL ITS, the commission revenue is not affected by un-collectable telephone bills.

Commission and Billing Reporting

With each monthly commission check, BCSO receives a standard set of commission and revenue reports, detailing call traffic and total gross revenue. Reports distinguish collect, prepaid collect, and inmate debit calls (if applicable) by Local, Intra-State Intra-LATA, Intra-State Inter-LATA, Inter-State Inter-LATA*, and International (if applicable) call types.

** GTL does not pay commissions on interstate revenue, however the commission report will reflect the interstate calls and minutes for reporting purposes.*

Summary Commission Report	Calls, minutes, revenue, commission, and percentages with details and totals for individual call types and grand totals for all call types in the report.
Monthly Revenue by Phone	Calls, minutes, and revenue with details and totals for individual inmate telephones and grand totals for all telephones in the report.

Monthly Commission Report

GTL provides commission reports in any format requested by BCSO. We traditionally offer reports that show calls, minutes, revenue, and commission due; with data segmented by call type and by collect, prepaid, debit, and international region. Following is an example of such a report for a single facility.

Call Type	Number of Calls	% Total Calls	Minutes	% Total Minutes	Revenue	% Total Revenue	Commission Rate	Total Commission
Collect Local								
Collect Intrastate Intralata								
Collect Intrastate Interlata								
Collect Interstate Interlata								
Debit Puerto Rico & Virgin Islands								
Debit (Non US) Carribbeans								
Debit Intrastate Intralata								
Debit Intrastate Interlata								
Debit Interstate Interlata								
Debit Canada								
Advance Pay Local								
Advance Pay Intrastate Intralata								
Advance Pay Intrastate Interlata								
Advance Pay Interstate Interlata								
Sum:								

Monthly Revenue Reports

The standard monthly Revenue by Phone report shows the number of calls, minutes, and revenue with details and totals for individual inmate telephones and grand totals for all telephones in the report.

Custom Monthly Revenue Reports

There is no charge for customized reports. When required or desirable, GTL provides revenue data and reports at our secure Internet FTP Site which can be accessed by authorized BCSO staff from on-site system workstations or from authorized computers at remote locations. Custom reports can be formatted depending on BCSO's preference: comma separated value text files, Excel worksheets, or portable document formatted (.pdf) files.

Following are examples of the types of reports that are available to authorized BCSO personnel from GTL's secure ***Internet FTP* site**. Our flexible report system is currently configured to provide over one hundred (100) different kinds of reports based on information available in a facility's call detail records. GTL customizes reports as needed to meet the need.

Example Reports

Sample Monthly Summary Totals by Sites - February 20YY

Site ID	Site Name	Calls	Minutes	Revenue
LC01	Anyplace Regional	33966	397030	$161,108.79
LC02	Anyplace Courthouse	2210	22584	$9,695.07
LC03	Anyplace Detention	16356	243409	$92,035.81
LC04	Anyplace Juvenile	45	450	$195.02

Sample Monthly Totals for Site by Station - February 20YY

Site ID	Site Name	Station	Calls	Minutes	Revenue
LC02	Anyplace Courthouse	6619420001	152	1295	$611.81
		6619420002	1	1	$3.35
		6619420003	6	22	$25.34
		6619420004	7	25	$27.82
		6619420007	97	971	$446.33
		6619420008	154	2379	$744.87
		6619420009	154	937	$598.33
		6619420010	186	1684	$748.94
		6619420011	214	1788	$909.28
		6619420012	20	114	$82.45
		6619420013	36	344	$155.88
		6619420015	68	728	$296.41
		6619420016	45	331	$190.35
		6619420017	31	571	$184.53
		6619420020	1	2	$3.50
		6619420021	26	60	$90.56
		6619420022	150	1271	$613.24
		6619420025	48	562	$208.14
		6619420026	34	519	$164.21
		6619420027	28	371	$157.19
		6619420028	9	57	$35.60
		6619420029	1	14	$5.39
		6619420030	7	135	$43.35
		6619420032	8	119	$42.47
		6619420038	13	270	$90.56

6619420039	67	933	$316.24
6619420040	160	1730	$705.38
6619420041	20	209	$91.27
6619420042	64	1039	$323.85
6619420043	110	1982	$564.19
6619420044	18	228	$75.48
6619420045	25	163	$101.80
6619420046	138	994	$539.74
6619420047	112	736	$497.22
Site Totals:	**2210**	**22584**	**$9,695.07**

Anyplace Jail

Monthly Totals by Station and Call Type - February 20YY

Site ID	Site Name	Station #	Calltype	Ratetype	Calls	Minutes	Revenue
LC01	Anyplace Jail	3233570001	Calling Card Station-to-Station	Local Calls (Primary)	3	22	$11.28
LC01	Anyplace Jail	3233570001	Collect Station to Station	Interstate Inter-LATA	2	9	$15.91
LC01	Anyplace Jail	3233570001	Collect Station to Station	Intrastate Inter-LATA	1	1	$3.69
LC01	Anyplace Jail	3233570001	Collect Station to Station	Intrastate Intra-LATA	3	21	$11.94
LC01	Anyplace Jail	3233570001	Collect Station to Station	Local Calls (Alternate)	3	4	$10.31
LC01	Anyplace Jail	3233570001	Collect Station to Station	Local Calls (Primary)	17	72	$60.29
LC01	Anyplace Jail	3233570001	Prepay Station to Station	Local Calls (Alternate)	1	3	$3.52
LC01	Anyplace Jail	3233570002	Calling Card Station-to-Station	Intrastate Inter-LATA	5	26	$29.62
LC01	Anyplace Jail	3233570002	Calling Card Station-to-Station	Local Calls (Primary)	9	62	$33.48
LC01	Anyplace Jail	3233570002	Collect Station to Station	Intrastate Intra-LATA	8	71	$33.76
LC01	Anyplace Jail	3233570002	Collect Station to Station	Local Calls (Alternate)	10	32	$37.21
LC01	Anyplace Jail	3233570002	Collect Station to Station	Local Calls (Primary)	35	256	$131.40
LC01	Anyplace Jail	3233570003	Calling Card Station-to-Station	Intrastate Inter-LATA	1	2	$3.94
LC01	Anyplace Jail	3233570003	Calling Card Station-to-Station	Local Calls (Primary)	13	166	$55.24
LC01	Anyplace Jail	3233570003	Collect Station to Station	Interstate Inter-LATA	3	18	$27.87
LC01	Anyplace Jail	3233570003	Collect Station to Station	Intrastate Inter-LATA	1	9	$9.21
LC01	Anyplace Jail	3233570003	Collect Station to Station	Intrastate Intra-LATA	12	113	$56.72
LC01	Anyplace Jail	3233570003	Collect Station to Station	Local Calls (Alternate)	17	80	$65.48
LC01	Anyplace Jail	3233570003	Collect Station to Station	Local Calls (Primary)	63	491	$239.98
LC01	Anyplace Jail	3233570003	Prepay Station to Station	Intrastate Intra-LATA	1	3	$3.72
LC01	Anyplace Jail	3233570003	Prepay Station to Station	Local Calls (Primary)	2	20	$7.77
LC01	Anyplace Jail	3233570004	Calling Card Station-to-Station	Intrastate Intra-LATA	1	6	$3.81
LC01	Anyplace Jail	3233570004	Calling Card Station-to-Station	Local Calls (Alternate)	2	65	$15.17

LC01	Anyplace Jail	3233570004	Calling Card Station-to-Station	Local Calls (Primary)	11	110	$44.00
LC01	Anyplace Jail	3233570004	Collect Station to Station	Interstate Inter-LATA	2	15	$21.25
LC01	Anyplace Jail	3233570004	Collect Station to Station	Intrastate Intra-LATA	7	20	$25.88
LC01	Anyplace Jail	3233570004	Collect Station to Station	Local Calls (Primary)	32	303	$125.23

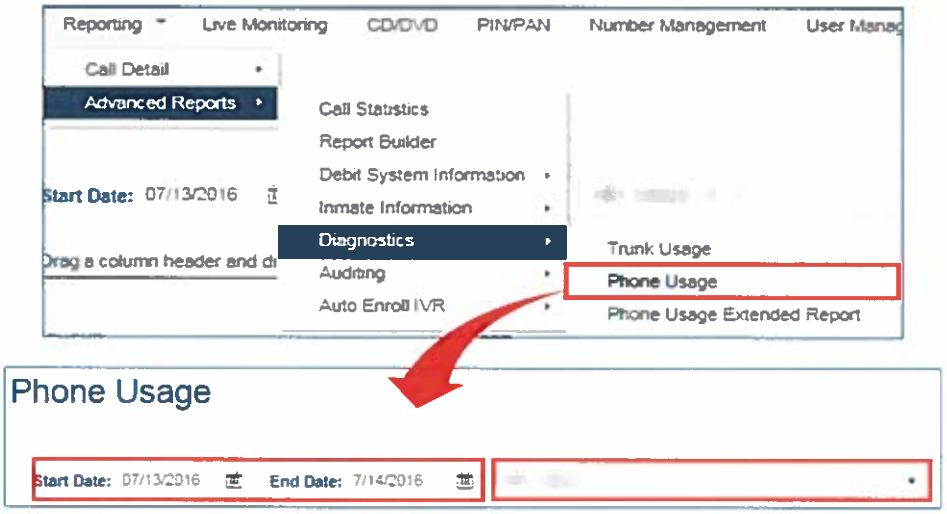
Phone Usage Report
Call Volume by Phone

The **Phone Usage** reports are advanced reports that display phone usage in summary and detailed levels.

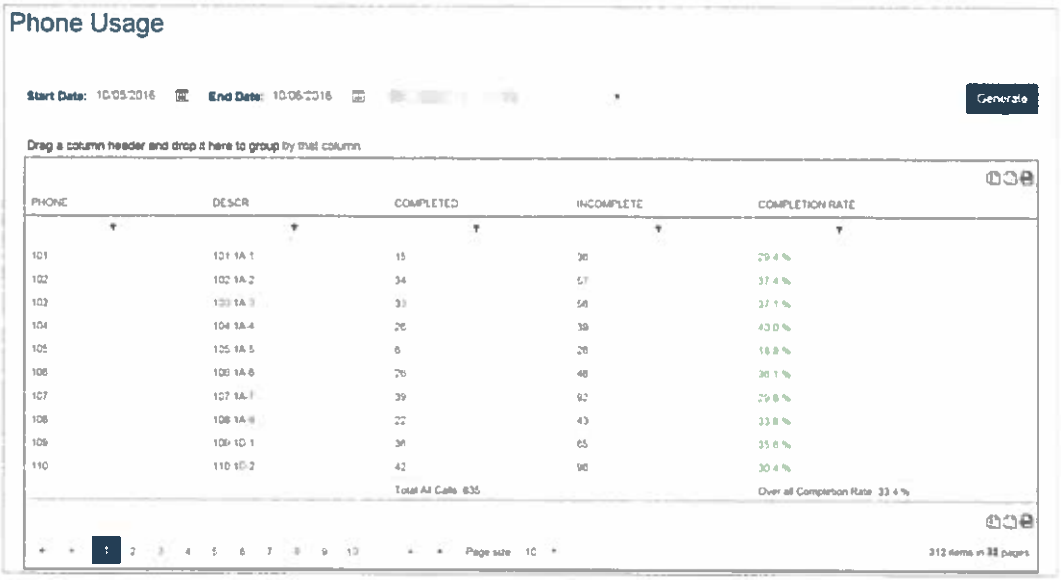
Phone Usage - Displays number of complete and incomplete calls for each phone and the completion percentage rate for each phone for the selected date range.

Extended Phone Report - Provides a breakdown of phone usage by the hour for the selected date range. Users can filter the report on minutes, percent, minutes and percentage, call volume (when call volume is selected, users can also select to include incomplete calls).

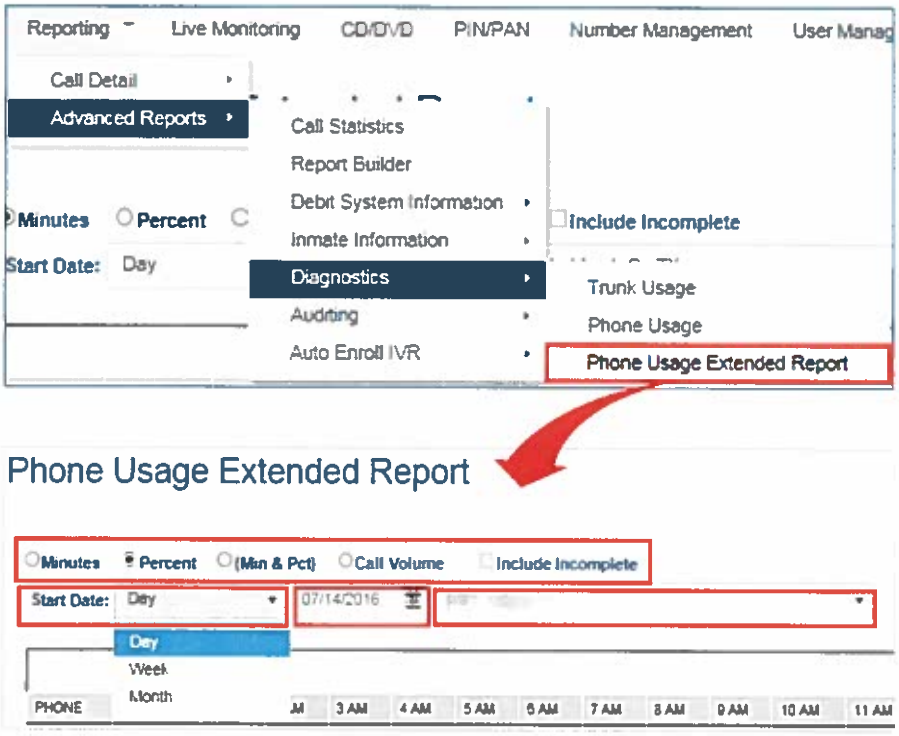
Phone Usage Report



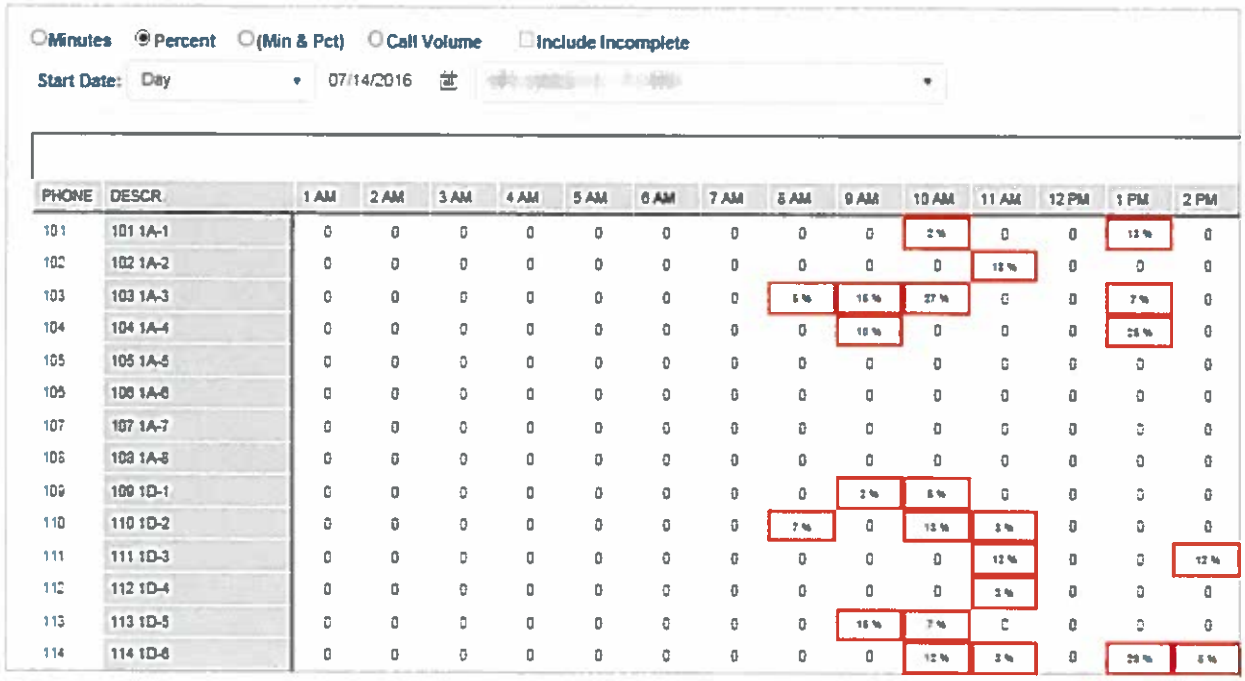
SAMPLE: Following is a sample of the generated report.



Extended Phone Report



SAMPLE: Following is a sample of the generated report, in this case **Percent** usage over the **Day** of **Date** July 14.



Minutes | Percent | (Min & Pct) | Call Volume | Include Incomplete

Start Date: Day 07/14/2016

PHONE	DESCR	1 AM	2 AM	3 AM	4 AM	5 AM	6 AM	7 AM	8 AM	9 AM	10 AM	11 AM	12 PM	1 PM	2 PM
101	101 1A-1	0	0	0	0	0	0	0	0	0	2 %	0	0	13 %	0
102	102 1A-2	0	0	0	0	0	0	0	0	0	0	18 %	0	0	0
103	103 1A-3	0	0	0	0	0	0	0	5 %	16 %	27 %	0	0	7 %	0
104	104 1A-4	0	0	0	0	0	0	0	0	16 %	0	0	0	25 %	0
105	105 1A-5	0	0	0	0	0	0	0	0	0	0	0	0	0	0
106	106 1A-6	0	0	0	0	0	0	0	0	0	0	0	0	0	0
107	107 1A-7	0	0	0	0	0	0	0	0	0	0	0	0	0	0
108	108 1A-8	0	0	0	0	0	0	0	0	0	0	0	0	0	0
109	109 1D-1	0	0	0	0	0	0	0	0	2 %	5 %	0	0	0	0
110	110 1D-2	0	0	0	0	0	0	0	7 %	0	13 %	3 %	0	0	0
111	111 1D-3	0	0	0	0	0	0	0	0	0	0	12 %	0	0	12 %
112	112 1D-4	0	0	0	0	0	0	0	0	0	0	3 %	0	0	0
113	113 1D-5	0	0	0	0	0	0	0	0	16 %	7 %	0	0	0	0
114	114 1D-6	0	0	0	0	0	0	0	0	0	12 %	3 %	0	29 %	6 %

- Billing Reports
    - Reports can be run on filters such as: start and end date, particular housing unit, or all housing units, by visitation center, and by professional visits only.

Billing Statistics by Individual Day

Date Range: 03/01/2016 - 03/31/2016

Date	Visitation Charge		Charge Overridden		Refunded Visits		
	Count	Amount	Count	Amount	Count	Amount	Total Amount**
2016/03/26	79	$883.00	0	$0.00	0	$0.00	$883.00
2016/03/27	94	$1,019.00	0	$0.00	0	$0.00	$1,019.00
2016/03/28	51	$492.00	0	$0.00	0	$0.00	$492.00
2016/03/29	35	$348.00	0	$0.00	0	$0.00	$348.00
2016/03/30	65	$522.00	0	$0.00	0	$0.00	$522.00
2016/03/31	61	$591.00	0	$0.00	0	$0.00	$591.00
Grand Total	1828	$17,795.50	1	$0.00	0	$0.00	$17,795.50

**Total Amount = Visitation Charge - Charge Overridden - Refund Amount

Billing Statistics by Month

Date Range: 01/01/2015 - 12/31/2015

Month	Visitation Charge		Charge Overridden		Refunded Visits		
	Count	Amount	Count	Amount	Count	Amount	Total Amount**
January	1269	$12,471.00	110	$0.00	0	$0.00	$12,471.00
February	1228	$12,281.50	0	$0.00	0	$0.00	$12,281.50
March	1424	$14,613.50	0	$0.00	0	$0.00	$14,613.50
April	1393	$14,089.50	0	$0.00	0	$0.00	$14,089.50
May	1299	$13,047.00	0	$0.00	0	$0.00	$13,047.00
June	1296	$12,819.00	0	$0.00	0	$0.00	$12,819.00
July	1318	$13,234.50	0	$0.00	0	$0.00	$13,234.50
August	1344	$13,635.50	0	$0.00	0	$0.00	$13,635.50
September	1160	$12,182.00	0	$0.00	0	$0.00	$12,182.00
October	1294	$13,409.00	0	$0.00	0	$0.00	$13,409.00
November	1336	$13,489.50	0	$0.00	0	$0.00	$13,489.50
December	1573	$15,565.00	0	$0.00	0	$0.00	$15,565.00
Grand Total	15934	$160,837.00	110	$0.00	0	$0.00	$160,837.00

**Total Amount = Visitation Charge - Charge Overridden - Refund Amount

Sample VVS Billing Report.

11.2 Explain the business rules for billing, including your definition of a completed call.

GTL acknowledges and understands.

GTL's Inmate Telephone System does not charge for unanswered or unaccepted calls. Billing begins only after the called party has positively accepted the inmate's call. Billing stops when either party hangs up or when the call is terminated by the system for reasons such as: the specified time limit has expired or the system detects potentially fraudulent activity. This is a completed call.

11.3 Provide market information, a fee schedule, and follow-up data requested by the BCSO, so that the BCSO will be able to determine the vendor's ability to report the percentage of sales they indicate in their proposal for a facility of comparable size.

GTL acknowledges and understands.

GTL has provided reference information in the Reference section. These may be contacted for questioning if information is required. AS each county and facility varies differently and each state, facility, and contract different and varied for everything from the type of calls offered to ADP, BCSO may wish to take in more variables in reporting sales percentages.

11.4 The BCSO must not be responsible for any unbillable, uncollectable or fraudulent telephone calls. Commissions to the BCSO must be based on gross billables as sent to billing and collection.

GTL acknowledges and understands.

11.5 Disclose and explain the policies and procedures the vendor has in place to limit annual bad debt, exposure to fraud, unbillables and uncollectables. Indicate vendor's estimated percentage of bad debt, and percentage of unbillable calls.

GTL acknowledges and understands.

GTL mitigates bad debt through prevention. GTL establishes a balanced approach for blocking thresholds thereby providing customers with an opportunity to receive collect phones calls at reasonable volumes while preventing them from unknowingly accepting high volumes of collect calls and ultimately being surprised when they receive their telephone bills. This approach also limits unscrupulous consumers who actively attempt to deceive and accept telephone calls with no intentions of paying for the service rendered. GTL does not use a one-size-fits-all policy, rather we customize the limits based on the called party's ability to pay and history of payment. In addition to our collect calling program, we offer prepaid programs which customers may use to manage their personal budgets more closely. GTL offers customers the choice to receive their telephone calls through the traditional collect call method or via prepaid collect. Please review our response in the confidential envelope for more details.

11.6 Detail the process the vendor will employ to complete calls to unbillable telephone numbers.

GTL acknowledges and understands.

BCSO's commission percentage is in no way impacted if a phone bill for inmate calls proves uncollectable. GTL absorbs any losses due to fraudulent or un-billable inmate calls through the system. Non-billable calls fall into two categories: approved free calls and those to numbers for which there is no reasonable way to ensure payment.

Free Calls

GTL's Inmate Telephone System has the capability to allow free local calls from specified inmate telephones such as those in booking areas, and/or to pre-selected local numbers such as the public defender's office or non-profit agencies. Free calls can be programmed facility-wide or individually by inmate telephone or inmate PIN. Free calls do not generate revenue. All free calls will be reported as such in BCSO's monthly call detail reports.

Un-Billable Telephone Numbers

During call setup, the Inmate Telephone System's real-time number validation process includes a step whereby the destination number is passed to GTL's contracted Line Information Database (LIDB) hub where it is checked for fraud/bad debt attributes, operational status, and billable status. To help minimize the number of calls that get blocked due to indicators of bad debt or the lack of viable billing arrangements, GTL developed our ***AdvancePay*** and ***TalkNow*** programs.

AdvancePay Program – Prepaid Account

In addition to traditional collect calling, GTL provides pre-pay calling options for the families and friends of inmates through our ***AdvancePay*** program. GTL and our billing agent have agreements with all major Local Exchange Carriers (LECs) and many Competitive Local Exchange Carriers (CLECs). Calls to destination numbers that are unable to receive collect call billing for any reason, including calls to cell phones and the lack of a billing agreement with a CLEC, can be completed through GTL's proactive AdvancePay program.

AdvancePay Prepaid Features

Families and friends of inmates may call GTL's toll-free Billing Support number any time to setup prepaid accounts. Additionally, to help maximize calling opportunities, when an inmate attempts to dial a number that cannot receive collect calls, the ITS places the inmate on hold or offer a call back period while the option is given to the called party to set up an AdvancePay account with a VISA, MasterCard or Discover. Should the party elect not to set up an AdvancePay account at that time, he or she is provided with a toll-free number to call when it is convenient. Alternative payment options are available via customer service representatives or a web payment application.

GTL's AdvancePay program processes tens of thousands of inmate calls per day.

Currently, we have over 900,000 active prepaid accounts.

Automated AdvancePay Account Creation

At the time of an inmate's call, the called party who chooses to use a credit card to set up an AdvancePay account, the automated system prompts him/her through the remainder of the setup process. Once the account has been established and payment made via credit card, the current call is connected or the next inmate call can be completed. After the pre-pay account is established, collect calls to the telephone number may be placed up to the prepaid account's balance before the account holder is advised of the need to replenish funds.

Non-Automated AdvancePay Account Creation

For called parties who do not have or choose not to use a Credit Card, AdvancePay's automated operator also provides a toll-free telephone number to GTL's AdvancePay customer service representatives, who can set up an AdvancePay account using other methods of payment including; cashier's check, personal check, Western Union, or money order.

Existing AdvancePay Account Deposit via Automated Phone Prompts

When an inmate call is placed to a called party whose AdvancePay account balance is depleted, GTL's automated AdvancePay operator informs the called party that a deposit to the account is required before the current or future calls from the correctional facility can be completed. If the party elects to

allocate additional funds using his or her credit card, the inmate's call is connected as soon as the party completes the automated steps to replenish the account.

Existing AdvancePay Account Deposit via the Web

AdvancePay customers are invited to use GTL's Web site on the Internet, 24 hours a day, 7 days a week, to deposit funds to their existing AdvancePay accounts.

AdvancePay Deposit via Other Methods

AdvancePay customers may call GTL's toll-free number to make arrangements to replenish prepaid funds using a cashier's check, personal check, Western Union, or money order. The party's ability to receive calls from the facility is reinstated within twenty-four (24) hours of payment receipt.

Checking AdvancePay Balances

At the time of each inmate call to the owner of an AdvancePay account, the ITS automatically announces to the called party the current balance in the account. GTL also provides a toll-free number that a consumer may call anytime (24 hours per day, 365 days per year) to check the balance on his/her existing AdvancePay account.

AdvancePay Convenience Options

Card Storage – GTL allows frequent depositors to securely "store" their credit/debit card numbers to expedite their AdvancePay deposit transactions. This is a particularly helpful function when customers are using a mobile phone to complete the transaction, and punching in a 16-digit card number, plus a 5-digit zip code, plus a 3-digit security code may be difficult to do without error. Over 40% of deposit transactions are now completed using a previously stored card.

Note that GTL complies with the highest standards for protecting this sensitive customer data. GTL is certified as a level 1 PCI (Payment Card Industry)-compliant merchant, the highest level attainable. Therefore, all stored credit/debit card numbers are encrypted using industry leading technology. All decryption keys are stored in a highly secured and hardened Key Encryption Management (KEM) appliance that ensures only applications with the correct credentials can request decryption of sensitive data.

AdvancePay AutoReload – This optional feature is targeted toward those who:

Receive frequent inmate calls

Have a credit card

Don't want to miss an inmate call because of a low balance in their account

With AdvancePay AutoReload, the customer's account is re-funded automatically whenever it hits a low balance condition, using a payment card stored with GTL. Customers may choose a reload amount of either $25 or $50, and may sign-up or cancel their authorization either over the phone or online. Standard AdvancePay transaction fees in effect for each facility apply to each deposit. This feature has been a great success, with over 40,000 AutoReload deposits occurring each month. This results in more completed calls and more satisfied customers.

OneCall Option – Single Call Billing - Through our **AdvancePay OneCall** option, GTL can connect more calls from offenders to their families and friends. OneCall allows called parties to accept and pay for a single call without the need to first establish a prepaid account. This option is targeted towards those who:

Do not receive many inmate calls (so no need for a prepaid phone account)

Have a debit card with limited funds available (not enough to create or replenish an AdvancePay account)

Don't want to miss an inmate call (since it may be the ONLY one!)

With AdvancePay OneCall, the called party can now choose to pay for just that one call. Previously, these calls would NOT have been completed – either the called party could not set up a prepaid account because of limited funds, or they chose to forego the call because they did not want to set-up and fund a prepaid account. Standard per minute call rates, standard commissions, and standard AdvancePay transaction fees for each facility apply to all AdvancePay OneCall calls, just as they do for all other AdvancePay calls. (Note: if there are no applicable AdvancePay transaction fees in effect at a facility, appropriate fees will be confirmed with the facility prior to activating this option). Our OneCall option means more completed calls and more satisfied customers.

AdvancePay Customer Contact Programs – Insufficient funds is a key reason inmate calls are not completed. When calls are not completed, inmates and their families and friends are disappointed and complaints may be generated. GTL operates free contact programs that alert called parties of an inmate's attempt to contact them and the need to set-up or reload an AdvancePay account. The result is more accounts set-up and funded, leading to more completed calls and satisfied customers.

Courtesy Call – The initial call from an inmate to a friend or family member is vital to establishing connectivity. By providing a courtesy call to the friend and family member at no cost to them, the inmate can make contact with friends and family members. Inmates can communicate important information about their whereabouts while friends and family members know where the inmate is located and who their new telephone service provider allowing them to set up an AdvancePay call in preparation for the next call.

Phone Call Contact Program – When an inmate is unable to complete a call to an authorized number, GTL will again relay the inmate's call attempt and provide instructions on how the called party can go about accepting the call. This limited program leaves only 1 message following an unsuccessful call attempt by an inmate, and never more than 1 message every other day regardless of the number of inmate call attempts. There will be no attempt to relay an inmate's call attempt where the called party declines to accept the call.

Email Contact Program –GTL sends an email to those AdvancePay account holders who register online with us, whenever their AdvancePay account balance is low. The email contains a link to our new mobile website, to facilitate a deposit. Email recipients always have the choice to "unsubscribe" to this contact program.

Text Contact Program – This optional contact program for friends and family will send a text message each time the account holder's AdvancePay balance is low. To subscribe, AdvancePay account-holders just need to text the word "ADVANCE" to code 91613. In accordance with text messaging regulations, a double opt in is required to complete the subscription. Subscriptions may be canceled at any time. Besides low balance alerts, subscribers may text "BALANCE" to find out their account balance at any time.

Auto Reload – By maintaining an AdvancePay balance, friends and family members can stay in touch with their loved one without fear of interruption of service due to insufficient funds. Auto Reload allows friends and family members to automatically replenish their AdvancePay account when they reach a certain low balance threshold, e.g. $3.00. When this threshold is reached, their credit card is charged and their AdvancePay account is replenished. This convenient option helps ensure friends and family members with hectic schedules can stay in contact.

11.7 The vendor must provide a toll-free number for the public to use in checking their account, billing status and customer service inquiries.

GTL acknowledges and understands.

877-650-4249 is the toll free number for GTL's live billing customer service.

11.8 Please describe the customer service process for response to inmate and/or inmate family complaints and requests for information, including the average length of time a person must wait on hold before being connected with a customer service representative, and the average length of time for a customer complaint or request for information to be resolved.

GTL acknowledges and understands.

GTL provides toll-free access to both automated (fully functional) and live operator assistance. Knowledgeable operators are available seven days per week and 24 hours per day. GTL provides customer service in both English and Spanish, and maintains a robust escalation protocol for quick resolution of any technical issues. Every GTL operator has access to all customer records in real-time, ensuring they can handle any billing, blocking, call history, or account request.

While customers find that our fully functional automated IVR can service most their needs, GTL is committed to providing the highest quality live operator assistance. We maintain a network of interconnected call centers in multiple time zones to ensure calls are answered as efficiently as possible. Our commitment to continuous improvement has reduced ***average hold times*** to well below two minutes. Our commitment to customer satisfaction not only ensures short hold times, but extends to overall quality of every call, as well.

12. Transition and Implementation Requirements

12.1 The vendor must provide a transition plan that provides a smooth cut-over to the new system with minimal downtime, loss of telephone access, revenue, data, call records and/or recordings. This plan must ensure that continuity of service is maintained at a consistently high level with minimal interruption.

GTL acknowledges and understands.

BCSO Project

Inmate Telephone System Implementation Plan

GTL's proposed Inmate Telephone System (ITS) will be installed and fully operational within the required timeframe before the award of this contract.

This narrative covers important aspects of the implementation process. A project implementation schedule, in the form of a Gantt chart, follows this presentation.

Overview

The existing ITS at BCSO's facility will remain in place and operative until GTL's new ITS is completely installed, tested, and call traffic is successfully cut over to the new platform. The same general sequence of events occurs at each facility:

Step 1: Installation/replacement of telephones

Step 2: Installation of platform components

Step 3: Activation of circuits

Step 4: Platform testing and acceptance

Step 5: Call traffic cutover; final testing and acceptance

Step 6: Facility staff training

Following cut-over, the system will be intensely monitored for the agreed upon acceptance criteria to verify "error free" performance for a consecutive 30-day period prior to final acceptance.

Procedures to Minimize the Change Factor

One of the secrets to a smooth transition is to limit the bothersome elements of change. Our transition procedures are carefully designed to mitigate disruption of the current environment as we address the needs of each distinctive ITS "user", including staff, inmates, and the families and friends of inmates. GTL takes special care to minimize the "change factor" for all constituents, including:

- Daily Facility Operations: To a large degree equipment and software preparation and configuration is performed off-site, minimizing the time GTL personnel must physically work on facility premises. Our experience and familiarity with the security and daily operations of inmate facilities will expedite activities during site surveys and new equipment installation.
- Staff: GTL provides friendly, knowledgeable trainers to instruct BCSO's administrative and investigative personnel on the use of all ITS features and functionality. Our system's

Web-based interface program is intuitive and easy to learn. Following training, administrative and investigative staff can move into the new contract period with confidence in both GTL and our newly installed ITS.

- Inmates: The transition from the previous platform to GTL's new platform will cause little or no downtime of telephone service to inmates. Printed instructions on GTL-provided telephones explain the normal dialing procedure and clear automated voice prompts assist inmate callers from off-the-hook to hang-up. We provide additional printed material to inform inmates of the purpose and dialing number for any special "hotlines" (crime tips, PREA, et cetera) BCSO wishes to establish.
- Family and Friends: To minimize the impact of transition on family and friends, when the last few weeks of call records can be obtained from the previous vendor, GTL conducts a calling campaign to numbers of parties who may have an existing prepaid account (with the previous provider) and/or who will need or may wish to establish a prepaid account with GTL. Family and friends who receive inmate collect call charges on their normal LEC bills will see, GTL's name and toll free Customer Service number prominently displayed on future bills.

BCSO's Responsibilities during Implementation – Minimal Involvement
GTL is keenly aware of the many demands on BCSO staff time. Our implementation procedures are designed for maximum efficiency and minimal BCSO involvement. Following are ways in which BCSO will expedite ITS implementation.

- Review and approval of GTL's BCSO wide and site-specific implementation plans.
- Security clearance for GTL personnel after receipt of all required personal information.
- AC electrical power for on-site ITS components and computer workstations.
- Approval of initial and final system tests
- Time and place for facility staff training
- Final approval and acceptance of successful implementation.

Prior to commencement of any work, BCSO will confirm for GTL the list of BCSO sites and the number of inmate telephones and telephone types required; and provide written acceptance of the approved Implementation Plan.

IMPLEMENTATION PROCEDURES

Project Kickoff Meeting

One of the most important meetings after contract award is the initial kickoff meeting between BCSO and GTL. GTL's project managers will attend this face-to-face meeting with our respective counterparts from BCSO. This meeting will be our collective opportunity to reaffirm our understanding of BCSO's priorities and policies and our mutual expectations resulting from the RFP. During the Kickoff meeting GTL will present and review our proposed plans for implementation, discuss proposed timelines, major milestones and any potential impediments to the installation. Topics discussed at this meeting include, but are not limited to:

- BCSO and GTL staff introductions with contact information, roles and responsibilities
- GTL's Implementation Plan

- Escalation information
- Facility coordinator contact and information
- Space and HVAC considerations
- Unique elements of each facility
- Reporting requirements and distribution methods
- Weather considerations
- Telephone and wiring condition
- Security clearances including system passwords for BCSO staff
- Site survey schedules
- Inmate database information including PIN and allowed calling lists
- Review of installation schedule for any value add services selected
- Review of BCSO policies and regulations
- Review of training methods for staff, inmates and friends and family members

Acquisition of Existing Data

GTL will acquire existing, available information from BCSO or the out-going vendor for import into the new ITS database, including:

- Current blocked number lists
- Current privileged number list (e.g. approved attorneys)
- Existing Inmate PINs and related information
- Existing personal approved numbers (PAN) for each inmate

We will populate each site's database with existing, approved facility settings and inmate calling privileges, including approved call lists, with minimal input required from BCSO staff.

Surveys and Site Plans

Following in-depth surveys, GTL will provide BCSO with a detailed site plan for each location with preliminary drawings and other documentation outlining our proposed implementation and defining any information, materials, or decisions we need from BCSO.

Considering the work environment, the amount of labor, machinery and tools required, GTL will work closely with facility staff and security personnel to ensure work progresses without major impediment and in accordance with security guidelines of BCSO facilities.

Prior to installation at a site, GTL will review with BCSO and facility staff the site-specific transition plan. This plan will address the changes to existing equipment and the installation of new equipment, as applicable to each site. The plan will identify the timeframe for the installation activities and define the specific responsibilities of BCSO staff and the GTL Team. This careful planning and GTL's strict adherence to the established timelines will help ensure an efficient transition with minimal problems.

Beginning with initial site surveys after contract award and continuing through the Preventative Maintenance program for the duration of the contract, GTL field service teams will pay particular

attention to lightning and grounding devices, cables, and connections. Those not meeting specifications will be adjusted, repaired, or replaced to ensure proper earth grounds are in place, proper cable bonds are in place, and all equipment is grounded and bonded to those respective lightning protection/grounding systems.

Pre-installation

All new equipment and supplies needed for the installation are ordered, and a delivery is scheduled and approved by BCSO.

Site Preparation

Upon approval of the final implementation plan, GTL will initiate site preparation. The preparatory steps to be performed will be determined by the results of the site survey and will include cabling, power, HVAC, and telephone room enhancements required to support the ITS. All preparation work will be pre-approved by BCSO's representative and will comply with industry standards and/or regulatory agency guidelines. Any electrical work will be coordinated through BCSO.

GTL's ITS Implementation Manager will have ordered circuits by this point. Delivery dates will be received and noted on the implementation plan. As needed, the facility must allow the LEC (Local Exchange Carrier) access to the facilities to install circuits. The circuits will be fully tested by the GTL team members prior to installation.

The implementation team will test and check the following internal wiring at the facility:

- Line quality between the phone station and the phone room. Any Intermediate Distribution Frame (IDF) and Main Distribution Frame (MDF) blocks will be checked for quality of connections.
- Cabling connections between the phone room and the locations designated for workstations will be tested for quality of connection.
- Labeling and configuration will be updated to ensure that GTL has a correct inventory of all lines available and any additional lines that may be required.

GTL proposes to utilize all existing cabling that is determined to be in good operating condition. All installations of new cabling will be pre-approved by BCSO's representative and will comply with industry standards and/or regulatory agency guidelines. Cabling will traverse pre-existing conduit runs where available or routes determined during the site survey. All cabling will be labeled appropriately, hidden, and secured per industry standards. Any internal line quality issues identified by GTL will be reported to BCSO at the end of the site survey for scheduling of appropriate repair or upgrades. Any needed repairs will be done at no cost to BCSO.

Equipment Delivery and Installation

ITS hardware will be installed in the location determined and approved in the site survey. GTL will utilize cabinets with racks to contain all hardware; and these will be securely mounted to meet the appropriate industry standard and/or regulatory agency guidelines. Consideration will be taken in the installation to ensure that there is no disruption of service.

The equipment to be delivered will include, but not be limited to, the following:

- **ITS hardware** – GTL's centralized inmate telephone platform requires only a small amount of on-site equipment and this will be delivered in a stand-alone cabinet. The unit will arrive fully tested and scaled for the requirements of BCSO's facility. The ITS equipment is run for 96 hours at the manufacturing center prior to shipping. Due to the compact size of this system, it will be installed in the same room where the current ITS equipment is located. The ITS hardware and all workstations will be installed adjacent to existing equipment without disrupting service.

System components will be delivered a maximum of 14 days prior to the system cutover date. The delivery of equipment will be coordinated with BCSO's representative to ensure the timely and orderly receipt of installation materials. GTL will schedule the delivery of equipment to coincide with the planned installation of the system. The installation staff will remove all packing materials and return the work area to the pre-existing condition.

- **The inmate telephone sets, mountings, enclosures** - New telephones will be delivered ready to mount and with additional accessories as required by BCSO. Quality testing will be done at each inmate phone after installation.
- **Administrative/Investigative workstations** – The required workstations, with all the appropriate user manuals, accessories, and software fully loaded and tested, will be delivered to the correctional facility prior to the system cutover date.
- **Specialized phones** - Any required TTY/TDD, mobile, cordless and other specialized phones will be delivered to the correctional facility prior to system cutover.

Configuration/Customization

The GTL system is extraordinarily configurable to meet the specific needs. During the installation process our team configures the software to meet BCSO's unique configuration requirements and preferences including, for example, the setting up of PIN accounts for existing inmates; loading of the special telephone numbers (for attorney numbers), establishing facility-specific call branding messages, configuring facility-wide default call restrictions, et cetera.

System Testing

Upon contract execution, GTL will provide BCSO's Contract Manager or designee a complete and comprehensive functional test plan, including a checklist of specific items to be performed by GTL implementation team and verified by BCSO's staff.

Installation Certification Checklist

This checklist is for ICMv. Mark as "N/A" where appropriate. All parts of Checklist must be completed.

GTL.IM-ICC(ICMv).v2015.1.2, supercedes all previous revisions.

ICMv checklist/certification sheets must be completed by the responsible installation technician.

This checklist must be attached to the respective POETS order and emailed to the Implementation Manager promptly following completion of the installation.

Facility: _____ **Date:** _____

Address: _____ **GTL SubID** _____

_____ **ICMv ID** _____

CAR _____

Contact: _____ **Cost Ctr** _____

Contact Phone: _____

GTL Rep: _____

GTL Rep Phone: _____

Contractor: _____

	PRE-INSTALL CHECKLIST	Chk	Technician	Date	Notes
ICMv	Environmental conditions within standards (heat, humidity, space, etc).				
ICMv	Proper power provided (110VAC, 20A, dedicated with generator backup).				
ICMv	All parts/components received for install. Report discrepancies to Production.				
ICMv	Adequate room provided for roll-around rack or wall-mounted rack.				
ICMv	Rack and equipment properly grounded.				
ICMv	Inmate phones in place and operational.				
ICMv	Manual kill switches in place and operational.				
ICMv	Station blocks mounted.				

	INSTALL CHECKLIST	Chk	Technician	Date	Notes
ICMv	System "rack & stack" completed.				
ICMv	Start up system components and verify functionality.				
ICMv	UPS charging started.				
ICMv	Connect Support Line to DBU Port of router & have NSS verify access.				
ICMv	Connect T1 circuit(s) to appropriate devices.				
ICMv	Perform circuit activation and testing.				

We will review implementation checklists with the Contract Manager during the project kickoff meeting that follows contract award to refine specific requirements and ensure the system is fully tested and certified before being placed into service at BCSO's facilities. Upon completion of acceptance testing, testing documentation will be submitted to the Contract Manager for final acceptance and sign-off.

On the day a site is slated for transition, the GTL implementation team will perform a series of tests to ensure the seamless transfer. These tests are usually completed within two hours. The following tests are performed:

- Verify all services are started and are functioning normally.
- Verify voice prompts from all inmate stations at the station block.
- Verify system functionality by completing Local, Intrastate and Interstate test calls.
- Verify call delivery scripting. Make special note of the call acceptance digit, denial digit, rate information digit and the customer service number provided to the called party.
- From the workstation, perform the following tests:
  - Download a recorded test call and play. Check and adjust gain settings as applicable
  - Copy the recorded call to a CD. Once copied, retrieve and play the recorded call
  - Verify Call Search fields are populated correctly
  - From the Call Search screen, verify call start / stop times, origination number, destination number and PIN number fields are populated correctly

- Verify Monitoring screen is functional by monitoring an active test call. Send this call to the PC speakers, then to a standard telephone

After all tests are passed by the system, GTL will inform the facility staff the system is ready for transition and coordinate the timing of the cut-over. If the cut-over occurs during hours of inmate phone usage, an announcement is made to the general population notifying them of the temporary outage. Once permission is given to proceed, the system stations will be cross-connected into the facilities cable plant to each inmate telephone.

The estimated transition time will correspond directly to the size of the facility being transitioned. In most cases the transition will be under 2 hours.

- After cross connection of the inmate stations to the station blocks, mapping of the institution begins.
- The technician will verify that voice prompts are played at each inmate phone station though the complex. Any polarity issues encountered are corrected at the inmate station.
- From each inmate station, a code is entered or a special number is dialed to record the phones location. This code/recording will designate the location of the phone within the complex. The technician will verify the station number on the inmate phone dialing instructions.
- This location is logged into the system configuration, creating a station to port relationship.
- The system is monitored for the remainder of the day.

Flash Cutover

GTL anticipates implementation with little or no telephone service interruption. To avoid disruption of service, GTL will perform a flash cut. In a flash cut, the new system is installed parallel to the existing ITS. The current system remains in place and functioning normally during our installation. Once the GTL ITS has been fully installed, tested, and approved by BCSO, the actual system cutover can commence. At this point, a facility's phone closet will contain both the current ITS and GTL's new system, and both will be fully operational.

The only step required for cutover is to connect the inmate phones to GTL's new system. At a pre-agreed time, the connectors will be changed from the existing phone system to the new GTL ITS. Our new system will be operating fully within minutes. This process ensures ongoing operation of inmate phone service without noticeable interruptions.

Following cut-over, the system will be intensely monitored for the agreed upon acceptance criteria to verify "error free" performance for a consecutive 30-day period prior to BCSO's final acceptance.

Facility Staff Training

The training of BCSO staff is an integral part of implementing GTL's ITS. Training sessions are tailored to suit your needs. BCSO staff will be pleased to discover that GTL's ITS interface is intuitive, user-friendly, and easily learned. Training includes for appropriate staff, all inmate functions, all administrative and investigative functions, and best-practices of transmitting troubleshooting information to GTL's Technical Support Department.

On-Site Training – Onsite training may be scheduled at each facility or a centralized location. The certified trainer will reach out to the facility, schedule a training date and then follow up with reminders closer to the target date. During on-site training, the GTL trainer will provide in-depth training on all aspects of the application as well as review the system features and functionality. Participants are encouraged to ask questions and perform hands-on activity in the system where applicable. Trainers will provide a training syllabus that outlines the topics to be covered and provide adequate training materials such as user guides, quick reference guides, and quick tip cards. On-site training sessions can be general sessions to cover a wide variety of topics or tailored to meet the specific needs of users such as investigators, booking personnel, administrators. This enables different modules to be taught to specific individuals based on rights and privileges granted by BCSO.

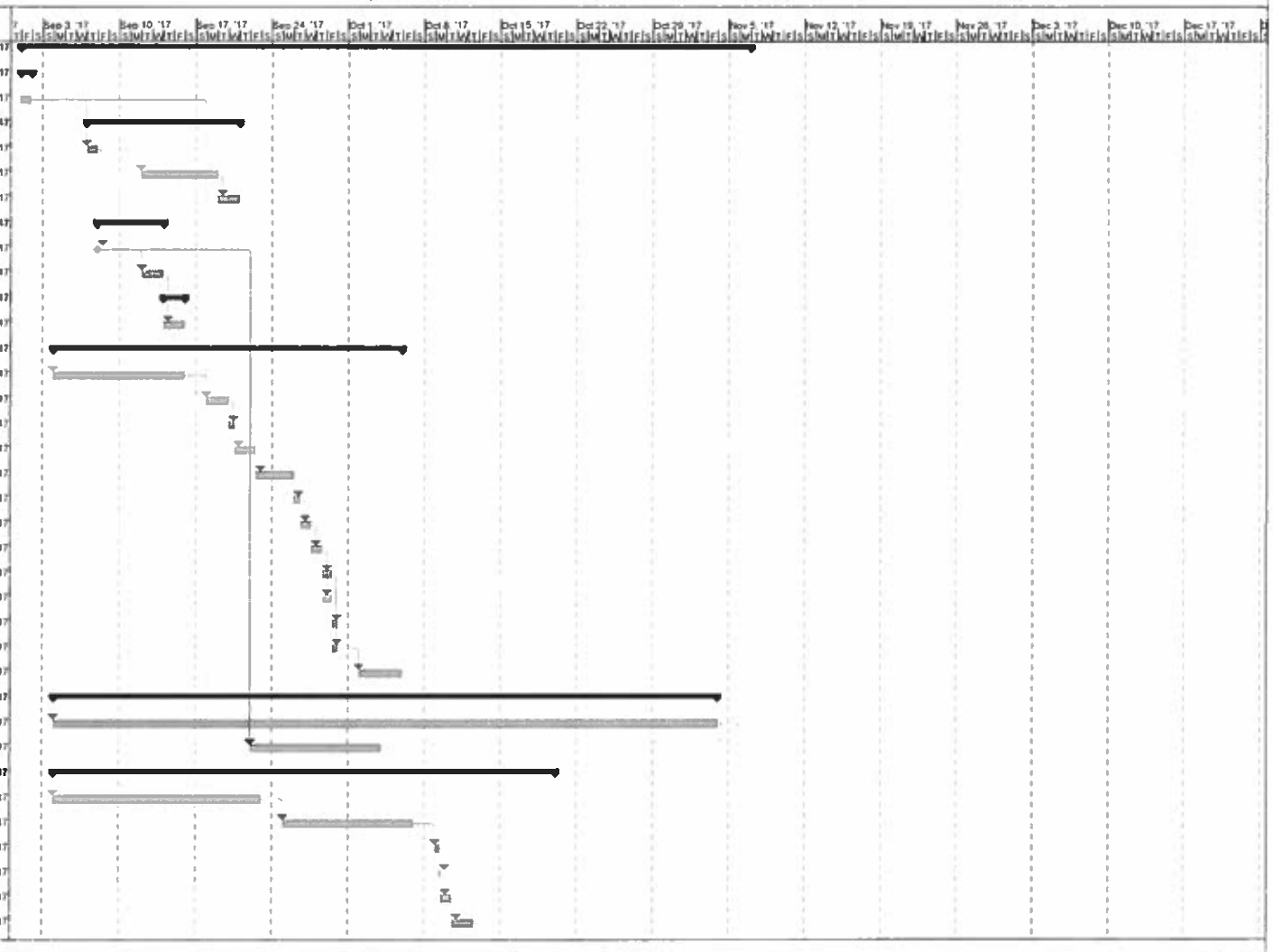
Web-Based Training – Our certified trainers lead web-based trainings that allow users to view the system via a Web-EX meeting and interact with the trainers and other participants on a toll-free conference bridge. Web-based training allows GTL to train users at times and places convenient and comfortable for the user. By facilitating in such a manner, nearly every work schedule can be accommodated. Web-based training can be tailored to the needs of a group and can include groups of various sizes. For example, two sessions may be setup to train new users separately from advanced or existing users, thereby making the training more valuable.

12.2 The vendor must provide an implementation schedule that includes all key milestones commencing with the contract effective date.

GTL acknowledges and understands. Following this page, GTL has provided an implementation plan for all facets of the Barnstable Implementation in a Gantt Chart

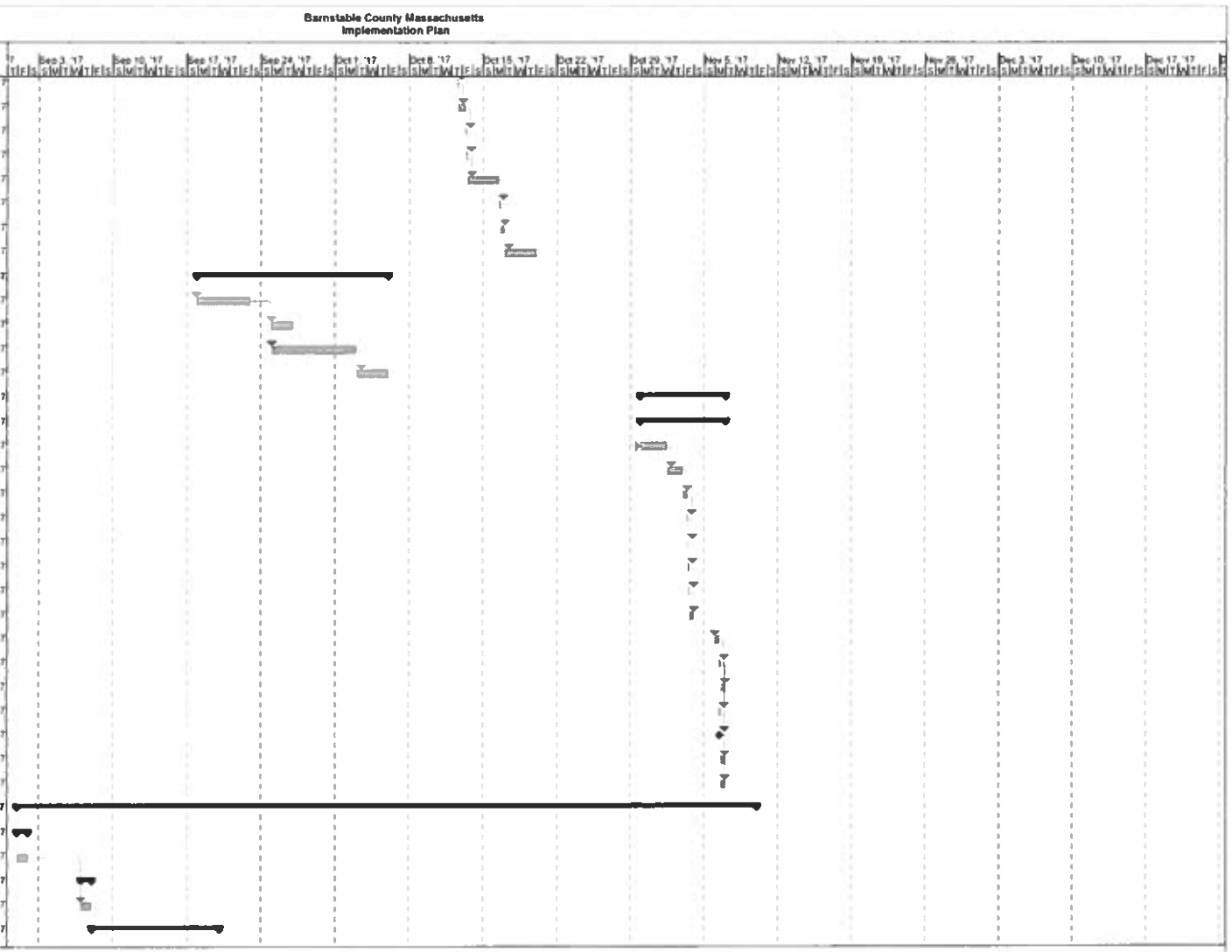
Barnstable County Massachusetts
Implementation Plan

ID	Task Name	Duration	Start
1	**Barnstable County Massachusetts**	**47 days**	**Fri 9/1/17**
2	**Contract**	**1 day**	**Fri 9/1/17**
3	Contract effective date	1 day	Fri 9/1/17
4	**Implementation Meeting**	**10 days**	**Thu 9/7/17**
5	Conduct implementation meeting with Barnstable County	1 day	Thu 9/7/17
6	Create detailed Transition Expectation Plan	5 days	Tue 9/12/17
7	Review of Transition Plan by Barnstable County	2 days	Tue 9/19/17
8	**Site Surveys**	**4 days**	**Thu 9/7/17**
9	Schedule site survey	0 days	Thu 9/7/17
10	Perform detailed site survey at the Barnstable County Jail	2 days	Tue 9/12/17
11	**Network Design**	**2 days**	**Thu 9/14/17**
12	Review network architecture for improvements	2 days	Thu 9/14/17
13	**Validation Activities**	**24 days**	**Mon 9/4/17**
14	Order necessary hardware for GTL Validation	10 days	Mon 9/4/17
15	Set-up of new validation server	2 days	Mon 9/18/17
16	Network, wiring and access needs	0.5 days	Wed 9/20/17
17	PIN and Allow List parameters delivered to MIS	2 days	Wed 9/20/17
18	Rate tables loaded and tested	1.5 days	Fri 9/22/17
19	Local routing tables loaded and tested	0.75 days	Tue 9/26/17
20	Inmate IVR set-up and testing	1 day	Tue 9/26/17
21	Establish Validation LAN	1 day	Wed 9/27/17
22	Rating tables loaded in Houston and Mobile	0.75 days	Thu 9/28/17
23	Routing tables loaded in Houston and Mobile	0.75 days	Thu 9/28/17
24	Facility Allow List profile loaded (as required)	0.5 days	Fri 9/29/17
25	Facility PIN profile loaded (as required)	0.5 days	Fri 9/29/17
26	Testing and certification	4 days	Mon 10/2/17
27	**Line & Equipment Orders**	**45 days**	**Mon 9/4/17**
28	Order network connectivity for ITS and VVS	45 days	Mon 9/4/17
29	Order analog support lines for Barnstable County location	8 days	Fri 9/22/17
30	**System Production Activities**	**34 days**	**Mon 9/4/17**
31	Contract procurement	15 days	Mon 9/4/17
32	Controller / switching equipment assembly	10 days	Mon 9/25/17
33	System operating system loaded	0.25 days	Mon 10/9/17
34	IPS software loaded	0.25 days	Mon 10/9/17
35	IPS configurations set	1 day	Mon 10/9/17
36	Basic functionality testing begins	2 days	Tue 10/10/17



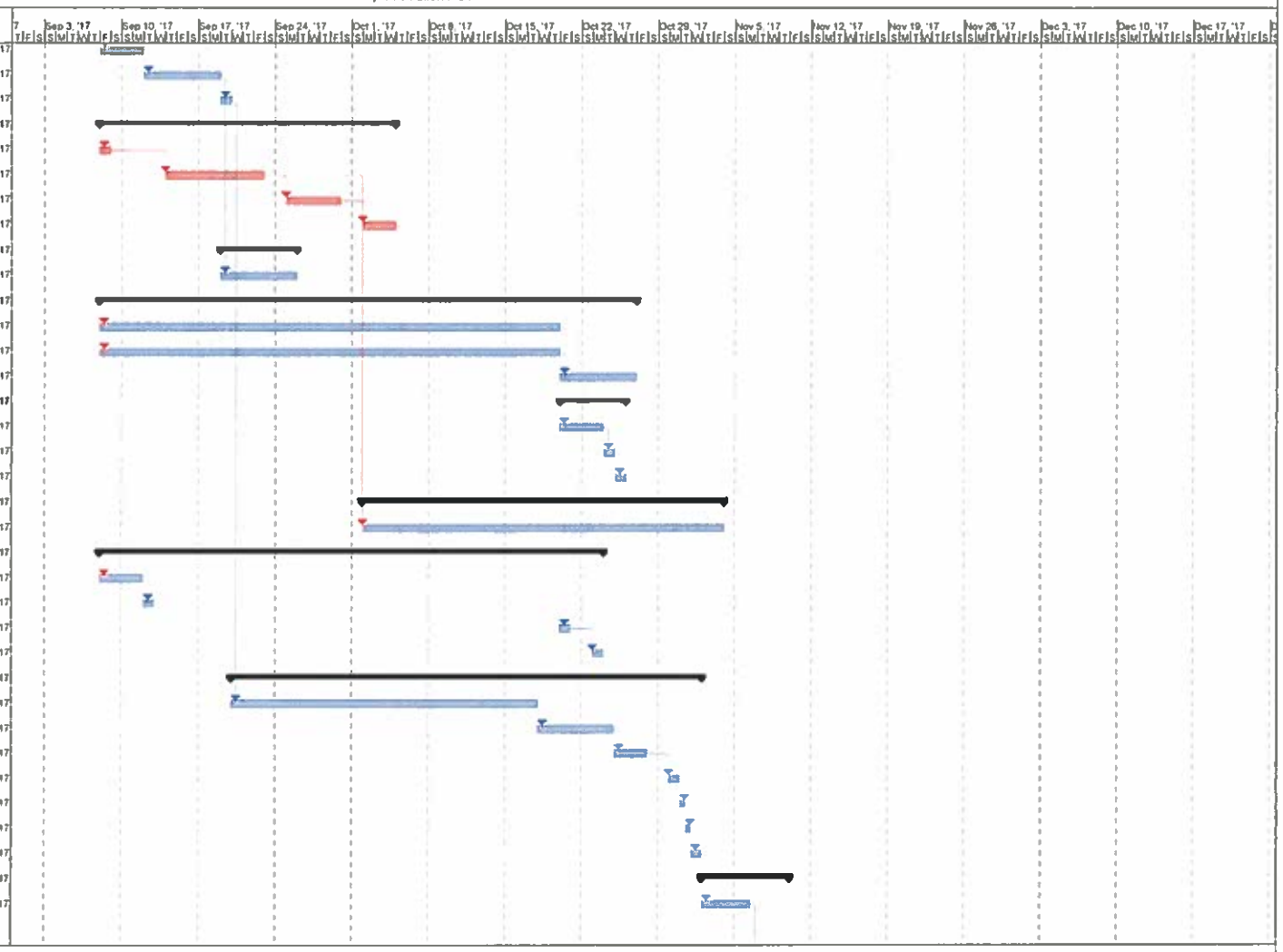
Barnstable County Massachusetts
Implementation Plan

ID	Task Name	Duration	Start
37	Validation testing	0.4 days	Thu 10/12/17
38	Specific site configurations loaded	0.2 days	Thu 10/12/17
39	Pin files loaded	0.2 days	Fri 10/13/17
40	Allow List files loaded	0.2 days	Fri 10/13/17
41	Pre-shipment inspection and testing	1 day	Fri 10/13/17
42	System packaging	0.25 days	Mon 10/16/17
43	System readied for delivery	0.25 days	Mon 10/16/17
44	Shipping	3 days	Tue 10/17/17
45	**Training & Instructional Materials**	**14 days**	**Mon 9/18/17**
46	Develop training material	5 days	Mon 9/18/17
47	Create inmate dialing and trouble report instructions	2 days	Mon 9/25/17
48	Edit billing and Advance Pay brochures	6 days	Mon 9/25/17
49	Distribution to all Barnstable County sites	3 days	Tue 10/3/17
50	**Cutover Facilities**	**6 days**	**Mon 10/30/17**
51	**Barnstable County Sheriff Office, Inmate Phones**	**6 days**	**Mon 10/30/17**
52	Site prep, inspect and replacement of 126 phones	2.5 days	Mon 10/30/17
53	Replacement of verbation phones - 72 stations	1.5 days	Wed 11/1/17
54	Installation of network interface unit	0.25 days	Fri 11/3/17
55	Lightning Protection Installation	0.12 days	Fri 11/3/17
56	Cross-Connect Block Installation	0.12 days	Fri 11/3/17
57	Workstation cabling	0.13 days	Fri 11/3/17
58	Workstation set-up	0.13 days	Fri 11/3/17
59	Setup of the IPS Platform	0.25 days	Fri 11/3/17
60	Activation of the voice and data network	0.25 days	Mon 11/6/17
61	Preliminary system testing (Installation Document L1 comp	0.25 days	Mon 11/6/17
62	System Turn Up and cutover	0.5 days	Mon 11/6/17
63	System Test and Acceptance (Installation Document L2 co	0.5 days	Mon 11/6/17
64	Remove old equipment	0 days	Mon 11/6/17
65	Clean-up and monitoring of the IPS system	0.5 days	Mon 11/6/17
66	Formal facility training	0.5 days	Mon 11/6/17
67	**Video Visitation Installation**	**59 days**	**Fri 9/1/17**
68	**Contract**	**1 day**	**Fri 9/1/17**
69	Contract signed	1 day	Fri 9/1/17
70	**Implementation Meeting**	**1 day**	**Thu 9/7/17**
71	Conduct implementation meeting with Barnstable County	1 day	Thu 9/7/17
72	**Internal Order Process**	**5 days**	**Fri 9/8/17**



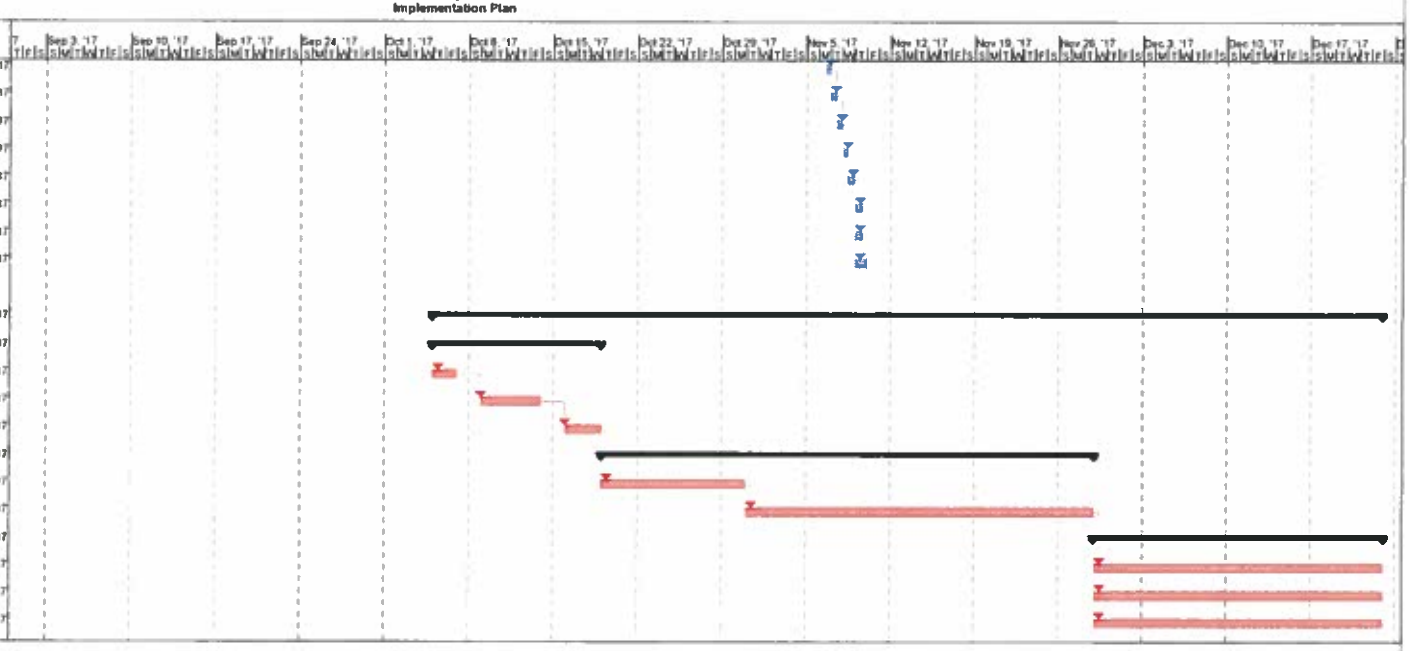
Barnstable County Massachusetts
Implementation Plan

ID	Task Name	Duration	Start
73	Create SOW for Barnstable County	2 days	Fri 9/8/17
74	Compile details Scope of Work based on contract deliverables	5 days	Tue 9/12/17
75	Create internal Orders in POETS for tracking	1 day	Tue 9/19/17
76	**Site Surveys**	**19 days**	**Fri 9/8/17**
77	Schedule surveys with facility staff	1 day	Fri 9/8/17
78	Perform detailed site survey	7 days	Thu 9/14/17
79	Create detailed Annex for VVS infrastructure	5 days	Mon 9/25/17
80	Review and approval of Annex by Barnstable County	3 days	Mon 10/2/17
81	**Network Design**	**5 days**	**Tue 9/19/17**
82	Review proposed network architecture compared to survey int	5 days	Tue 9/19/17
83	**System Integration**	**35 days**	**Fri 9/8/17**
84	Develop JMS interface for VVS applications	30 days	Fri 9/8/17
85	Develop Commissary Interface for VVS applications	30 days	Fri 9/8/17
86	Testing of JMS and Commissary interfaces	5 days	Fri 10/20/17
87	**Training & Instructional Materials**	**4 days**	**Fri 10/20/17**
88	Develop training material	2 days	Fri 10/20/17
89	Create user guide and trouble reporting instructions	1 day	Tue 10/24/17
90	Distribution to Barnstable County	1 day	Wed 10/25/17
91	**Video Visitation Kiosk Installation**	**25 days**	**Mon 10/2/17**
92	Infrastructure Installation	25 days	Mon 10/2/17
93	**New Facility Setup Requirement**	**32 days**	**Fri 9/8/17**
94	Review routing rules requirements with customer	2 days	Fri 9/8/17
95	Setup / configure interface hardware	1 day	Tue 9/12/17
96	Test JMS Feed	1 day	Fri 10/20/17
97	Load routing rules into DB & test with customer	1 day	Mon 10/23/17
98	**System Production Activities**	**31 days**	**Wed 9/20/17**
99	Contract Procurement	20 days	Wed 9/20/17
100	Thin Client Imaging	5 days	Wed 10/18/17
101	Specific site configurations tested	3 days	Wed 10/25/17
102	Pre-shipment inspection and testing	1 day	Mon 10/30/17
103	System Packaging	0.5 days	Tue 10/31/17
104	System readied for delivery	0.5 days	Tue 10/31/17
105	Shipping	1 day	Wed 11/1/17
106	**On-Site Installation**	**8 days**	**Thu 11/2/17**
107	Installation of video visitation stations 24 Inmate and 3 Visitor	2.5 days	Thu 11/2/17



Barnstable County Massachusetts
Implementation Plan

ID	Task Name	Duration	Start
108	Install switches / Routers / POE devices	0.5 days	Mon 11/6/17
109	Install & configure server	0.5 days	Tue 11/7/17
110	Configure LAN equipment / Traffic Shaping / Network Optimiz	0.5 days	Tue 11/7/17
111	Configure Interface router	0.25 days	Wed 11/8/17
112	Test vistation terminals & routing rule	0.75 days	Wed 11/8/17
113	Make necessary adjustments to rules & configurations	0.75 days	Thu 11/9/17
114	Confirm acceptance with customer	0.75 days	Thu 11/9/17
115	Formal facility training	1 day	Thu 11/9/17
116			
117	Public Phones	57 days	Thu 10/5/17
118	Site Survey	10 days	Thu 10/5/17
119	Schedule surveys	2 days	Thu 10/5/17
120	Perform detailed site survey	5 days	Mon 10/9/17
121	Create detailed Annex	3 days	Mon 10/16/17
122	Order COCOT Lines	29 days	Thu 10/19/17
123	Determine DEMARC address for each station	8 days	Thu 10/19/17
124	Order COCOT Lines	21 days	Tue 10/31/17
125	Payphone Installation	18 days	Wed 11/29/17
126	Schedule with existing vendor to remove existing phone	18 days	Wed 11/29/17
127	Install new payphone station	18 days	Wed 11/29/17
128	Testing	18 days	Wed 11/29/17



12.3 The current inmate telephone services contract expires August 31, 2017. The vendor will be expected to coordinate with the incumbent and the BCSO to allow for an uninterrupted transition and implementation of new services.

GTL acknowledges and understands. GTL will work with the outgoing vendor on an expeditious and smooth transition.

13. Training Requirements

13.1 The vendor shall provide training and training documents, throughout the contract term, for various aspects of the system administration, operation and reporting for various levels of personnel. Training must be provided at no cost to the BCSO. Describe the nature and content of the training programs the vendor will provide for BCSO staff, including course descriptions and/or table of contents.

GTL acknowledges and understands.

The training of BCSO staff is an integral part of implementing the new tablet solution and will be provided at **no cost to the County.** GTL's Account Team will help coordinate both on and off-site training for BCSO staff and offenders to learn how to use the system and the tablets.

GTL will tailor all training sessions to meet BCSO's needs. GTL has developed a variety of methods and materials to help facility personnel, as well as staff who may have never used tablets before, to quickly grasp and master the system functions. Webinars are available for off-site training.

User manuals and materials will also be provided by GTL at **no cost.**

Through past tablet experience, we will work with BCSO to formulate the proper policies and procedures around the **Inspire**® Tablet program. Such policies include, but are not nearly limited to, how **Inspire**® Tablets are charged, what times offenders can have tablets, or where offenders can take tablets. This is new technology in corrections and without the proper policies around the program, it will not be successful.

Training will be conducted in a very comprehensive fashion and will be well planned.

The training of BCSO staff is an integral part of implementing GTL's Inmate Telephone System Solution. GTL's Inmate Calling Manager (ICMv) training for client staff members includes all inmate functions, all administrative and investigative functions, and procedures for reporting problems to GTL. Your staff will be pleased to discover that ICMv's user interface is efficient, extremely easy to use, and quickly mastered. We tailor training sessions to meet the County's specific needs.

TRAINING METHODOLOGIES

The GTL Training team uses on-site and web-based training to meet the diverse needs of individuals working in the corrections environment. GTL trainers use demonstration, question and answer, hands

on activity, and process review to help correctional staff to quickly master the features and functionality of the system while learning by doing.

On-Site Training – On-site training may be scheduled as needed at a facility or on a regional basis. The GTL Training team will provide in-depth training on all aspects of the system. During on-site training, the GTL trainer will lead a review of system features and functionality and actively encourage each participant to ask questions and perform hands on activity in the system where applicable. The GTL trainer will provide a training syllabus that outlines the topics to be covered and provide adequate training materials such as user guides, quick reference guides, and quick tip cards. On-site training sessions can be general sessions to cover a wide variety of topics or tailored to meet the specific needs of users such as investigators.

Web-Based Training – Our certified trainers lead web-based training that allows users to view the system via a Web-EX meeting and interact with the trainers and other participants on a toll-free conference bridge. Web-based training allows GTL to train users at time and place that is convenient for them so nearly every work schedule can be accommodated. Web-based training can be tailored to the needs of a group and can include groups of various sizes as needed.

TRAINING TOPICS –ICMv System Overview

Session	Training Topics
ICMv System Overview	• Logging into and exiting the system • Navigating the system using the ICMv's Dashboard options • Getting help from the on-line User Guide
Call Detail Reporting	• Set Call Detail Report search parameters • Generate and print the call detail report • Use Reverse Lookup to see the name and address of a called number • Use the PIN-link to access detailed information about an inmate • Access and replay recordings • Downloading recordings for in-depth review in Call Analyzer • Download recordings for transfer to CD/DVD (or other portable media) • Add investigative notes to calls • Save and reuse report templates • Select and use other Report Types (call frequency, et cetera) • Use ICMv's Report Builder for custom reports
CD/DVD Utilities	• Burn recordings/call detail records to portable media (e.g. CD, DVD, USB Device, Thumb Drive) • Email recordings and call records
Live Monitoring	• Select and listen to a live conversation • Terminate a live call • Forward a live call to a remote investigator • Use Reverse Lookup to see the name and address of a called number
Inmate PIN Management	• Add inmates to the system (unless established via JMS interface) • Add/edit PIN restrictions • Add/edit PAN lists • Suspend/Deactivate PINs

Session	Training Topics
	• Set Alerts
Phone Management (System Controls)	• Shut down all phones • Shut down individual phone or phones in one area • Set phone usage parameters (e.g. service on/off schedule, free calls, local only, et cetera)
Number (BTN) Management	• Add numbers and set restrictions/privileges for each • Block/Unblock numbers • Designate Private (Privileged) numbers • When to use Restricted Playback • Use Reverse Lookup to see a number's published name and address
Advanced Reports	• Call statistics and revenue • Debit system information • Inmate information • System diagnostics • User audits – track user activities (exclusively for administrators)
ICMv User Management (exclusively for administrators)	• Add a new user and assign privileges • Add a new role (a set of one or more privileges) • Edit user privileges • Edit roles
Reporting System Issues to Technical Support	• How to Report a Problem to Technical Support • Technical Support Procedures for Call Handling and Resolution • GTL Technical Support Contact Information

After consulting with BCSO on a training plan, the GTL Training team will customize a training syllabus to reflect the continuing training needs of the end users.

INVESTIGATIVE TRAINING TOPICS

System Overview

- Logging into and exiting the system
- Navigating the system using the ICM's Dashboard options
- Getting help from the on-line User Guide

Call Detail Reporting

- Set Call Detail Report search parameters
- Generate and print the call detail report
- Use Reverse Lookup to see the name and address of a called number
- Use the PIN-link to access detailed information about an inmate
- Access and replay recordings
- Download recordings for in-depth review in Call Analyzer
- Download recordings for transfer to CD/DVD (or other portable media)
- Add investigative notes to calls
- Save and reuse report templates
- Select and use other Report Types (call frequency, et cetera)
- Use ICM's Report Builder for custom reports
- Create and modify PIN and ANI alerts

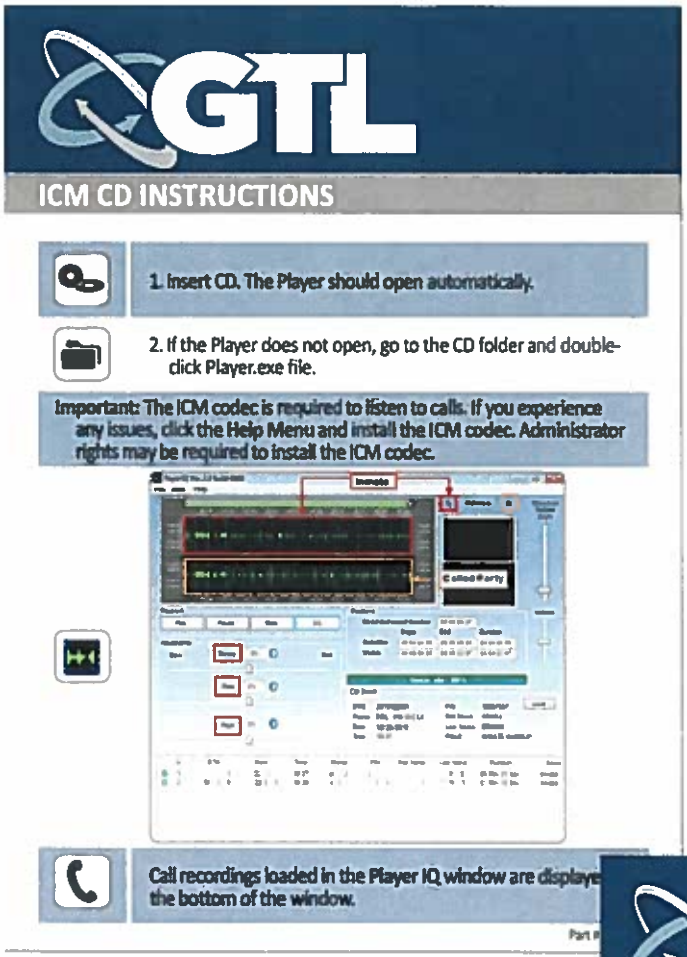
CD DVD Utilities

- Burn recordings/call detail records
- Email recordings and call records

TRAINING MATERIALS

Quick Tips

Quick Tip cards are quick and simple instructions on how to use particular system features. The Training Department will work with the County to review the standard Quick Tips and make any content modifications needed.



GTL

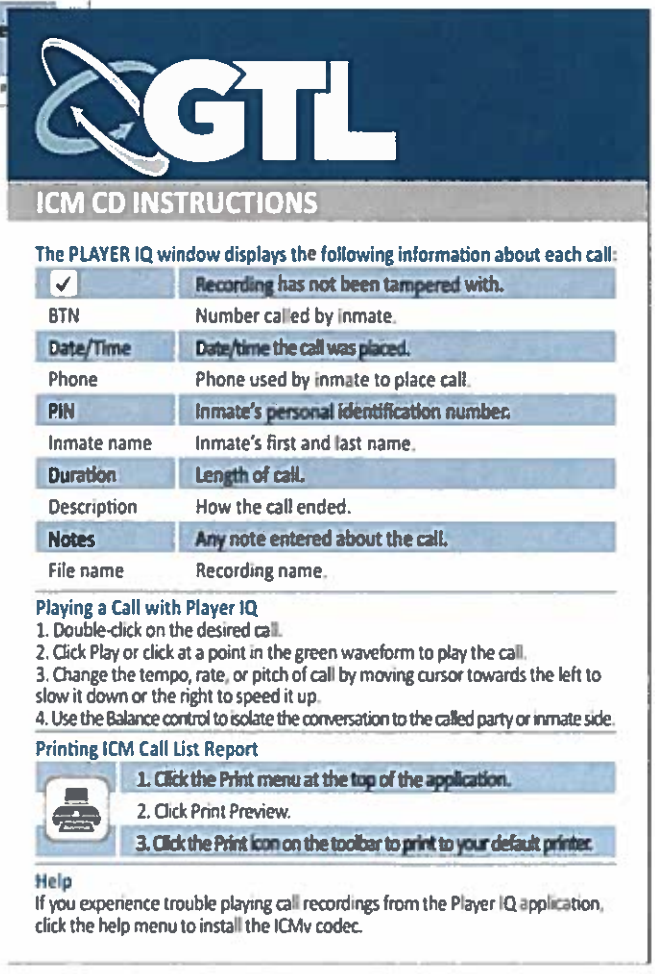
ICM CD INSTRUCTIONS

1. Insert CD. The Player should open automatically.

2. If the Player does not open, go to the CD folder and double-click Player.exe file.

Important: The ICM codec is required to listen to calls. If you experience any issues, click the Help Menu and install the ICM codec. Administrator rights may be required to install the ICM codec.

Call recordings loaded in the Player IQ window are displaye
the bottom of the window.



GTL

ICM CD INSTRUCTIONS

The PLAYER IQ window displays the following information about each call:

✓	Recording has not been tampered with.
BTN	Number called by inmate.
Date/Time	Date/time the call was placed.
Phone	Phone used by inmate to place call.
PIN	Inmate's personal identification number.
Inmate name	Inmate's first and last name.
Duration	Length of call.
Description	How the call ended.
Notes	Any note entered about the call.
File name	Recording name.

Playing a Call with Player IQ

1. Double-click on the desired call.
2. Click Play or click at a point in the green waveform to play the call.
3. Change the tempo, rate, or pitch of call by moving cursor towards the left to slow it down or the right to speed it up.
4. Use the Balance control to isolate the conversation to the called party or inmate side.

Printing ICM Call List Report

1. Click the Print menu at the top of the application.
2. Click Print Preview.
3. Click the Print icon on the toolbar to print to your default printer.

Help

If you experience trouble playing call recordings from the Player IQ application, click the help menu to install the ICMv codec.

13.2 The vendor shall provide video based and/or on-site training and training documents, throughout the contract term, for the inmate population. Explain how inmate will be instructed on the use of the system, the depositing of money into an inmate's account by family and friends, and the transfer of account funds for the purpose of designating all, or a portion, of the funds for system use.

GTL acknowledges and understands.

The training of BCSO staff is an integral part of implementing GTL's solution. GTL's training includes all inmate functions, all administrative and investigative functions, and procedures for reporting problems to GTL. Your staff will be pleased to discover that GTL's user interface is efficient, extremely easy to use, and quickly mastered. Training sessions will be tailored to meet your specific requirements.

Facility Staff Training

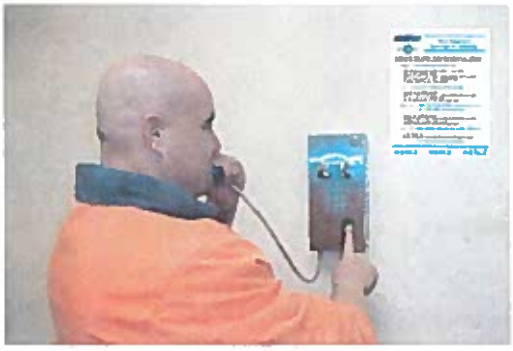
The training of staff is an integral part of implementing GTL's ITS. Training sessions are tailored to suit your needs. BCSO staff will be pleased to discover that GTL's ITS interface is intuitive, user-friendly, and easily learned. Training includes for appropriate staff, all inmate functions, all administrative and investigative functions, and best-practices of transmitting troubleshooting information to GTL's Technical Support Department.

On-Site Training – Onsite training may be scheduled at each facility or a centralized location. The certified trainer will reach out to the facility, schedule a training date and then follow up with reminders closer to the target date. During on-site training, the GTL trainer will provide in-depth training on all aspects of the application as well as review the system features and functionality. Participants are encouraged to ask questions and perform hands-on activity in the system where applicable. Trainers will provide a training syllabus that outlines the topics to be covered and provide adequate training materials such as user guides, quick reference guides, and quick tip cards. On-site training sessions can be general sessions to cover a wide variety of topics or tailored to meet the specific needs of users such as investigators, booking personnel, administrators. This enables different modules to be taught to specific individuals based on rights and privileges granted by Lexington County.

Web-Based Training – Our certified trainers lead web-based trainings that allow users to view the system via a Web-EX meeting and interact with the trainers and other participants on a toll-free conference bridge. Web-based training allows GTL to train users at times and places convenient and comfortable for the user. By facilitating in such a manner, nearly every work schedule can be accommodated. Web-based training can be tailored to the needs of a group and can include groups of various sizes. For example, two sessions may be setup to train new users separately from advanced or existing users, thereby making the training more valuable.

Formal training of inmates on the use of the phones is usually not required. Instructions are mounted on each telephone unit, and calls are facilitated by an automated operator that clearly instructs the

inmate through each step of making a call. However, at the facility's request, a trainer will be available for inmate training sessions. The trainer provides a discussion and demonstration in each unit or pod of the facility with assistance from staff.



GTL also provides promotional and education material to inform potential users of the fund deposit services. GTL customizes all material for the BCSO applications. One example of instructional material for inmates is printed flyers.

Pod Flyers – Placed in inmate facilities (often near inmate telephones). The purpose of flyers is to inform inmates about their deposit options as well as deposit options available to their families and friends, allowing inmates to pass deposit information on to those who wish to help fund inmate calls. Information regarding deposits to inmate phone accounts is also available to families and friends at GTL's website and, if applicable, on posters near lobby kiosks in public areas for the facility.

14. Performance Monitoring and Compliance

14.1 The BCSO, in its sole discretion, shall have the right to audit the activities of the vendor to insure contract compliance, at no cost to the BCSO. The BCSO may elect to use a qualified independent auditor or a management firm for this purpose. If so, the BCSO will select a third party for audit purposes and notify vendor of same so that vendor can make arrangements for the audit. The audit will include, but is not limited to, equipment and system operations, call processing, maintenance, management support, revenue and commission information and reporting, including the rating and billing of calls, and the preparation of revenue and commission reports. The vendor must cooperate by providing any and all necessary information, including that from a Clearinghouse, in a timely fashion. Failure to cooperate will be grounds for termination of the contract between the parties.

GTL acknowledges and understands.

14.2 All phone wiring and related conduit and switches installed at the BCCF during the contract become the property of the BCSO.

GTL acknowledges and understands.

14.3 At the end of the contract period, vendor's telephone and video kiosk equipment must be removed by vendor, free of cost to the BCSO, and in such a manner as to allow existing wiring and cabling to remain unharmed and in place for reuse by the BCSO.

GTL acknowledges and understands.

14.4 At the end of the contract period the vendor will work with BCSO staff to facilitate a smooth transition of uninterrupted inmate telephone service with the replacement vendor.

GTL acknowledges and understands.

D. RFR BID SCHEDULE, CONTRACT AWARD & TERMS:

1. Procurement Calendar:

The Barnstable County Sheriff's Office (BCSO) solicits responses that will result in a Contract. The schedule of events for this solicitation, subject to amendment by the BCSO is:

Event	Date
RFR Released	June 16, 2017
Mandatory Vendor's Site Visit at BCCF	July 6, 2017@ 10:00 a.m. (EST)
Deadline for Written Inquiries to BCSO	July 13, 2017@ 1:00 p.m. (EST)
Response to Written Inquiries	July 20, 2017
Date Bids due to BCSO	July 27, 2017@ 1:00 p.m. (EST)
Evaluation Completion Date	August 2, 2017
Product Presentation by Selected Bidders	August 14, 2017 To be individually scheduled at request of BCSO
Notification of Award to Vendors	August 21, 2017
Effective Date of Contract	September 1, 2017

Note: Timetable is subject to change at the discretion of the Barnstable County Sheriff's Office.

GTL acknowledges and understands.

2. Mandatory Vendor's Site Visit:

There will be a mandatory vendor's site visit held **on July 6, 2017 at 10:00 am** at the Barnstable County Sheriff's Office, 6000 Sheriff's Place, Bourne, MA 02532. All vendors interested in submitting a bid must be present at the site visit.

GTL acknowledges and understands. GTL attended the site visit.

3. Product Presentations:

In accordance with the Procurement Schedule set forth above in Paragraph D, 1, the Barnstable County Sheriff's Office may request certain vendors to provide a product presentation prior to

final award. The BCSO will provide notice to a vendor of their allotted one (1) hour time slot to make a product presentation to the BCSO evaluation team on August 14, 2017. This presentation will be held at the Barnstable County Correctional Facility. Any change in schedule for this purpose is at the sole discretion of the Barnstable County Sheriff's Office.

GTL acknowledges and understands.

4. **Addendum:**

The BCSO reserves the right to issue Addendum to this RFR to revise any portion of the RFR or to clarify any of its provisions. It is the responsibility of the Vendor to be sure their proposal is based on the RFR and any Addendum that may be issued by the BCSO.

GTL acknowledges and understands. GTL has provided all amendments and addendums at the end of the technical volume response.

5. **Contract Term:**

The initial term of this Contract is from **9/1/2017 to 8/31/2020.** The Barnstable County Sheriff's Office reserves the right to extend the contract for **three (3), one (1) year renewal terms.** The Barnstable County Sheriff's Office may cancel this contract at any time pursuant to the term of the State Standard Contract and Terms and Conditions form executed between the parties. If the Sheriff's Office intends to exercise its option to renew this contract, the BCSO intends to give at least 30 days written notice to the Vendor prior to the termination of the initial term and any subsequent term.

If awarded the contract, the Vendor will execute all contract documents and incorporate the submitted RFR and its response. The contract will conform to all applicable federal, state and local laws and regulations.

GTL acknowledges and understands.

6. **The Contract Award:**

The BCSO seeks to award one contract to the responsive and responsible bidder offering the Best Value to the Barnstable County Sheriff's Office in accordance with the aforesaid MA Sheriff's Association Policy.

The actual contract award will be based on the responses received from the most responsive and responsible Vendor as determined by the BCSO, based on the Best Value for the BCSO, taking into account product requirements as set forth in this RFR, best commission price offered, product quality, Vendor experience and timeline. The attached Evaluation Criteria form will be

utilized by the BCSO to determine the overall "best value" that will achieve the procurement goals of the BCSO. The BCSO reserves the right to reject any and all bids, in whole or in part, and to make awards determined to be in the best interest of the BCSO.

The BCSO and a selected Vendor may negotiate a change in any element of the contract performance or commissions offered as identified in the original RFR or the selected Vendor's bid which results in a better value than was presented in the selected Vendor's original response.

GTL acknowledges and understands.

7. **Eligible Entities:**

The contract resulting from this RFR is a non-statewide/limited user contract which will be open for use by the members of the Massachusetts Sheriffs Association and the Massachusetts Department of Correction. In addition, the resultant contract from this RFR will be open for use by other departments with the written approval of the BCSO.

GTL acknowledges and understands.

8. **Contract Execution:**

The identification of a selected Vendor shall create no contractual obligation or guarantee of purchase by the BCSO or the Commonwealth of Massachusetts. Performance may not begin until a State Standard Contract and Terms and Conditions forms are properly executed by both parties (see attached sample form.) The execution of a Contract is conditioned upon the BCSO's acceptance of a selected Vendor's bid excluding any clauses or sections that are stricken by the BCSO as unacceptable and including any additional negotiated language.

GTL acknowledges and understands.

9. **Contract Performance:**

The failure of any party to insist in any one or more situations, upon performance of any of the terms or provisions of any part of this Request for Response or resulting contract shall not be considered as a waiver or relinquishment of the right of either party to future performance of any such term or provision, and the rights and obligations of the parties to such future performance shall continue in full force and effect.

GTL acknowledges and understands.

10. **Assignment by Vendor:**

The successful Vendor shall not assign in whole or in part or otherwise transfer any interest in any contract without written consent of the Barnstable County Sheriff's Office.

GTL acknowledges and understands.

11. **Delegation:**

None of the services to be provided by the Vendor pursuant to any contract shall be subcontracted or delegated in whole or in part to any other organization, association, individual, corporation, partnership or any other such entity without the prior written approval of the Barnstable County Sheriff's Office

GTL acknowledges and understands.

12. **Termination:**

The Commonwealth of Massachusetts and/or the Barnstable County Sheriff's Office reserves the right to terminate any contract resulting from this Request for Response in whole or in part, in accordance with the terms and conditions of the State Standard Contract and Terms and Conditions form executed by the BCSO and selected Vendor

GTL acknowledges and understands.

13. **Office's Remedies upon Termination for Cause or for Emergencies:** Notwithstanding the terms contained in this section, in the event of termination, the successful vendor shall not be relieved of liability to the Barnstable County Sheriff's Office by virtue of any breach of any contract resulting from this Request for Response by the successful vendor. In addition to and notwithstanding the above, the successful vendor covenants and agrees that in the event of termination of any contract resulting from this Request for Response, the successful vendor shall pay to the Barnstable County Sheriff's Office as damages; (a) such sum as, at the time of the termination, the Barnstable County Sheriff's Office reasonably determines that is shall require to compensate a subsequent Vendor to complete the delivery of service, and (b) the sum, reasonably determined by the Barnstable County Sheriff's Office, which will compensate the Barnstable County Sheriff's Office for all the direct and indirect costs resulting from delay in the delivery of services to its inmates, The successful vendor further covenants and agrees with the Barnstable County Sheriff's Office that the successful vendor shall pay all of the Barnstable County Sheriff's Office costs and expenses (including attorney's fees) incurred or paid in obtaining

and enforcing any court order favorable to the Barnstable County Sheriff's Office for any obligation of the successful vendor under any contract resulting from this Request for Response.

GTL acknowledges and understands.

14. **Obligation in the Event of Termination:**

Upon termination of any contract resulting from this Request for Response, all data and reports prepared by the successful vendor pursuant to the subject contract shall become the property of the Barnstable County Sheriff's Office. Copies of all data and reports generated as a necessary part of performing the subject contract shall be delivered to the Barnstable County Sheriff's Office upon reasonable request and shall be retained by the successful vendor for future use as outline in Section C, Paragraph 9.2 above.

GTL acknowledges and understands.

E. BID PRICING CONSIDERATION:

1. Telephone Rates, Commissions and Commission Accountability:

1.1 The BCSO's goal is to provide reasonable usage rates for all calls and video visitation services for inmates and their families. Such rates must be maintained for the life of the contract.

GTL acknowledges and understands.

1.2 The vendor must list and explain in detail all charges that will be billed to called parties and inmates.

GTL acknowledges and understands.

GTL has provided any charges within the Commission Proposal Volume. We have provided rate and fee tables with Section E part 1.5 as well as clarified in the Q&A.

Rate and Fee Summary

	Option I	Option II	Option III
Instate	$0.21	$0.15	$0.075
Interstate	$0.21	$0.15	$0.075
International	$0.50	$0.25	$0.25
Video Visitation Rates			
Per Minute Visit	$0.40	$0.40	$0.40

Call Rates and Taxes

GTL will charge the calling rates approved by Barnstable County. Federal, state and local taxes apply to all telecommunications services. Taxes on collect calls are assessed by the local exchange carrier or billing agent that bills the call recipient for the collect call. Taxes on

prepaid calls such as, Advance Pay, PIN Debit or Prepaid Cards, are assessed and collected by GTL and remitted to the taxing authority. Tax calculations are based upon the mandated tax rate in effect at the time of call and vary by call origination and destination. Tax collections are rendered to the appropriate taxing entity and are never retained in whole or in part by GTL.

Additional Fees when Applicable

Following is a description of additional fees that are only applicable as indicated in the table. These fees are cost recovery in nature and are not considered revenue by GTL therefore no commission is paid on these fees.

No Cost Deposit Options	When Applied	Amount
Certified Check mailed to GTL	Per Transaction	$0.00
Money Order mailed to GTL	Per Transaction	$0.00
Payment Fees		
Fee Description	**When Applied**	**Amount**
Automated Kiosk/IVR/Web Site Payment	Assessed for payments made by interactive voice response (IVR), web, kiosk, credit card, debit card, and bill processing.	$3.00
Live Agent Fee	Assessed when a customer chooses to use a live operator to complete the transaction.	$5.95
Federal and State Cost Recovery Fees	**When Applied**	**Amount**
Federal Universal Service Fund (FUSF)	Monthly charge based on Interstate Calls	Varies by quarter[1]
State Universal Service Fund	Monthly charge based on Intrastate Calls	Varies by state[2]
1 *Federal Universal Service Fund percentages change as prescribed by the FCC. GTL passes-through USF fees based on the prescribed percentage each month and remits the amount to the applicable government agency.*		
2 *State Universal Service Fund percentages change as prescribed by each state authority. GTL passes-through USF fees based on the prescribed percentage each month and remits the amount to the applicable government agency.*		
Other Fees	**When Applied**	**Amount**
AdvancePay OneCall – Option I	Fee per call	$6.95
AdvancePay OneCall – Option II	Fee per call	$7.95
Third Party Financial Transaction Fee	Charged by third parties including, but not limited to, MoneyGram, Western Union, credit card processing, and transfers from commissary accounts. Fees do not include any markup by GTL. Third party financial transaction fees may be in addition to other fees as applicable to the transaction choice.	Exact Fee Charged by Third Party (varies by third party)

1.3 The vendor must list the commissions the BCSO will receive in connection with the

gross revenue generated by the vendor for all services provided pursuant to this RFR on the attached Bid Pricing Response Form.

GTL acknowledges and understands.

GTL has proved all pricing and costs within the Commission Proposal Volume.

1.4 All service rates and fees charged to inmates by vendors must be in compliance with the Federal Communications Commission policies and all other federal, state and local laws, no exception.

GTL acknowledges and understands.

1.5 The proposal must include a rate table representing the rate breakdown for all calls and video visitations by specific time parameters set forth by the vendor as well as a breakdown of all rates and fees charged for other services offered by vendor for inmate video kiosks. The rate table must reflect various times of day if charges differ. Excessive rates may be the basis for rejection of any proposal.

GTL acknowledges and understands.

GTL has proved all pricing and costs, including rates and fees, within the Commission Proposal Volume. GTL has provided the rate and fee tables below as clarified in the Q&A:

Rate and Fee Summary

	Option I	Option II	Option III
Instate	$0.21	$0.15	$0.075
Interstate	$0.21	$0.15	$0.075
International	$0.50	$0.25	$0.25
Video Visitation Rates			
Per Minute Visit	$0.40	$0.40	$0.40

Call Rates and Taxes

GTL will charge the calling rates approved by Barnstable County. Federal, state and local taxes apply to all telecommunications services. Taxes on collect calls are assessed by the local exchange carrier or billing agent that bills the call recipient for the collect call. Taxes on prepaid calls such as, Advance Pay, PIN Debit or Prepaid Cards, are assessed and collected by GTL and remitted to the taxing authority. Tax calculations are based upon the mandated tax rate in effect at the time of call and vary by call origination and destination. Tax collections are rendered to the appropriate taxing entity and are never retained in whole or in part by GTL.

Additional Fees when Applicable

Following is a description of additional fees that are only applicable as indicated in the table. These fees are cost recovery in nature and are not considered revenue by GTL therefore no commission is paid on these fees.

No Cost Deposit Options	When Applied	Amount
Certified Check mailed to GTL	Per Transaction	$0.00
Money Order mailed to GTL	Per Transaction	$0.00
Payment Fees		
Fee Description	**When Applied**	**Amount**
Automated Kiosk/IVR/Web Site Payment	Assessed for payments made by interactive voice response (IVR), web, kiosk, credit card, debit card, and bill processing.	$3.00
Live Agent Fee	Assessed when a customer chooses to use a live operator to complete the transaction.	$5.95
Federal and State Cost Recovery Fees	**When Applied**	**Amount**
Federal Universal Service Fund (FUSF)	Monthly charge based on Interstate Calls	Varies by quarter[1]
State Universal Service Fund	Monthly charge based on Intrastate Calls	Varies by state[2]
3 *Federal Universal Service Fund percentages change as prescribed by the FCC. GTL passes-through USF fees based on the prescribed percentage each month and remits the amount to the applicable government agency.*		
4 *State Universal Service Fund percentages change as prescribed by each state authority. GTL passes-through USF fees based on the prescribed percentage each month and remits the amount to the applicable government agency.*		
Other Fees	**When Applied**	**Amount**
AdvancePay OneCall Option I	Fee per Call	$6.95
AdvancePay OneCall Option II	Fee per Call	$7.95
Third Party Financial Transaction Fee	Charged by third parties including, but not limited to, MoneyGram, Western Union, credit card processing, and transfers from commissary accounts. Fees do not include any markup by GTL. Third party financial transaction fees may be in addition to other fees as applicable to the transaction choice.	Exact Fee Charged by Third Party (varies by third party)

1.6 If the vendor offers the option of postalized rates please explain in detail these rates and how they will affect the commission offered.

GTL acknowledges and understands.

GTL has proved all pricing and costs within the Commission Proposal Volume. If postalized rates are offered, their detail and affect on commission is explained there.

1.7 The total of the charges imposed on all inmate calls must be approved by the Sheriff/Designee for all call categories - Local, IntraLATA, InterLATA, Intrastate, Interstate, and International calls for both collect and debit. Any change, increase or decrease, in the rate must be approved by the Sheriff/Designee, in writing, prior to the change. Applicable rates must take into account time of day, day of week and holiday discounts, if any, as offered by vendor.

GTL acknowledges and understands.

1.8 Indicate the increments, (60 second, 30 second, 6 second, or other) in which calls are billed.

GTL acknowledges and understands.

The GTL ITS by defaults bills calls in one-minute increments, rounding up partial minutes. The billing increment can be configured to as short as five (5) seconds.

1.9 A copy of current rates and fees must be on file with the BCSO at all times and the BCSO must be notified, in writing, of any proposed increases or decreases in the tariff and must approve of such change, in writing, prior to any change in rates.

GTL acknowledges and understands.

1.10 Any change in rate or fee structure, increase or decrease, which is not approved by the Sheriff/Designee in advance of the change will be considered a material breach of contract and may result in termination of the contract, at the sole discretion of the BCSO. Vendor must certify that it will comply with this requirement and must explain, in detail, how the BCSO would monitor the rates throughout the term of the contract.

GTL acknowledges and understands. GTL certifies compliance.

1.11 The vendor must provide an accessible toll free number where a billed party may call regarding any questions concerning billing. Inmates must be provided with a mailing address and instructions in English and Spanish on filing a complaint. All inquiries must be resolved promptly and fairly.

GTL acknowledges and understands.

GTL provides toll-free access to both automated (fully functional) and live operator assistance. Knowledgeable operators are available seven days (7) per week, and up to twenty-four (24) hours per day. GTL provides customer service in both English and Spanish, and maintains a robust escalation protocol for quick resolution of any technical issues. Every GTL operator has access to all customer records in real-time, ensuring they are able to handle any billing, blocking, call history, or account request. The toll free number to reach GTL's billing customer service is: 877-650-4249.

Standard 2nd paragraph: While most customers find that our fully functional automated IVR can service the majority of their needs, GTL is committed to providing the highest quality live operator assistance, as well. We maintain a network of interconnected call centers in multiple time zones to ensure calls are answered as efficiently as possible. Our commitment to continuous improvement has reduced average hold times to well below 2 minutes. Our commitment to customer satisfaction not only ensures short hold times, but extends to overall quality of every call.

GTL's Customer Service personnel are well versed in the functions of our Inmate Telephone System, public payphones, and are skilled in handling questions, complaints, billing disputes and adjustments. In the instance of billing disputes, our Billing and Collections Department works closely with the local exchange company to ensure accurate adjustments are made to bills and/or refunds

are issued in a timely manner. Any issue that cannot be readily resolved by the call center representative is quickly brought to the attention of a Billing Department Supervisor. Escalated issues or complaints that cannot be quickly resolved by Billing Supervisors are passed to a Priority Billing Customer Service group for handling. The Priority Billing Customer Service group resolves 95% of all issues within 48 hours. Severe issues are passed to the Billing Services management team for immediate resolution.

GTL's call processor can serve as a messaging center for one or more inmate help lines. Inmate help lines may be configured for either 10-digit, or speed dialing. In other words, the inmate can be required to dial an entire 10-digit telephone number, or simply dial a speed dial number, which in turn will automatically dial the associated telephone number. Speed dial numbers may include the pound (#) sign, either before or after speed dial digits, to ensure accurate and easy usage.

A single message center number may be used for all inmate tips and complaints, or separate numbers can be designated for different types of inmate messages. For instance, signs and posters may instruct inmates to dial #311 from any phone to register complaints about inmate phone equipment, or about their inmate calling accounts, and #800 to leave tips about crimes that have occurred in the facility.

GTL system administrators will oversee the transmitting of equipment or inmate calling account issues to GTL's customer service personnel and/or facility staff.

1.12 Please provide a detailed description of the Vendor's online accounting reporting capabilities for all calls and video visitation services.

GTL acknowledges and understands.

GTL's Inmate Accounting System and OffenderConnect® suite of products provide Trust Fund management and electronic trust payments to BCSO. The system's software interface gives authorized BCSO staff access to inmate accounts, printing of sale receipts, sales reports, inventory, and a wide variety of other commissary and accounting reports. Our inmate accounting solution provides automatic deduction of commissary purchases from inmate accounts and includes other network interfacing that enables trust account deposits via web-based electronic wire transfers, phone IVR, and site-based kiosks.

With each monthly commission check, BCSO receives a standard set of commission and revenue reports, detailing call traffic and total gross revenue. Reports distinguish collect, prepaid collect, and inmate debit calls (if applicable) by Local, Intra-State Intra-LATA, Intra-State Inter-LATA, Inter-State Inter-LATA*, and International (if applicable) call types.

* *GTL does not pay commissions on interstate revenue, however the commission report will reflect the interstate calls and minutes for reporting purposes.*

Summary Commission Report	Calls, minutes, revenue, commission, and percentages with details and totals for individual call types and grand totals for all call types in the report.

Monthly Revenue by Phone	Calls, minutes, and revenue with details and totals for individual inmate telephones and grand totals for all telephones in the report.

Monthly Commission Report

GTL provides commission reports in any format requested by BCSO. We traditionally offer reports that show calls, minutes, revenue, and commission due; with data segmented by call type and by collect, prepaid, debit, and international region. Following is an example of such a report for a single facility.

Call Type	Number of Calls	% Total Calls	Minutes	% Total Minutes	Revenue	% Total Revenue	Commission Rate	Total Commission
Collect Local								
Collect Intrastate Intralata								
Collect Intrastate Interlata								
Collect Interstate Interlata								
Debit Puerto Rico & Virgin Islands								
Debit (Non US) Carribbeans								
Debit Intrastate Intralata								
Debit Intrastate Interlata								
Debit Interstate Interlata								
Debit Canada								
Advance Pay Local								
Advance Pay Intrastate Intralata								
Advance Pay Intrastate Interlata								
Advance Pay Interstate Interlata								
Sum:								

Monthly Revenue Reports

The standard monthly Revenue by Phone report shows the number of calls, minutes, and revenue with details and totals for individual inmate telephones and grand totals for all telephones in the report.

Custom Monthly Revenue Reports

There is no charge for customized reports. When required or desirable, GTL provides revenue data and reports at our secure Internet FTP Site which can be accessed by authorized BCSO staff from on-site system workstations or from authorized computers at remote locations. Custom reports can be formatted depending on BCSO's preference: comma separated value text files, Excel worksheets, or portable document formatted (.pdf) files.

Following are examples of the types of reports that are available to authorized BCSO personnel from GTL's secure ***Internet FTP* site**. Our flexible report system is currently configured to provide over one hundred (100) different kinds of reports based on information available in a facility's call detail records. GTL customizes reports as needed to meet the need.

Example Reports

Sample Monthly Summary Totals by Sites - February 20YY

Site ID	Site Name	Calls	Minutes	Revenue
LC01	Anyplace Regional	33966	397030	$161,108.79
LC02	Anyplace Courthouse	2210	22584	$9,695.07
LC03	Anyplace Detention	16356	243409	$92,035.81

LC04	Anyplace Juvenile	45	450	$195.02

Sample Monthly Totals for Site by Station - February 20YY

Site ID	Site Name	Station	Calls	Minutes	Revenue
LC02	Anyplace Courthouse	6619420001	152	1295	$611.81
		6619420002	1	1	$3.35
		6619420003	6	22	$25.34
		6619420004	7	25	$27.82
		6619420007	97	971	$446.33
		6619420008	154	2379	$744.87
		6619420009	154	937	$598.33
		6619420010	186	1684	$748.94
		6619420011	214	1788	$909.28
		6619420012	20	114	$82.45
		6619420013	36	344	$155.88
		6619420015	68	728	$296.41
		6619420016	45	331	$190.35
		6619420017	31	571	$184.53
		6619420020	1	2	$3.50
		6619420021	26	60	$90.56
		6619420022	150	1271	$613.24
		6619420025	48	562	$208.14
		6619420026	34	519	$164.21
		6619420027	28	371	$157.19
		6619420028	9	57	$35.60
		6619420029	1	14	$5.39
		6619420030	7	135	$43.35
		6619420032	8	119	$42.47
		6619420038	13	270	$90.56
		6619420039	67	933	$316.24
		6619420040	160	1730	$705.38
		6619420041	20	209	$91.27

6619420042	64	1039	$323.85
6619420043	110	1982	$564.19
6619420044	18	228	$75.48
6619420045	25	163	$101.80
6619420046	138	994	$539.74
6619420047	112	736	$497.22
Site Totals:	**2210**	**22584**	**$9,695.07**

Anyplace Jail

Monthly Totals by Station and Call Type - February 20YY

Site ID	Site Name	Station #	Calltype	Ratetype	Calls	Minutes	Revenue
LC01	Anyplace Jail	3233570001	Calling Card Station-to-Station	Local Calls (Primary)	3	22	$11.28
LC01	Anyplace Jail	3233570001	Collect Station to Station	Interstate Inter-LATA	2	9	$15.91
LC01	Anyplace Jail	3233570001	Collect Station to Station	Intrastate Inter-LATA	1	1	$3.69
LC01	Anyplace Jail	3233570001	Collect Station to Station	Intrastate Intra-LATA	3	21	$11.94
LC01	Anyplace Jail	3233570001	Collect Station to Station	Local Calls (Alternate)	3	4	$10.31
LC01	Anyplace Jail	3233570001	Collect Station to Station	Local Calls (Primary)	17	72	$60.29
LC01	Anyplace Jail	3233570001	Prepay Station to Station	Local Calls (Alternate)	1	3	$3.52
LC01	Anyplace Jail	3233570002	Calling Card Station-to-Station	Intrastate Inter-LATA	5	26	$29.62
LC01	Anyplace Jail	3233570002	Calling Card Station-to-Station	Local Calls (Primary)	9	62	$33.48
LC01	Anyplace Jail	3233570002	Collect Station to Station	Intrastate Intra-LATA	8	71	$33.76
LC01	Anyplace Jail	3233570002	Collect Station to Station	Local Calls (Alternate)	10	32	$37.21
LC01	Anyplace Jail	3233570002	Collect Station to Station	Local Calls (Primary)	35	256	$131.40
LC01	Anyplace Jail	3233570003	Calling Card Station-to-Station	Intrastate Inter-LATA	1	2	$3.94

LC01	Anyplace Jail	3233570003	Calling Card Station-to-Station	Local Calls (Primary)	13	166	$55.24
LC01	Anyplace Jail	3233570003	Collect Station to Station	Interstate Inter-LATA	3	18	$27.87
LC01	Anyplace Jail	3233570003	Collect Station to Station	Intrastate Inter-LATA	1	9	$9.21
LC01	Anyplace Jail	3233570003	Collect Station to Station	Intrastate Intra-LATA	12	113	$56.72
LC01	Anyplace Jail	3233570003	Collect Station to Station	Local Calls (Alternate)	17	80	$65.48
LC01	Anyplace Jail	3233570003	Collect Station to Station	Local Calls (Primary)	63	491	$239.98
LC01	Anyplace Jail	3233570003	Prepay Station to Station	Intrastate Intra-LATA	1	3	$3.72
LC01	Anyplace Jail	3233570003	Prepay Station to Station	Local Calls (Primary)	2	20	$7.77
LC01	Anyplace Jail	3233570004	Calling Card Station-to-Station	Intrastate Intra-LATA	1	6	$3.81
LC01	Anyplace Jail	3233570004	Calling Card Station-to-Station	Local Calls (Alternate)	2	65	$15.17
LC01	Anyplace Jail	3233570004	Calling Card Station-to-Station	Local Calls (Primary)	11	110	$44.00
LC01	Anyplace Jail	3233570004	Collect Station to Station	Interstate Inter-LATA	2	15	$21.25
LC01	Anyplace Jail	3233570004	Collect Station to Station	Intrastate Intra-LATA	7	20	$25.88
LC01	Anyplace Jail	3233570004	Collect Station to Station	Local Calls (Primary)	32	303	$125.23

Phone Usage Report

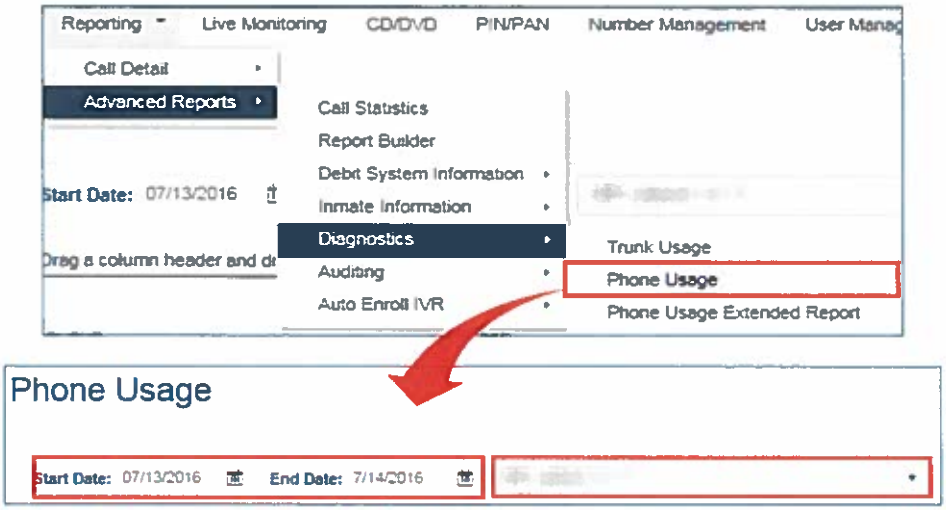
Call Volume by Phone

The **Phone Usage** reports are advanced reports that display phone usage in summary and detailed levels.

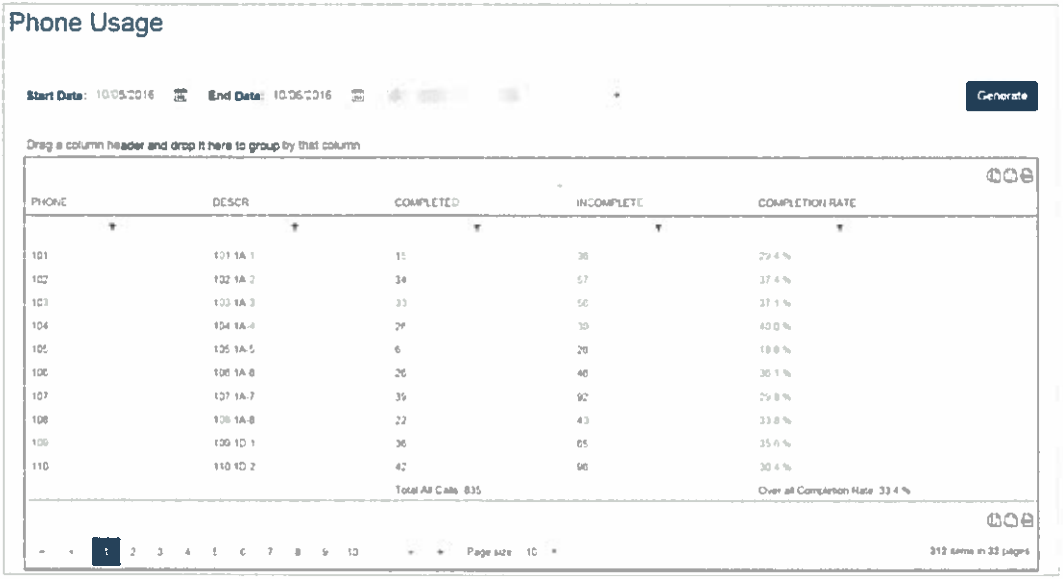
Phone Usage - Displays number of complete and incomplete calls for each phone and the completion percentage rate for each phone for the selected date range.

Extended Phone Report - Provides a breakdown of phone usage by the hour for the selected date range. Users can filter the report on minutes, percent, minutes and percentage, call volume (when call volume is selected, users can also select to include incomplete calls).

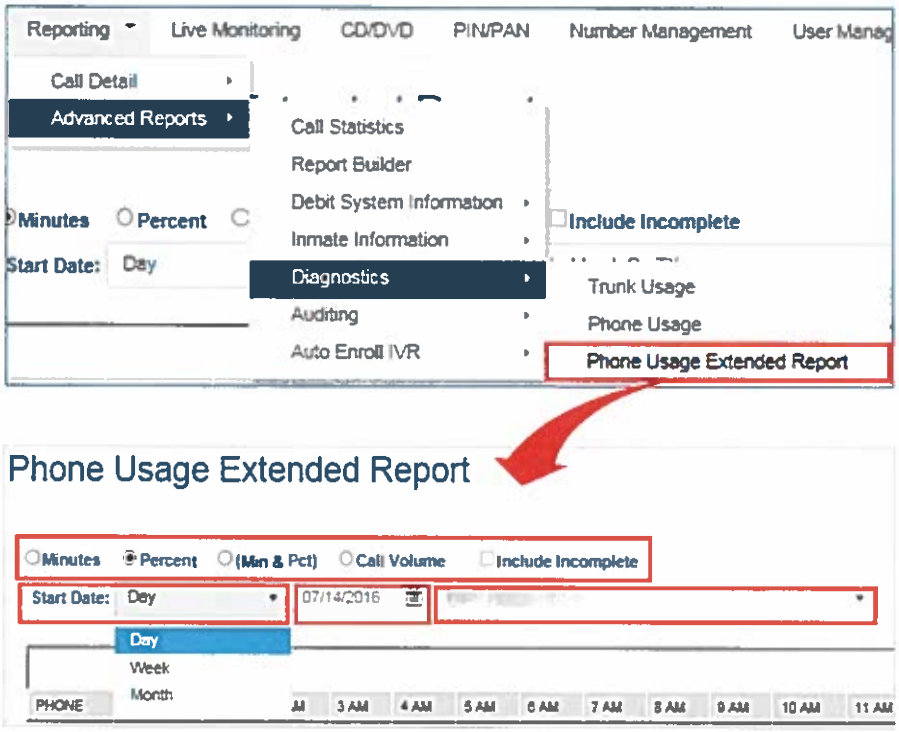
Phone Usage Report



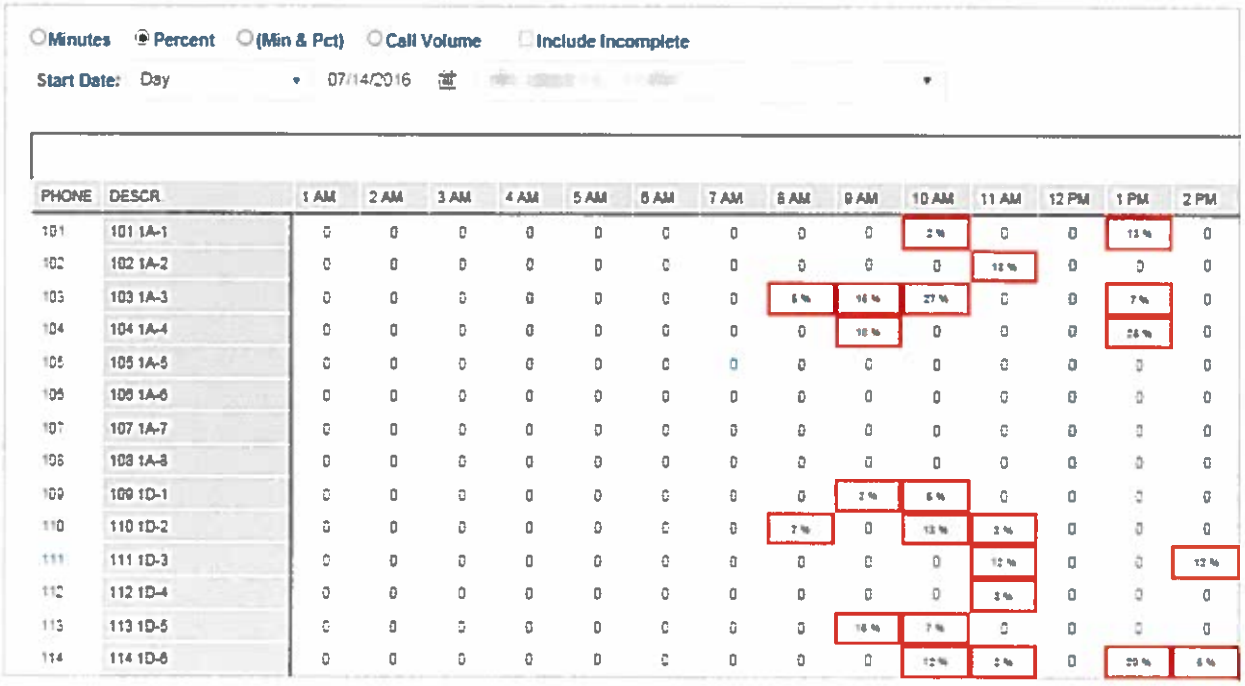
SAMPLE: Following is a sample of the generated report.



Extended Phone Report



SAMPLE: Following is a sample of the generated report, in this case **Percent** usage over the **Day** of **Date** July 14.



Example Video Visitation Reports

Visitation Activity Report

10/01/2014 10:00 AM - 10/01/2014 4:00 PM

Option(s): None
Visitation Center(s): All
Housing(s): Unit C

10/01/14 11:00 AM

Conformation #: 320 **Status:** Completed **Visitation Time:** 10/01/14 11:00 AM-11:15 AM

Inmate ID	Inmate Name	Inmate Station	Inmate Housing
123414	John Doe	Face to Face Station 2	Housing Unit C

Visitation Center	Visitor Station
Face to Face Visit at Main	Face to Face Station 2

Visitor ID	Visitor Name	Relationship to Inmate	Check-in Time	Check-out Time
DN21-10	Reba Doe	Wife	11:00 AM	11:15 AM

Conformation #: 325 **Status:** Completed **Visitation Time:** 10/01/14 11:00 AM-11:30 AM

Inmate ID	Inmate Name	Inmate Station	Inmate Housing
123445	Jack Smith	Station 3	Housing Unit C

Visitation Center	Visitor Station
30-Minute at Home	VisAnywhere

Visitor ID	Visitor Name	Relationship to Inmate	Check-in Time	Check-out Time
DN20-17	Jerry White	Friend	11:00 AM	11:30 AM

Conformation #: 319 **Status:** Cancelled **Visitation Time:** 10/01/14 11:00 AM-11:30 AM

Inmate ID	Inmate Name	Inmate Station	Inmate Housing
123405	Jackson Jones	N/A	Housing Unit C

Visitation Center	Visitor Station
30-Minute at Home	VisAnywhere

Visitor ID	Visitor Name	Relationship to Inmate	Check-in Time	Check-out Time
DN20-05	Victor Jones	Uncle		

Visitation Statistics by Month

Date Range: 2013/11/01 **to** 2014/01/16 **Options:** None
Centers: All
Housings: All

Month	Number of Visits*	Percent (%)
Year 2013		
November	12	32.43%
December	5	13.51%
Total Year 2013	17	45.95%
Year 2014		
January	20	54.05%
Total Year 2014	20	54.05%
Grand Total	37	100%

***Number of Visits include the visits in assigned, completed, confirmed, error, reassigned, running, pending or warning**

Billing Statistics by Housing

Date 11/01/201 - 01/16/2014
Options: Visitation Charge Settled

Housing	Visits	Visitation Charge
Housing Unit A	2	$18.00
Housing Unit B	47	$564.00
Housing Unit C	0	$0.00
Grand Total	49	$582.00
Net Amount		$291.00

Billing Statistics by Month

Date 11/01/201 - 01/16/2014
Options: Visitation Charge Settled

Month	Visits	Visitation Charge
November	46	$546.00
December	0	$0.00
January	3	$36.00
Grand Total	49	$582.00
Net Amount		$291.00

Billing Statistics by Week

Date Range: 11/01/2013 - 01/16/2014

Week Beginning	Visits	Visitation Charge	Stamps	Stamp Purchase	Total Amount
2013/10/27	0	$0.00	0	$0.00	$0.00
2013/11/03	0	$0.00	0	$0.00	$0.00
2013/11/10	46	$546.00	0	$0.00	$546.00
2013/11/17	0	$0.00	0	$0.00	$0.00
2013/11/24	0	$0.00	0	$0.00	$0.00
2013/12/01	0	$0.00	0	$0.00	$0.00
2013/12/08	0	$0.00	0	$0.00	$0.00
2013/12/15	0	$0.00	0	$0.00	$0.00
2013/12/22	0	$0.00	0	$0.00	$0.00
2013/12/29	0	$0.00	0	$0.00	$0.00
2014/01/05	3	$36.00	0	$0.00	$36.00
2014/01/12	0	$0.00	0	$0.00	$0.00
Grand Total	49	$582.00	0	$0.00	$582.00
Net Amount					$291.00

Billing Audit Log

Transaction(s) included: Charge Collected / Voided / Refunded
Invoice type(s) included: Visitation / Stamps
Transaction date range: 11/01/2013 - 01/16/2014

Charge Collected

Invoice No.	Transaction Date	Transaction ID	Amount ($)	Billing Account	Visitor ID
V279	11/14/13	2195985601	$12.00	xxxx1111 Visa	DN2I-10
V280	11/14/13	2195985623	$12.00	xxxx1111 Visa	DN2I-10
V281	11/14/13	2195985637	$12.00	xxxx1111 Visa	DN2I-10
V282	11/14/13	2195985650	$12.00	xxxx1111 Visa	DN2I-10
V286	11/14/13	2196031747	$12.00	xxxx1111 Visa	DN2I-10
V287	11/14/13	2196284893	$12.00	xxxx1111 Visa	DN2I-10
V288	11/14/13	2196284907	$12.00	xxxx1111 Visa	DN2I-10
V289	11/14/13	2196284925	$12.00	xxxx1111 Visa	DN2I-10
V290	11/14/13	2196284943	$12.00	xxxx1111 Visa	DN2I-10
V291	11/14/13	2196284956	$12.00	xxxx1111 Visa	DN2I-10
V292	11/14/13	2196284979	$12.00	xxxx1111 Visa	DN2I-10
V295	11/14/13	2196470969	$12.00	xxxx1111 Visa	I6TR-14

V368	11/14/13	2201488155	$12.00	xxxx1111 Visa	DN2I-10
V370	11/14/13	2201707813	$12.00	xxxx1111 Visa	22J3-33
V369	11/14/13	2201644231	$12.00	xxxx1111 Visa	DN2I-10
V379	1/6/14	2204282989	$12.00	xxxx1111 Visa	DN2I-10
V380	1/6/14	2204282993	$12.00	xxxx1111 Visa	DN2I-10
V381	1/6/14	2204282998	$12.00	xxxx1111 Visa	DN2I-10
Transaction Count	49	**Total Amount**	$582.00		

1.13 Disclose and explain the vendor's policy on payment of commissions. Please include when commissions are paid and the time period covered in the commission statement. For example, state the date the BCSO will receive a commission payment during a set period of time and any interest paid on late payments.

GTL acknowledges and understands.

GTL's inmate call billing system is programmed to run on a 26th through 25th day billing cycle "month". Commissions are paid on a monthly basis. Our standard reconciliation and quality control processes ensure that commissions for calls during a billing period are paid no later than 30 days after the calendar month in which the billing period ends.

1.14 The commission offered to the BCSO must be based on the total for all services charged as sent to billing and collection with no deductions for fraud, bad debt, uncollectible or unbillable calls. Vendors must take note of this requirement in their revenue pro forma's and provide a commission based on projected gross billables: Failure to pay the BCSO accurate commissions based on gross billables, on a regular, monthly basis will be grounds for the BCSO to cancel, without penalty, any contract executed as a result of this RFR.

GTL acknowledges and understands.

There are no deductions of any kind taken from the gross revenue from inmate calls prior to the calculation of BCSO's commission amount.

The BCSO's commission amount is calculated by multiplying the total gross amount charged at the agreed upon rates for the number of billable minutes, for all completed inmate calls during the billing period, by BCSO's agreed upon commission percentage.

Total Gross Revenue X Commission Percentage = Commission Amount

1.15 The vendor will be responsible for all billing disputes, claims or liabilities that may arise from this contract.

GTL acknowledges and understands.

GTL's Customer Service personnel are well versed in the functions of our Inmate Telephone System, public payphones, and are skilled in handling questions, complaints, billing disputes and adjustments. In the instance of billing disputes, our Billing and Collections Department works closely with the local exchange company to ensure accurate adjustments are made to bills and/or refunds are issued in a timely manner. Any issue that cannot be readily resolved by the call center representative is quickly brought to the attention of a Billing Department Supervisor. Escalated issues or complaints that cannot be quickly resolved by Billing Supervisors are passed to a Priority Billing Customer Service group for handling. The Priority Billing Customer Service group resolves 95% of all issues within 48 hours. Severe issues are passed to the Billing Services management team for immediate resolution.

1.16 Billing charges must begin at the time the calling party is connected and the called party accepts the call. Charges must be terminated when either party hangs up. Incomplete calls, such as network intercept recordings, busy signals, no answers, refusal of calls, etc., must not be billed.

GTL acknowledges and understands.

GTL's Inmate Telephone System does not charge for unanswered or unaccepted calls. Billing begins only after the called party has positively accepted the inmate's call. Billing stops when either party hangs up or when the call is terminated by the system for reasons such as: the specified time limit has expired or the system detects potentially fraudulent activity.

1.17 The vendor will be required to submit monthly commission reports that include, at a minimum, the number of calls separated into Local, InterLATA, IntraLATA, Intrastate, Interstate, and International calls; the total minutes by Local, InterLATA, Intrastate, IntraLATA, Interstate, and International totals; the total amounts billed; commission rates; and commission payments. A sample of the proposed commission report must be submitted with your proposal.

GTL acknowledges and understands.

Monthly Commission Report

GTL provides commission reports in any format requested by BCSO. We traditionally offer reports that show calls, minutes, revenue, and commission due; with data segmented by call type and by collect, prepaid, debit, and international region. Following is an example of such a report for a single facility.

Call Type	Number of Calls	% Total Calls	Minutes	% Total Minutes	Revenue	% Total Revenue	Commission Rate	Total Commission
Collect Local								
Collect Intrastate Intralata								
Collect Intrastate Interlata								
Collect Interstate Interlata								
Debit Puerto Rico & Virgin Islands								
Debit (Non US) Carribbeans								
Debit Intrastate Intralata								
Debit Intrastate Interlata								
Debit Interstate Interlata								
Debit Canada								
Advance Pay Local								
Advance Pay Intrastate Intralata								
Advance Pay Intrastate Interlata								
Advance Pay Interstate Interlata								
Sum:								

Monthly Revenue Reports

The standard monthly Revenue by Phone report shows the number of calls, minutes, and revenue with details and totals for individual inmate telephones and grand totals for all telephones in the report.

Custom Monthly Revenue Reports

There is no charge for customized reports. When required or desirable, GTL provides revenue data and reports at our secure Internet FTP Site which can be accessed by authorized BCSO staff from on-site system workstations or from authorized computers at remote locations. Custom reports can be formatted depending on BCSO's preference: comma separated value text files, Excel worksheets, or portable document formatted (.pdf) files.

Following are examples of the types of reports that are available to authorized BCSO personnel from GTL's secure ***Internet FTP* site**. Our flexible report system is currently configured to provide over one hundred (100) different kinds of reports based on information available in a facility's call detail records. GTL customizes reports as needed to meet the need.

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		6619420009	154	937	$598.33
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		6619420011	214	1788	$909.28
		6619420012	20	114	$82.45
		6619420013	36	344	$155.88
		6619420015	68	728	$296.41
		6619420016	45	331	$190.35
		6619420017	31	571	$184.53
		6619420020	1	2	$3.50
		6619420021	26	60	$90.56
		6619420022	150	1271	$613.24
		6619420025	48	562	$208.14
		6619420026	34	519	$164.21
		6619420027	28	371	$157.19
		6619420028	9	57	$35.60
		6619420029	1	14	$5.39
		6619420030	7	135	$43.35
		6619420032	8	119	$42.47
		6619420038	13	270	$90.56

6619420039	67	933	$316.24
6619420040	160	1730	$705.38
6619420041	20	209	$91.27
6619420042	64	1039	$323.85
6619420043	110	1982	$564.19
6619420044	18	228	$75.48
6619420045	25	163	$101.80
6619420046	138	994	$539.74
6619420047	112	736	$497.22
Site Totals:	**2210**	**22584**	**$9,695.07**

Anyplace Jail

Monthly Totals by Station and Call Type - February 20YY

Site ID	Site Name	Station #	Calltype	Ratetype	Calls	Minutes	Revenue
LC01	Anyplace Jail	3233570001	Calling Card Station-to-Station	Local Calls (Primary)	3	22	$11.28
LC01	Anyplace Jail	3233570001	Collect Station to Station	Interstate Inter-LATA	2	9	$15.91
LC01	Anyplace Jail	3233570001	Collect Station to Station	Intrastate Inter-LATA	1	1	$3.69
LC01	Anyplace Jail	3233570001	Collect Station to Station	Intrastate Intra-LATA	3	21	$11.94
LC01	Anyplace Jail	3233570001	Collect Station to Station	Local Calls (Alternate)	3	4	$10.31
LC01	Anyplace Jail	3233570001	Collect Station to Station	Local Calls (Primary)	17	72	$60.29
LC01	Anyplace Jail	3233570001	Prepay Station to Station	Local Calls (Alternate)	1	3	$3.52
LC01	Anyplace Jail	3233570002	Calling Card Station-to-Station	Intrastate Inter-LATA	5	26	$29.62
LC01	Anyplace Jail	3233570002	Calling Card Station-to-Station	Local Calls (Primary)	9	62	$33.48
LC01	Anyplace Jail	3233570002	Collect Station to Station	Intrastate Intra-LATA	8	71	$33.76
LC01	Anyplace Jail	3233570002	Collect Station to Station	Local Calls (Alternate)	10	32	$37.21

LC01	Anyplace Jail	3233570002	Collect Station to Station	Local Calls (Primary)	35	256	$131.40
LC01	Anyplace Jail	3233570003	Calling Card Station-to-Station	Intrastate Inter-LATA	1	2	$3.94
LC01	Anyplace Jail	3233570003	Calling Card Station-to-Station	Local Calls (Primary)	13	166	$55.24
LC01	Anyplace Jail	3233570003	Collect Station to Station	Interstate Inter-LATA	3	18	$27.87
LC01	Anyplace Jail	3233570003	Collect Station to Station	Intrastate Inter-LATA	1	9	$9.21
LC01	Anyplace Jail	3233570003	Collect Station to Station	Intrastate Intra-LATA	12	113	$56.72
LC01	Anyplace Jail	3233570003	Collect Station to Station	Local Calls (Alternate)	17	80	$65.48
LC01	Anyplace Jail	3233570003	Collect Station to Station	Local Calls (Primary)	63	491	$239.98
LC01	Anyplace Jail	3233570003	Prepay Station to Station	Intrastate Intra-LATA	1	3	$3.72
LC01	Anyplace Jail	3233570003	Prepay Station to Station	Local Calls (Primary)	2	20	$7.77
LC01	Anyplace Jail	3233570004	Calling Card Station-to-Station	Intrastate Intra-LATA	1	6	$3.81
LC01	Anyplace Jail	3233570004	Calling Card Station-to-Station	Local Calls (Alternate)	2	65	$15.17
LC01	Anyplace Jail	3233570004	Calling Card Station-to-Station	Local Calls (Primary)	11	110	$44.00
LC01	Anyplace Jail	3233570004	Collect Station to Station	Interstate Inter-LATA	2	15	$21.25
LC01	Anyplace Jail	3233570004	Collect Station to Station	Intrastate Intra-LATA	7	20	$25.88
LC01	Anyplace Jail	3233570004	Collect Station to Station	Local Calls (Primary)	32	303	$125.23

1.18 There shall be no costs to the BCSO at any time during the life of the contract awarded pursuant to this RFR.

GTL acknowledges and understands.

1.19 The vendor must list any other charges or revenues that are associated with the system.

GTL acknowledges and understands.

GTL has provided all pricing and offer information ion the Commission Proposal volume.

2. Equipment and Services

Vendors must provide all hardware and software, including installation, system maintenance and upgrades, FREE OF COST to the BCSO throughout the term of the contract and any contract renewals.

All directions, specifications and recommendations by manufacturers for connection, handling, storing, adjustment and operation of their equipment shall be complied with; responsibility for proper performance shall continue to rest with the successful bidder.

GTL acknowledges and understands.

3. Ownership of Furnishings & Equipment:

The awarded vendor shall maintain a current inventory list of all parts and equipment that it owns and is used on site at the Barnstable County Correctional Facility. The inventory list will be provided to the BCSO point of contact for inspection and

BCSO on site inventory control. All on site equipment must be approved by BCSO security personnel prior to introduction at the BCCF.

GTL acknowledges and understands.

4. Alternatives:

A response which fails to meet any material term or condition of the RFR, including the submission of required attachments may lose points or be deemed unresponsive and disqualified. Unless otherwise specified, Vendors may submit bids proposing alternatives which provide equivalent, better or more cost effective performance than achievable under the stated RFR specifications. These alternatives may include related Commodities or Services that may be available to enhance performance during the period of the Contract.

The response should describe how the proposed alternative achieves substantially equivalent or better performance to that required by the RFR specifications. The BCSO will determine if a proposed alternative method of performance achieves substantially equivalent or better performance.

The goal of this RFR is to provide the best value of Commodities and Services to achieve the procurement goals of the BCSO. Vendors that propose discounts, uncharged Commodities and Services or other benefits in addition to the RFR specifications may receive a preference or additional points under this RFR.

GTL acknowledges and understands.

5. Brand Name or Equal:

Unless otherwise specified in this RFR, any reference to a particular trademark, trade name, patent, design, type, specification, producer or supplier is not intended to restrict this RFR to any manufacturer or proprietor or to constitute an endorsement of any good or service, and the BCSO may consider clearly identified offers of substantially equivalent response to such reference.

GTL acknowledges and understands.

6. Tax Exempt:

The Barnstable County Sheriff's Office and the Commonwealth of Massachusetts are tax exempt entities. Tax exemption certificates will be furnished to successful Vendor as required.

GTL acknowledges and understands.

7. **Delivery & Installation Scheduling:**

7.1 Installation of Vendor's inmate communication system equipment shall be coordinated with the BCSO in order to maintain continuity of daily operations of the Barnstable County Correctional Facility. The Vendor is required to schedule all work with the BCSO Point of Contact and agrees to schedule such installation work during weekend or evening hours if so requested by the BCSO. Vendor shall coordinate and schedule all installation work in order to minimize disruption to BCCF operations and to minimize noise, dust, dirt and service interruptions. Vendor is responsible for the daily removal of all installation materials and equipment as required to maintain a safe and secure facility for facility operations.

GTL acknowledges and understands.

7.2 In the event of a foreseeable disruption to BCSO operations, the Vendor must request BCSO authorization to perform such installation work a minimum of 48 hours prior to the scheduled work and shall not proceed until said authorization is granted by the BCSO.

GTL acknowledges and understands.

7.3 It is the policy of the Barnstable County Correctional Facility to prevent the use of tools for escape attempts or to manufacture weapons. All tools will be inventoried prior admittance into the BCCF, when in use and when departing the secure building/secure perimeter.

GTL acknowledges and understands.

7.4 All deliveries and installation work of tangible products and supplies shall be during regular BCCF working hours, usually 8:00 a.m. to 4:00 p.m., Monday through Friday unless otherwise agreed to by the BCSO. Changes thereto may be granted with written approval of the BCSO. Work required to be performed after working hours or on Saturdays, Sundays, legal holidays, or BCSO designated holidays shall be consistent with contractual obligations and agreed to by both the Vendor and the BCSO. The Vendor shall obtain approval from the BCSO for performance of work after regular working hours or non-regular workdays at least 24 hours prior to the commencement of any work to be performed.

GTL acknowledges and understands.

7.5 The Vendor shall be responsible for the delivery of equipment in first class condition at the point of delivery, and in accordance with good commercial practice. Vendors will also be responsible for the removal of all package material from the premises.

GTL acknowledges and understands.

7.6 Items provided and/or installed by Vendor must be strictly in accordance with those contained in the contract award.

GTL acknowledges and understands.

F. GENERAL INFORMATION

1. Vendor Communications:

Vendors are prohibited from communicating directly with any employee of the Procuring Department and any member of the BCSO except as specified in this RFR, and no other individual BCSO employee or representative is authorized to provide any information or respond to any question or inquiry concerning this RFR. Vendors may contact the person identified on the cover of this RFR in the event this RFR is incomplete.

GTL acknowledges and understands.

2. Written Inquiries:

Vendors may submit written Inquiries concerning any part or attachment of this RFR. Written Inquiries regarding issues outside of the scope of this RFR will not be considered. All inquiries **must** be submitted, by the required date and time listed in the aforesaid Procurement Calendar, to the contact listed on the cover page of this RFR via electronic mail (e-mail) only. **No other manner of submission will be accepted.** The BCSO will provide written responses to all written inquiries received by the required due date. Responses will not identify the inquiry by Vendor.

The Vendor is responsible for **confirming receipt** of its written inquiries with Sharon Rogers, Procurement Officer, Barnstable County Sheriff's Office at srogers@bsheriff.net.

GTL acknowledges and understands.

3. Conflict of Interest:

No officer or employee of the Commonwealth of Massachusetts or the Barnstable County Sheriff's Office shall participate in any decision relating to any contract which would affect their financial or personal interest or the interest of any corporation, partnership, sole proprietorship or association in which they are directly or indirectly interested.

GTL acknowledges and understands.

4. **Political Activity Prohibited:**

No services or products to be provided by any vendor shall be used for any partisan political activity or to further the election or defeat of any candidate for public office.

GTL acknowledges and understands.

5. **Public Records:**

All responses and information submitted in response to this RFR are subject to the Massachusetts Public Records Law, M.G.L., Chapter 66, §10, and to Chapter 4, § 7, Subsection 26. Any statements in the Vendor's bid inconsistent with these statutes shall be disregarded.

GTL acknowledges and understands.

6. **Jurisdiction:**

Any contracts awarded as a result of this Request for Response shall be construed under the laws of the Commonwealth of Massachusetts. The successful vendor and any of its agents, successors or assigns thereof agree to bring any federal or state legal proceeding arising from any such contract in which the Barnstable County Sheriff's Office and/or of the Commonwealth of Massachusetts is a party to, in a court of competent jurisdiction within the Commonwealth of Massachusetts. This section shall not be construed to limit any rights any party may have to intervene in any action in any court or wherever pending in which the other is a party.

GTL acknowledges and understands.

7. **Severable Sections Do Not Affect Entire Contract:**

If any provision of the Request for Response or any subsequent contract is declared or found to be illegal, unenforceable or void, then both parties shall be relieved of all obligations under the provision. The remainder of the Request for Response and any subsequent contract shall remain in full force and effect and enforceable to the fullest extent provided by law.

GTL acknowledges and understands.

8. ***Force Majeure:***

Neither the Barnstable County Sheriff's Office nor the successful vendor shall be liable to the other, nor deemed to be in breach of any contract resulting from this Request for Response for failure or delay in rendering performance arising out of causes factually beyond its control and without its fault or negligence. Such causes may include, but are not limited to, Acts of God or the public enemy, wars, fires, flood, epidemics, quarantine restrictions, strikes, unforeseen freight embargos or unusually severe weather. Dates or times of performance shall be extended to the extent of delays excused by this section, provided that the party whose performance is affected notifies the other party promptly of the existence and nature of such a delay. It is agreed that since the performance dates of the subject contract are of the essence and important to the implementation of essential Barnstable County Sheriff's Office work, continued failure to perform for periods aggregating 45 or more calendar days, even for causes beyond the control of the successful vendor, shall afford the Barnstable County Sheriff's Office the right to terminate any contract resulting from this Request for Response without assessment of termination costs or penalties.

GTL acknowledges and understands.

9. **Notices:**

Unless otherwise specified, any notice hereunder shall be in writing and shall be deemed delivered when given in person to either party or deposited in the U.S. Mail, postage prepaid and addressed to the persons indicated in any contract or as specified by amendment hereto.

GTL acknowledges and understands.

G. COMPLIANCE REQUIREMENTS:

1. **Federal, State and Local Laws:**

The successful vendor will comply with all applicable Federal, State and Local laws and regulations.

GTL acknowledges and understands.

2. **Familiarity with Requirements:**

Vendors are to thoroughly familiarize themselves with the requirements of this Request for Response. Ignorance of the requirements will not relieve the vendor from any obligations or liabilities of any contract(s) issued as a result of this Request for Response.

GTL acknowledges and understands.

3. **Independent Party:**

Under this Request for Response, the successful vendor declares itself to be at all times acting and performing as an independent party and nothing in this Request for Response or any subsequent contract(s) is intended to constitute a partnership or joint venture between the vendor and the Barnstable County Sheriff's Office.

GTL acknowledges and understands.

4. **ADA, Regulatory Compliance and Standards:**

Vendors are expected to provide services and commodities that are in compliance with Section 504 of the Federal Rehabilitation Act of 1973, the Americans with Disabilities Act of 1990, the Telecommunications Act of 1996, and all successor federal and related legislation throughout the term of any contract resulting from this solicitation.

GTL acknowledges and understands.

5. **Publicity:**

Any Vendor awarded a Contract under this RFR is prohibited from selling or distributing any information collected or derived from the Contract, including lists of participating or eligible departments, employee names, telephone numbers, e-mail addresses, addresses or any other reports or information except as specifically authorized by the Sheriff.

GTL acknowledges and understands.

6. **Equal Opportunity:**

During the performance of this contract, the successful vendor agrees as follows:

a. The successful vendor will not discriminate against any employee or applicant for employment because of race, religion, color, sex or national origin, sexual orientation, which shall not include persons whose sexual orientation involves minor children as the sex object, genetic information or ancestry. The vendor will take affirmative action to ensure that applicants are employed and that employees are treated during employment without regard to their race, religion, color, sex, national origin or sexual orientation, which shall not include persons whose sexual orientation involves minor children as the sex object, genetic information or ancestry.

b. The successful vendor will comply with all provisions of Executive Order No. 11246 of September 24, 1975 and all of the rules, regulations and relevant orders of the Secretary of Labor.

GTL acknowledges and understands.

7. **Background Checks:**

All Vendor employees or subcontractors who will be on site must complete a background form and submit it to the BCSO for clearance prior to admittance to the facility. The BCSO, in its sole discretion, reserves the right to revoke the security clearance of any employee, contractor or Vendor, at any time, without prior notice.

GTL acknowledges and understands.

8. **Prison Rape Elimination Act (PREA):**

The Prison Rape Elimination Act (Public Law No. 108-79), enacted in 2003, supports the elimination and prevention of sexual assault and rape within corrections systems, mandates national data collection efforts, provides funding for program development and research, creates a national commission to develop standards and accountability measures and applies to all federal, state and local prisons, jails, police lock-ups, private facilities and community settings such as residential facilities.

The Barnstable County Sheriff's Office has zero tolerance towards the sexual abuse of inmates in its custody. All staff members, volunteers, and vendors are required to comply with Sheriff's Office policies regarding sexual misconduct, and to report any sexually abusive behavior to the Sheriff's Office staff immediately. Inmate employers are required to immediately report such behavior to the Superintendent.

The Vendor shall fully cooperate with the Sheriff's Office implementation of Public Law 108-79,

The Prison Rape Elimination Act (PREA) and the Sheriff's Office's implementation of the United States Department of Justice Prison Rape Elimination Act Prison and Jail Standards, 28 CFR 115 (May 17, 2012). Specifically, the Vendor shall comply with all Sheriff's Office policies and procedures and shall develop and implement protocols that are consistent and in accordance with the Sheriff's Office's current and future policies regarding staff sexual misconduct and other types of abusive sexual behavior.

The Vendor, as an extension of the Sheriff's Office, is responsible for full and complete compliance with the PREA Law and all standards contained in the PREA Prisons and Jails Standards issued by the Department of Justice.

The Vendor is responsible for ensuring that it is in full compliance with the PREA Law and all standards, and must achieve a 100% passing score on all PREA audits initiated by the Department, ACA, and/or any other entity.

Before hiring or promoting employees who may have contact with inmates, the Vendor, as an extension of the Sheriff's Office, shall abide by PREA requirements for hiring and promotions.

GTL acknowledges and understands.

9. Indemnification:

Any successful vendor, in exchange for entering into an agreement or contract resulting from this Request for Response, shall indemnify and hold harmless the Commonwealth of Massachusetts and the Barnstable County Sheriff's Office and all persons acting for or on behalf of either of them from all suits and claims against them, or either of them, arising from or occasioned by the use of any service, material, equipment or apparatus, or any part thereof, which infringes or is alleged to infringe on any patent rights. In case such service, material, equipment or apparatus, or any part thereof in any suit is held to constitute infringement, the successful vendor, within a reasonable time, will at its expense, and as the Barnstable County Sheriff's Office may elect to replace such material equipment or apparatus with non-infringing material, equipment or apparatus or remove the material, equipment or apparatus and refund the amounts paid therefore. Said indemnification includes reasonable attorney's fees related thereto.

Furthermore, any successful vendor in exchange for entering into any agreement or contract resulting from this Request for Response agrees to indemnify and hold harmless, release and forever discharge the Commonwealth of Massachusetts and the Barnstable County Sheriff's Office as well as their officers, agents and employees, their successors and assigns, from any and all manner of actions, suits, claims, demands, judgments, damages and liability in law and in equity which may arise or result from performance under this contract. This includes any discrimination, labor or employment claims against the successful vendor and/or the Commonwealth of Massachusetts and the Barnstable County Sheriff's Office and any and all manners of legal action brought against the successful Vendor and/or the Commonwealth of Massachusetts and the Barnstable County Sheriff's Office. Said indemnification includes reasonable attorneys' fees related thereto.

GTL acknowledges and understands.

10. Confidentiality:

By executing the State Contract and Terms and Conditions form, the awarded Vendor understands and agrees that the services being provided are for the benefit of the inmates currently housed in a secure facility. All Vendor employees or subcontractors must agree that they will not disclose any Confidential Information including but not limited to floor plans of the secure facility, information on Sheriff's Office security operations, operational details of security

system and similar information including but not limited to passwords, access codes, swipe cards and the like as other similar information that the Sheriff's Office considers and treats as confidential) to any person outside of Vendor's organization and shall only disclose Confidential Information within the organization and necessary third parties such as hospitals on a "need-to-know" basis, to individuals who have been apprised of the confidential nature of the information. The awarded Vendor shall treat the Confidential Information with the degree of care and security which would be afforded confidential and proprietary information by a loyal employee in a correctional facility or law enforcement agency.

The successful vendor will comply with all provisions of Executive Order No. 11246 of September 24, 1975 and the successful vendor acknowledges that in performance of any contract resulting from the Request for Response it may require or have access to "personal data" and become a "holder" of personal data as defined by M.G.L. c. 66A. The successful vendor shall comply with all laws and regulations relating to confidentiality and privacy, including but not limited to any rules and regulations of the Barnstable County Sheriff's Office. The successful vendor shall at all times recognize the Barnstable County Sheriff's Office's ownership of personal data and the exclusive right and jurisdiction of the Commonwealth and "data subjects" (as defined in Chapter 66A) to control the use of personal data. The successful vendor shall immediately notify the Barnstable County Sheriff's Office both -orally and in writing if any personal data in its possession is subpoenaed, improperly used, copied or removed by anyone except an authorized representative of the Barnstable County Sheriff's Office. The successful vendor shall cooperate with the Barnstable County Sheriff's Office in taking all steps as it deems advisable to enjoin misuse, regain possession and/or otherwise protect the Barnstable County Sheriff's Office's rights and the data subject's privacy. The successful vendor shall allow access to any personal data held in their possession solely to those employees of the Barnstable County Sheriff's Office who require such information in the performance of their occupational responsibilities. All personal data held by the successful vendor shall be delivered to the Barnstable County Sheriff's Office within fourteen (14) calendar days after termination of any contract resulting from this Request for Response. The successful vendor agrees to take reasonable steps to insure the physical security of such data under its control, including but not limited to fire protection, protection against smoke and water damage, alarm system, locked files, guards or other devices reasonably expected to prevent loss or unauthorized removal of manually held data, passwords, access logs, badges or other methods reasonably expected to prevent loss or unauthorized access to electronically or mechanically held data, limited terminal access, access to input documents and design provisions to limit use of personal data. The successful vendor agrees that it will inform each of its employees having any involvement with personal data or other confidential information, of the laws and regulations relating to confidentiality. The Barnstable County Sheriff's Office shall have access at all times to any data maintained pursuant to any contract resulting from this Request for Response, without the consent of the data subject. The successful vendor shall use personal data, and material derived from such data, only as necessary for the performance of the subject contract. Failure of the successful vendor to comply with the requirements of this section may be grounds for terminating any contract resulting from this Request for Response.

GTL acknowledges and understands.

11. **Anti-Boycott Warranty:**

During the term of any contract resulting from this Request for Response, neither the successful vendor nor any "affiliated company" as hereafter described, shall participate in or cooperate with an international boycott, as defined in section 999(b) (3) and (4) of the Internal Revenue code of 1954, as amended by the Tax Reform Act of 1986, or engage in conduct declared to be unlawful by sections 2 and 4 of Chapter 151E of the Massachusetts General Laws. As used herein, an "affiliated company" shall be any business entity or which at least 51% of the ownership interest is directly or indirectly owned by the successful vendor or by a person or persons or business entity or entities which directly own at least 51% of the ownership interest of the successful vendor.

GTL acknowledges and understands.

12. **Information Technology-Clarification Of Language In Section11. Indemnification Of The Commonwealth Terms And Conditions:**

Pursuant to Section 11. Indemnification of the Commonwealth Terms and Conditions, the term "other damages" shall include, but shall not be limited to, the reasonable costs the Commonwealth incurs to repair, return, replace or seek cover (purchase of comparable substitute commodities and services) under a contract. "Other damages" shall not include damages to the Commonwealth as a result of third party claims, provided, however, that the foregoing in no way limits the Commonwealth's right of recovery for personal injury or property damages or patent and copyright infringement under Section 11 nor the Commonwealth's ability to join the Vendor as a third-party defendant. Further, the term "other damages" shall not include, and in no event shall the Vendor be liable for damages for the Commonwealth's use of Vendor provided products or services, loss of Commonwealth records, or data (or other intangible property), loss of use of equipment, lost· revenue, lost savings or lost profits of the Commonwealth. In no event shall "other damages" exceed the greater of $100,000, or two times the value of the product or service (as defined in the contract scope of work) that is the subject of the claim. Section 11 sets forth the Vendor's entire liability under a contract. Nothing in this section shall limit the Commonwealth's ability to negotiate higher limitations of liability in a particular contract, provided that any such limitation **must** specifically reference Section 11 of the Commonwealth Terms and Conditions.

GTL acknowledges and understands.

13. **Emergency Standby for Commodities and/or Services:**

Due to a declaration of a state of emergency where the safety and wellbeing of Commonwealth citizens are at risk, the Barnstable County Sheriff's Office may request specific commodities and/or services from its Vendors. Vendors may be called upon to supply and/or deliver to the Barnstable County Sheriff's Office on a priority basis such commodities and/or services currently under contract. Such accommodations may be requested from a Vendor during an actual emergency.

GTL acknowledges and understands.

14. **Interfacing with Other Vendors:**

The Vendor **must** work in conjunction with any voice, data, video network or any other Vendor utilized by the Barnstable County Sheriff's Office or the current provider of our inmate phone system, to resolve technical issues that may arise during the BCSO's use of the Vendor's communications system thus eliminating the need for the Barnstable County Sheriff's Office to be a mediator in problem resolution

The Vendor **must** speak directly with any other party, if required by the Barnstable County Sheriff's Office or as the situation requires, ensuring the resolution of any issues that may arise by the timeframes detailed in the requirements of this RFR document. The Vendor is required to attend any Vendor meeting arranged by the Barnstable County Sheriff's Office to facilitate the resolution of a problem associated with the performance of this contract. Should the Vendor (or an assigned designee) fail to attend this meeting at the agreed upon date and time without sufficient notice (24 hours) to the Barnstable County Sheriff's Office, the Vendor shall be responsible for reimbursing the Barnstable County Sheriff's Office for any charges levied by other

Vendors for time expended for this missed meeting.

GTL acknowledges and understands. GTL agrees.

15. **Prime Vendors and Subcontractors:**

Prior approval of the BCSO is required for any subcontracted service of the contract. **If approved,** vendors are responsible for the satisfactory performance and adequate oversight of its subcontractors. Subcontractors are required to meet the same state and federal financial and program reporting requirements and are held to the same reimbursable cost standards as Vendors.

The BCSO requires a single point of contact for any contract resulting from this RFR. If subcontractors have been approved by the BCSO Vendor shall be responsible for meeting all of the terms of any contract resulting from this RFR and must accept full responsibility for any subcontractor's performance.

Further, if subcontractors are approved, Vendor **must** provide a list of all subcontractors, a description of each subcontractor's responsibility in regards to this contract and signed letters of agreement between the Vendor as the prime Vendor, and its subcontractor(s) identifying their responsibilities and their relationship to the prime Vendor. The prime Vendor must notify each individual account (BCSO) in writing the name of their subcontractor both initially and when a subcontractor is changed. If a subcontractor has filed for Chapter 11 Bankruptcy or Chapter 7 Bankruptcy, the prime Vendor also must notify the BCSO's contract manager. The notification must be written and must be within one week of the events noted above.

GTL acknowledges and understands. GTL agrees. Upon approval GTL will provide the list.

16. **Licensing:**

The Vendor **must** agree, in its response, that it will adhere to and be responsible for all permit and licensing requirements of the Commonwealth of Massachusetts and any local agencies that may be required during the term of this contract.

GTL acknowledges and understands. GTL agrees.

17. **Prevailing Wage**

The Vendor must agree, in its response, that it will adhere to all applicable Prevailing Wage Laws pursuant to Massachusetts General Laws Chapter 149 for any construction required for the installation of equipment and/or wiring or cabling required pursuant to this RFR, to include providing Prevailing Wage Report Sheets and Certifications forms for all employees providing installation services at the BCCF.

GTL acknowledges and understands. GTL agrees.

18. **Insurance**

The successful vendor, in addition to any insurance required by State or Local law, shall maintain in force during the term of any contract(s) issued as a result of this Request for Response, the following insurance issued by an insurance company licensed to do business in the Commonwealth of Massachusetts (if applicable):

a. Comprehensive general liability insurance in the minimum amount of $1,000,000.00 per occurrence and

$3,000,000.00 in the aggregate, annually

b. Worker's Compensation Insurance to cover all employees of the successful Vendor on the premises of the Commonwealth of Massachusetts and/or the Barnstable County Correctional Facility and/or the Barnstable County Sheriff's Office.

A Certificate of Insurance naming the Commonwealth of Massachusetts, the Barnstable County Correctional Facility, and the Barnstable County Sheriff's Office as certificate holders must be provided with the Contract executed by the successful Vendor receiving the award for this RFR.

GTL acknowledges and understands.

19. Bonds:

The successful vendor shall agree to provide the Awarding Authority with a Performance Bond issued by a surety company licensed by the Commonwealth of Massachusetts Division of Insurance in the amount of $100,000.00 upon execution of the subject Contract. The original Bond must be provided to the Awarding Authority prior to the start of any work at the site.

GTL acknowledges and understands. GTL agrees.

Value Added Features for BCSO

As the Corrections Innovation Leader GTL is able to serve the needs of Barnstable County by providing unique opportunities in regards to special value added features. To summarize, we've provided a simple checklist to show some of the features, products and services that GTL can offer.

No Cost Additional Value Added Offerings		
Investigative Features	✓	GTL Data IQ® Complete 3rd Party Integration Data Analysis

Negotiable Cost Value Added Offerings		
Investigative Features	✓	Location IQ® - Location Based Services
	✓	Phone IQ® - Phone Type Identification
Family & Friend Services	✓	GTL TouchPay® Deposit Kiosks
Inmate Services	✓	GTL TouchPay® Intake/Booking Kiosks
	✓	Flex® Link In-Pod Inmate Kiosks
		• Education Link – Educational Programs
		• Lexis/Nexis Law Library Access
		• VRS Video Relay Service
	✓	Inspire® Wireless Tablets
		• Inmate Calling
		• Streaming Music
		• Message Link – Electronic Messaging
		• Document Link – PDF Documents
		• Request Link – Inmate Requests
		• Grievance Link – Inmate Grievance Requests
		• Commissary Link – Commissary Ordering
		• Education Link – Educational Programs
		• LexisNexis Law Library Access
		• GTL Games
		• GTL Store – E-Books Center

No Cost - Additional Value Added Features

INVESTIGATIVE/SECURITY FEATURES – No Cost

GTL Data IQ® – Complete 3rd Party Integration Investigative Data Analysis

Turn Raw Data into Actionable Intelligence

GTL Data IQ® offers pre-built search queries and easily understood link diagrams by bringing simple solutions to complicated challenges, not only for Barnstable County facilities, but to law enforcement partners. "A picture is worth a thousand words" is never more evident than when presenting a case to the prosecuting attorney, who can easily follow the explanation while reviewing a visual diagram of activities.

This version of our exclusive GTL Data IQ contains all the power of integrating with GTL data sources PLUS the ability to integrate with any and all customer provided data sources that originate outside of GTL. In other words, this feature will allow Barnstable County authorized investigators to gather information from whatever source Barnstable County wishes to integrate with.

GTL provides a portfolio of solutions readily available to be digested within GTL Data IQ, providing Barnstable County with a state-of-the-art safety and security intelligence solution. Utilizing GTL's industry leading ITS, Visitation Scheduler, and Payment Services package, the Barnstable County facility will be well on their way in linking the communication channels and flow of money between offenders and the outside world.

Investigative Data Sources		
Information Source	GTL Data IQ	Others
Inmate Phone Calls	✓	✓
Billing Name and Address	✓	✓
Visitation Data	✓	✗
Financial Transaction Data	✓	✓
Jail Management System	✓	✗
Kiosk Data	✓	✗
Security Threat Groups	✓	✗
Incident Reports	✓	✗
Cell Phone Forensic Data	✓	✓
Public Information Data	✓	✗
Data Sources Unique to Facility	✓	✗

GTL Data IQ is offered exclusively by GTL which no other provider can offer to Barnstable County. This GTL full 3rd party integration version of our investigative solution provides vast capabilities unmatched by any other provider.

Negotiable Cost - Additional Value Added Features

INVESTIGATIVE/SECURITY FEATURES – Negotiable Cost

Location IQ® – Location Based Services

By using Location IQ®, Barnstable County investigators and authorized personnel have the ability to more efficiently and accurately identify the location of a mobile device that has accepted a call from your facility, offering both latitude/longitude coordinates and proximity to the given facility. In order to create more actionable intelligence for Barnstable County, Location IQ uses powerful and accurate

Carrier Tower and GPS location based services to access a called party's location regardless of the network or device type.

User Friendly and Efficient Operation - Through the GTL ITS platform's graphical user interface, Barnstable County investigators are provided a map showing the location of the phone in a readily accessible and usable format. As an added control feature, protocols can be implemented so that if a specific call is within a pre-established perimeter of the facility, the call can be blocked from connecting. Alternatively, investigators have the option of allowing the call to continue while monitoring and recording the call in real time.

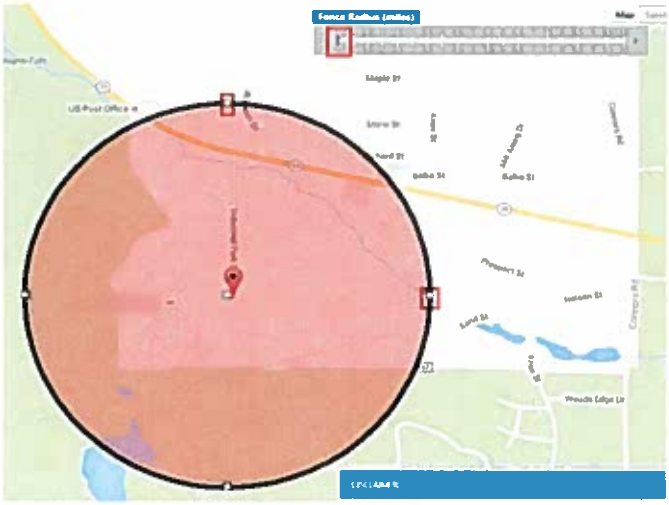
Features Include:

- GEO Coding and Mapping
- User Defined Adjustable GEO Fencing
- Notifications
- On-demand cell phone locations*

*Court order may be required

Location Based Services

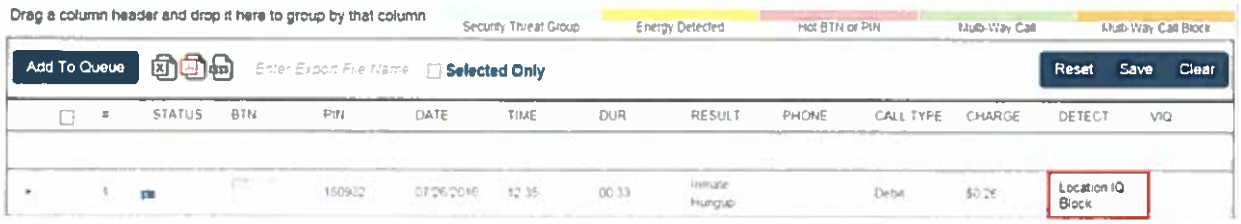
Location IQ allows authorized Barnstable County users to select the facility and define a GeoFence perimeter around that facility. Calls from the GTL ITS to cell phones within the GeoFence boundaries may be blocked. Users may establish a GeoFence perimeter around the facility from 0.5 to 10 miles and add an email alert to be notified when a call placed to a cell phone that has crossed a GeoFence boundary. Multiple GeoFences may be established.



Call Detail Reporting

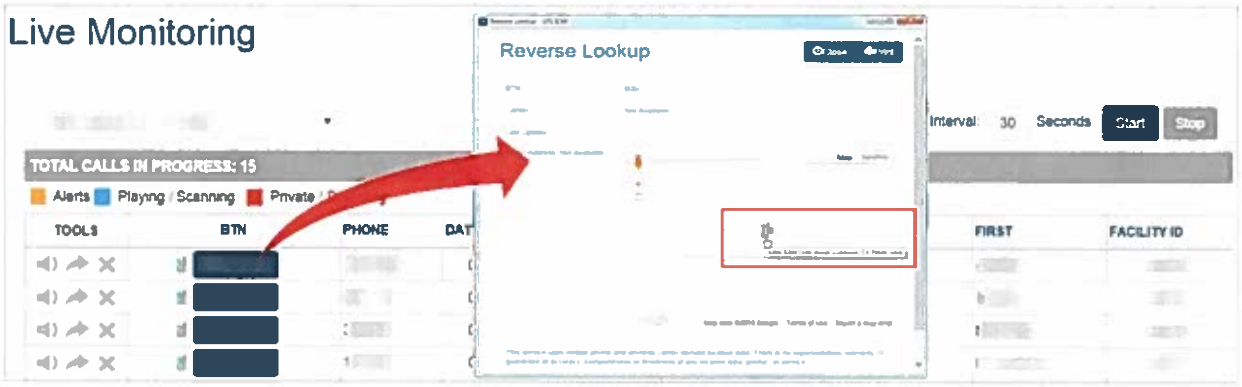
When Location IQ is enabled for a Barnstable County facility, users will be able to select the BTN link on the Call Detail Reporting Results screen to display the **Reverse Lookup** screen. The approximate locations of the called party's phone can be shown from the start of the call to the end of the call.

Barnstable County users can select Location IQ Block from the Stop Reasons drop-down list to search for calls that have been blocked by a GeoFence block. The Result column on the Call Detail Reporting Results screen will display Location IQ Block.



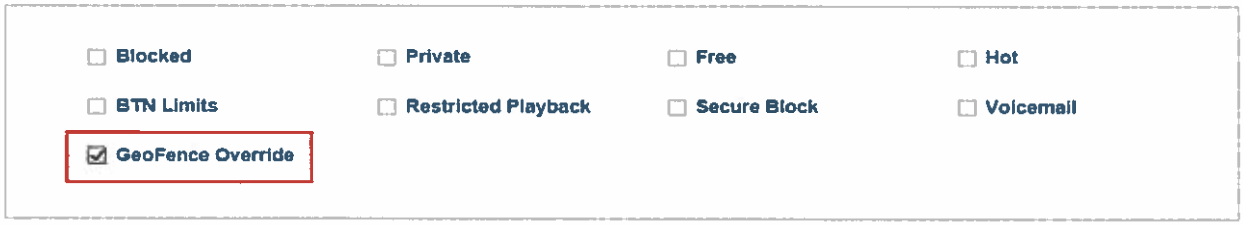
Live Monitoring

The Live Monitoring module provides Location IQ information about the calls in progress using the Reverse Lookup screen.



Number Management

Authorized Barnstable County users can flag a number for GeoFence Override in the Number Management module. If the GeoFence is set to block, any phone number set to GeoFence Override will be allowed to receive the call within the GeoFence boundary.



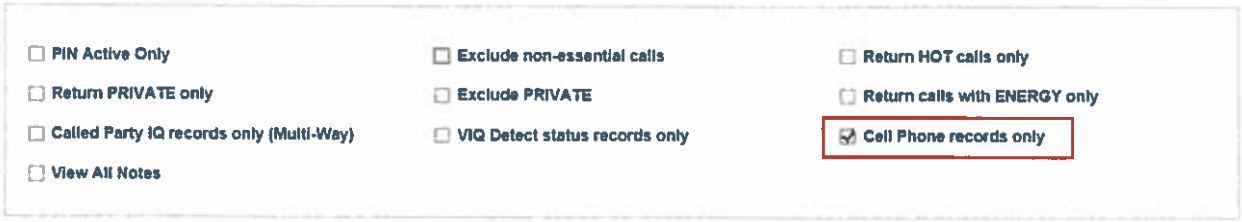
Phone IQ®

With GTL Phone IQ®, an icon is shown of the device type used to receive a call in the ITS user interface. The device type receiving the call is indicated in the BTN fields when viewing the *Call Monitoring* and *Call Detail Records* screens. The indicator shown on each of the screens will show the device as a cell phone, land line or unknown device type.

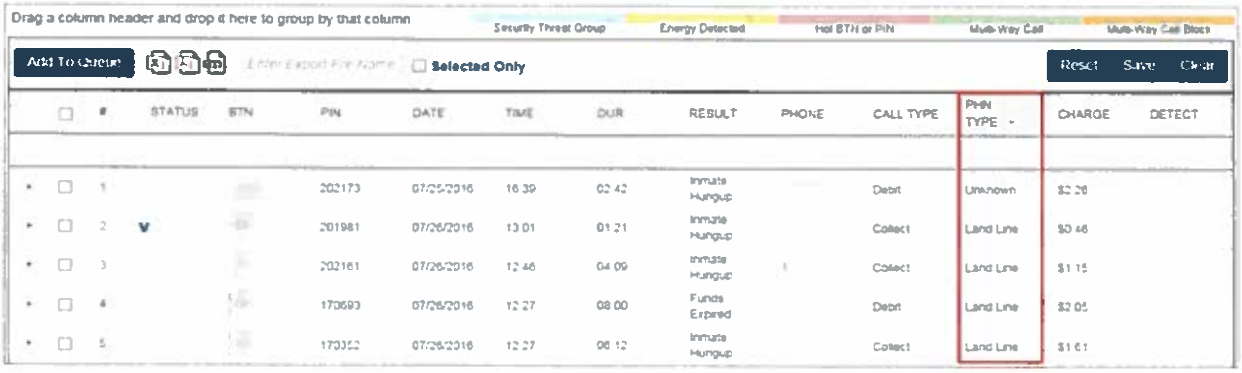
Phone Type Icons

Icon	Phone Type
	Unknown – The system could not determine the phone type.
	Landline – The system detected the BTN number as a landline.
	Cell Phone - The system detected the BTN number as a cell phone.

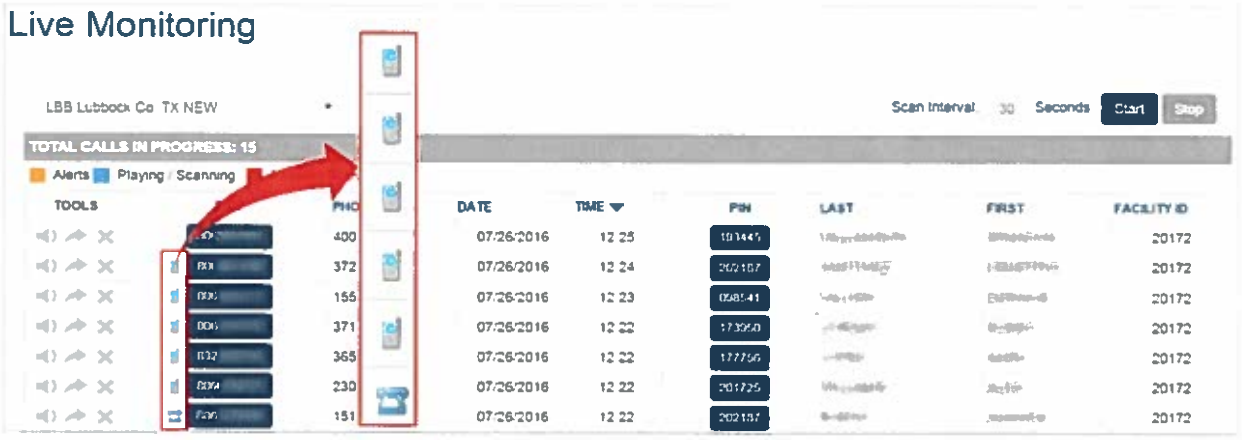
Investigators searching for call recordings in the Call Detail Reports screen apply a checkbox at the bottom of the screen. When checked, the CDR results will only return calls where the dialed number has been indicated as a Cell Phone.



Call Detail Reporting: The phone type will be displayed on the Call Detail Report results screen under the Phone Type column heading.



Live Monitoring: The Phone Type indicator will be displayed on the left-hand side of the BTN number on the Live Monitoring screen.



FAMILY AND FRIENDS SERVICES – Negotiable Cost

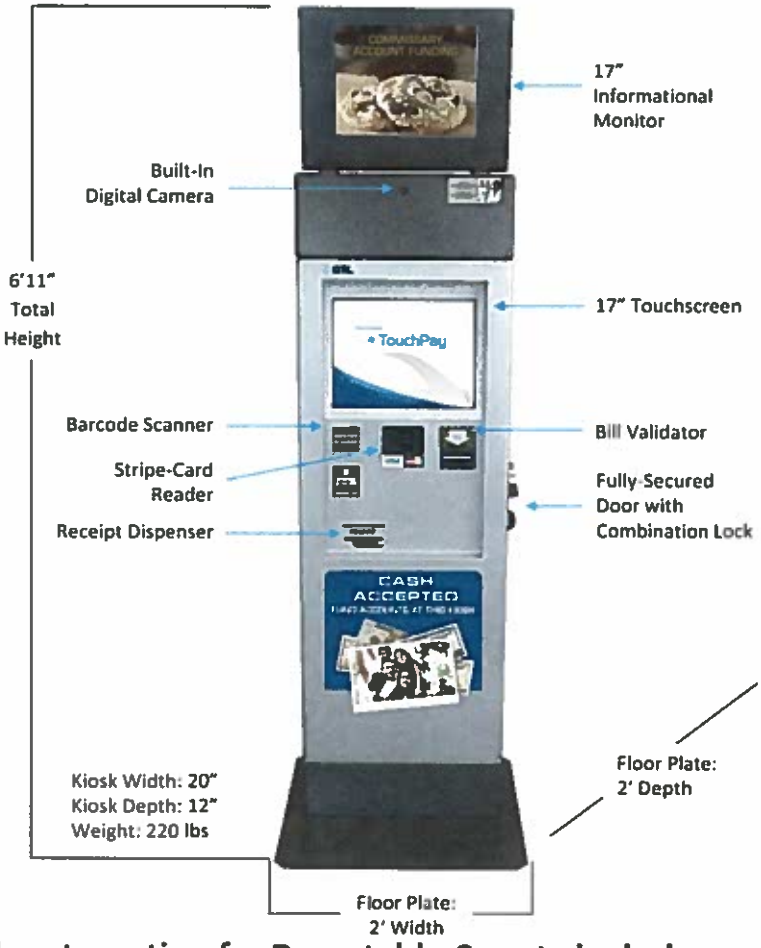
GTL TouchPay® Lobby Deposit Kiosk

GTL proposes our TouchPay® Lobby Deposit Kiosk to provide Barnstable County a variety of methods by which funds may be deposited including commissary accounts, inmate trust accounts and prepaid telephone accounts as well as functions such as cash or credit/debit card payments.

GTL's TouchPay Lobby Deposit Kiosk will accept cash as well as Visa and MasterCard credit/debit cards. Transactions are made in real time and operating the TouchPay kiosk is as easy as using an

ATM. With easy to follow step-by-step instructions, deposits to inmate accounts can be made in minutes.

GTL TouchPay Lobby Kiosk Specifications



Benefits of cash automation for Barnstable County include:

- It offers a convenient payment option for un-bankable and cash-only customers
- It increases collections and transaction revenues
- It provides extended payment hours with 24/7/365 availability
- It reduces facility cash handling, the need for management, facility liability, the need for back-office accounting, and the risks of misappropriation

GTL's TouchPay Lobby Kiosk is built with a rugged, all metal design, an impact-resistant touchscreen, and fully-secured door to withstand high-traffic environments and rigorous use.

FEATURES	BENEFITS
Accepts CASH—including $1 **Accepts Credit/Debit Cards**	- Provides options for un-bankable and cash-only customers—*not all kiosk vendors accept $1 bills*
24/7/365 Self-Service Turnkey Solution	- Includes installation, training, monitoring, service, cash pick up, marketing, customer support, and reporting—*requires no facility maintenance* - Allows employee time allocation to mission-critical tasks vs. cash-handling activities

Real-Time Transactions, Reporting, and Customer Service	-	Posts to account immediately - Provides immediate access to transaction records - Enables customer service to answer questions on a transaction, even if it just occurred
Multiple Payment Types Accepted	-	Increases efficiencies gained from automation - Streamlines all payment processing and reporting
Toll-Free Customer Service Number on Kiosk	-	Reduces customer inquiries to the facility
Bill Validator	-	Rejects counterfeit bills
Built-In Digital Camera	-	Increases auditing and investigative efforts with photo of each customer
Bilingual Touchscreen	-	Offers ease of use—as easy to use as an ATM
Barcode Scanner	-	Increases speed and accuracy of customer identification - Ensures data integrity
Receipt	-	Provides transaction record, which reduces disputes
17" Informational Monitor	-	Displays client logos, branding, messages, and information as requested by the client

Each kiosk takes a high-resolution photo of the customer during the transaction and provides a printed receipt once the transaction is complete. The receipt includes details of the transaction as well as GTL's toll-free Customer Support number. This information, along with transaction history and the option to print additional receipts, is available on our website through the Barnstable County-specific login, which only allows access to authorized users.

Canned messaging is another available feature that can be included on the kiosk. A list of facility-approved messages is loaded to the kiosk and available for friends and family members to select during their transaction. There is a fee for this add-on service, and it is an optional selection by the user. Inmates receive the message on their printed receipt which is available from the facility.

GTL's TouchPay kiosk can be programmed to accept many types of transactions, which allow the various departments of our clients to take advantage of all, or some of GTL's kiosk functions such as cash or credit/debit card payments. Transactions for each department can be set up as an independent order type so customers can make multiple payments to various departments while at the kiosk. TouchPay reconciles all payments and delivers the funds for each order type taken by ACH to the appropriate department's bank account.

All payment transactions are made through TouchPay Holdings, LLC d/b/a GTL Financial Services, wholly owned by GTL Corp.

Additional Payment Services

Although the GTL kiosk will already increase Barnstable County's operational efficiencies by removing the need to use the Cash Window to make deposits to inmate trust and inmate debit accounts (inmate debit is proposed in this proposal), it offers much more capabilities. This include the ability to bail / bond inmates via the kiosk and the ability to take a variety of new payments in many domains including courts, child support, municipal, and parole / probation.

MARKETS WE SERVE

PAYMENT AUTOMATION FOR GOVERNMENT AGENCIES

COURTS
Fines
Fees
Tickets
Child Support
Restitution
Collections

MUNICIPALITIES
Utilities
Permits
Fees
Parking

CORRECTIONS
Booking
Trust Accounts
Inmate Phones
Bail
Release Cards
Fees

PROBATION & PAROLE
Supervision
Program Fees
Drug Testing
Monitoring

OUR PORTALS: Kiosk • Web • IRV • Card Swipe Terminals • Retail Locations

Bail / Bond

The GTL Self-Release solution dramatically reduces the number of overnight stays and significantly decreases facility labor hours by providing a convenient release option. Using GTL's Self-Release program, the County can offer self-release solutions that incur NO COST to the County and expedite the release process. As with all GTL's deposit services, we guarantee the payment with no risk to the County.

As with other deposit services, the Lobby Kiosk provides an intuitive touch-screen process to identify the inmate and submit the bail / bond.

GTL's automated bail / bond service provides the County with:

- Lower cash handling, booking, processing and holding costs
- Convenient, real time funding alternatives to efficiently release offenders
- Lower costs than traditional options
- Reduced overnight stays
- Immediate e-mail notifications on release transactions and real time reporting to the County
- No payment risk to the County

- **Other Domain Payments**

The GTL Lobby Kiosk includes applications that will greatly expand the utility of the kiosk to the County. Far beyond utility for the Correctional Facility (commissary, trust, and inmate phone deposits), our kiosk will allow citizens to make payments in many other Government domains, including:

COURTS

Fines and Fees, Restitution, Tickets

CHILD SUPPORT

Child Support Payments, Court Ordered Payments

MUNICIPALITIES

Utilities, Courts, Licensing, Permits, Certificates, Records

PAROLE AND PROBATION

Fines, Restitution, Fees: Supervision, Drug Tests, Electronic Monitoring

Benefits of payments through the GTL Lobby Kiosk include:

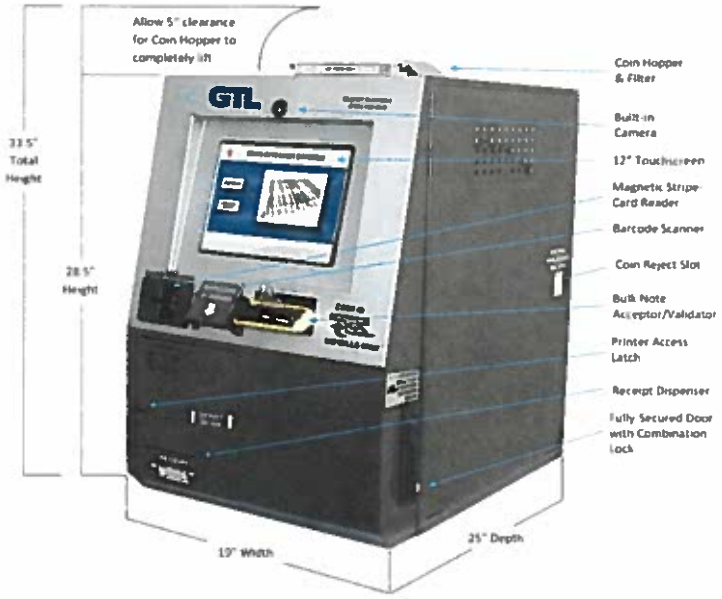
- Increase transaction revenues and collections
- Eliminate the costs associated with manual-payment processing and cash handling
- Reduce time spent on payment related customer care issues
- Allocate employees to mission-critical tasks rather than payment processing and cash management
- Access real-time, on-demand reports —complete with transaction details and customer photo

The payment services incur at a negotiable cost to the County.

INMATE SERVICES – Negotiable Cost

GTL TouchPay® Intake/Booking Kiosk

GTL proposes our TouchPay® Intake/Booking Kiosk to automate the counting, processing, and deposit of an arrestee's cash bills and coins in the Barnstable County facility intake/booking areas. Funds collected are deposited to the inmate's trust fund; available for commissary purchases during the inmate's incarceration.



The TouchPay Intake Kiosk was specifically designed to replace manual, time-consuming currency processing and cash-management activities. It can simultaneously count and process U.S. cash bills and coins, thus reducing the time, labor, and expense to manually process cash at booking. The kiosk rugged design is built with advanced technology to withstand the rigorous booking environment.

Our intake kiosk accepts and counts up to 30 bills and up to 300 coins at a time. Bulk bill and coin processing is unique to GTL's TouchPay Intake Kiosk. Competitor kiosks process only one coin and one bill at a time.

Features and benefits of the TouchPay Intake Kiosk are summarized as follows:

FEATURES	BENEFITS
Counts US cash bills and coins in BULK—up to 30 bills at a time and up to 300 coins per minute	- **Eliminates manual cash counting and management** - **Reduces offender booking time and intake congestion**

24/7/365 self-service turnkey solution	- Includes installation, training, monitoring, service, cash pick up, client support, and reporting - Requires no facility maintenance - Allows employee allocation to mission-critical tasks vs. cash-handling activities
Real-time transactions and reporting	- Posts to offender's account immediately - Provides immediate access to transaction records
Bulk-note feeder with fast-load bill tray	- Reads, validates, counts, and stacks notes securely - Rejects counterfeit currency
Barcode scanner	- Automates offender identification at booking - Eliminates manual entry and identification errors
Voice Alert Messaging	- Allows booked offender to notify friends and family of their arrest with a facility-approved message - Foster goodwill among facility, arrestee, friends and family
Impact-resistant touch screen operation	- Provides ease of use for arresting officers
Printed receipts	- Provides a transaction record, which is placed in offender's property bag

Additional Intake Kiosk features include:

Accepts $1, $2, $5, $10, $20, $50, and $100 US Currency **in bulk and in any order**
Locking coin tray
Coin rejection slot
Non-secured receipt paper access
Single-sided access for easier service and installation
Built-in digital camera—no additional equipment required for monitoring
Fully-secured door with combination lock for courier and maintenance service
Remote online monitoring by TouchPay for kiosk status and service
Courier services and all kiosk supplies provided by TouchPay

Upon each completed transaction, the kiosk prints receipts and takes a picture of the user. One receipt can be placed directly into the offender's property bag and the other processed per facility guidelines. Transaction history, user photo, and the option to print additional receipts are available on the TouchPay website through the Partner/Facility Login, which only allows access to authorized users.

All payment transactions are made through TouchPay Holdings, LLC d/b/a GTL Financial Services, wholly owned by GTL Corp.

Intake/Booking Countertop Terminal

The payment flow on the Countertop Terminal establishes the identity of the inmate by punching in the inmate ID number, scanning an ID card, or inputting the name and birth date. Once the inmate's identity is confirmed, a credit or debit card deposit is processed exactly as it is with the other payment portals that accept cards. The Countertop Terminal can also be used to load release cards for inmates being released.

The Countertop Terminal functions in conjunction with the Booking Kiosk proposed by GTL. By using the Countertop Terminal, the person being booked by Barnstable County has the option to add funds using a Credit/Debit card immediately to their JMS trust account. This allows the booked inmate to immediately be able to make Debit phone calls and order commissary items.

By allowing the inmate add funds via Credit/Debit card at booking using the Countertop Terminal allows Barnstable County to receive booking fees and other cost recoveries immediately upon an inmate being booked.

GTL is just beginning to deploy a new version of the Countertop Terminal that has touchscreen operation and an optical scanner along with a barcode scanner.

The new Countertop Terminal (PPS-100)

- Accepts Visa, MasterCard, Discover and American Express Credit/Debit Cards
- Has a touchscreen based interactive interface for users
- Has an electronic stripe reader and a barcode scanner
- Is simple to use without training
- Provides real-time account validation and consumer fraud protection
- Includes on-demand electronic reporting
- Provides real-time payment processing
- Provides instant customer receipts
- Seamlessly reconciles with all GTL automated payment portals

All payment transactions are made through TouchPay Holdings, LLC d/b/a GTL Financial Services, wholly owned by GTL Corp.

Inspire® Wireless Inmate Tablets

We are pleased to be able to offer Barnstable County our state-of-the-art wireless tablet solution featuring our **Inspire®** wireless tablet. GTL's Inspire wireless tablets were created exclusively for corrections facilities. This integrated product offering uses cutting-edge technology to allow Barnstable County inmates to safely use corrections-grade handheld tablets as a multimedia communications device, which includes making telephone calls directly from their housing units. Available in an eight-inch form factor, the GTL inmate wireless tablet will allow the Barnstable County facility to eliminate many of the issues associated with shared inmate telephones.

Future of Inmate Communications. Inspire tablets are the latest technology in replacing antiquated pay phone and communication services through multiple mediums including phone calls, email and future features such as instant messaging and social media.

Society is changing the way in terms of how we communicate. Inmates can and, make phone calls in a society where phone calls are declining

favor of email, text or social media; recidivism could rise due to limited opportunities of interaction with their friends and family.

Inspire® Hardware

GTL has a rugged, shatter-proof, corrections grade device so inmates will not be able to access the interior components, such as the motherboard of the device. The Inspire tablets have a durable clear corrections grade body to help prevent contraband from being hidden in the device. The tablet includes shock absorption padding on the front, back, sides and corners to prevent damage to the device.

Our Inspire wireless tablets are custom built by GTL with a secure operating system, offering *vastly superior security over product offerings based on stock "off-the-shelf" tablets*. GTL built Inspire from the ground up blending our custom-built OS with secure, durable hardware ensuring only GTL software can function on the hardware and vice versa.

Inspire tablets are "Flat" form factor offering a capacitive 8" multi-touch screen matrix with a white LED backlight. The tablet features a 2 GB memory and 32 GB Flash Memory.

Inspire® Tablet Specifications

CPU: RK3128 Quad-Core Cortex A7 1.3 GHz
GPU: Mali-400 MP2
Display: 1280 x 800 pixels 8" IPS display
Network: Wi-Fi 802.11 a/b/g/n; Dual-band 2.4GHz/5GHz
RAM: 2GB
Flash Memory: 32GB Flash
Camera: 2.0 MP front-facing camera
Radio: FM Radio
Power Connection: AC 5V 1.5A barrel style power port
Audio Jack: 3.5mm RCA Jack Audio In/Out
Buttons: On/Off button; Volume +/- button
Data Connection: Micro USB 2.0 port (data only; no charging capabilities)
Battery: 3.7V 8000 mAh Removable Battery in Isolated Case; Up to 7 hours of screen time
External Housing: Clear, Corrections Grade Housing Drop-Tested to MIL-STD-810G
OS: Proprietary GTL OS built on Android v5.1; Signed, encrypted bootloader
Audio Formats: MP3, WMA, MP2, OGG, AAC, M4A, MA4, FLAC, APE, 3GP, WAV
Video Formats: MPEG1, MPEG2, MPEG4 SP/ASP GMC, XVID, H.263, H.264 BP/MP/HP, WMV7/8, WMV9/VC1 BP/MP/AP, VP6/8, AVS, JPEG/MJPEG up to 1080P 60fps

Inspire® Tablet Applications

GTL Inspire wireless inmate tablets will connect directly to GTL's ITS via our secure wireless network. The transition to the wireless tablet calling platform will be seamless for the majority of who are accustomed to traditional inmate phones. For Barnstable County investigators, the analytical tools

are the same as those featured in the GTL ITS, but *additional investigative opportunities* are created with more calls available to analyze with inmates speaking to associates from their living quarters.

All of the security features of our traditional inmate telephones are available as part of GTL's Inspire tablet solution. Tablets are simply a gateway for inmates to access GTL's proprietary inmate phone platform which is software-based.

More than Just a Phone. Most facilities start with GTL's Inspire tablet program to provide wireless calling for the inmate population, however there are opportunities to utilize the full capabilities of the Inspire solution as Barnstable County facilities become comfortable with the technology. By providing these extended capabilities at the Barnstable County facility, GTL Inspire tablets can introduce powerful incentives for promoting positive behavior within the inmate population.

Our Inspire tablet solution is capable of providing delivery of the following features:

Inmate Calling (using the GTL ITS platform)

Streaming Music (Directly streaming songs to the tablet)

Message Link (Secure inmate electronic mail)

Commissary Link (Commissary ordering)

Account Link (Trust balance lookup & transaction history)

Request Link (Inmate information & program requests)

Grievance Link (Inmate complaints & concerns)

Document Link (Display inmate & facility information, including PDF documents and specific types of approved free e-books or booklets)

Education Link (Inmate educational programs)

Law Library Access (Inmate access to requested state law information)

E-Books (Access to authorized digital literature)

Games (Access to authorized games provided through the GTL custom app store)

Inmate Phone Calling

Through the **Inspire** tablets we will provide our ***GTL Inmate Calling*** app. With the Inspire Tablet Inmate Calling app, Barnstable County inmates are able to place calls to friends and family using the *high resolution* Inspire tablet touch screen. The Inspire tablet will connect directly to GTL's ITS using the same network as the standard inmate telephones. Calling with the Inspire tablet is as easy to use as GTL's traditional inmate phones. All of the security features of our traditional inmate telephones are available as part of GTL's wireless tablet solution.

GTL was the first to put a tablet with calling capabilities in an inmate's hand. GTL is the industry leader in providing inmate phone calling using tablet devices!

The Inspire wireless tablet system will connect directly to GTL's ITS via the secure wireless network. All of the system functions for authorized personnel will operate with the ITS user software.

Streaming Music

The ***Streaming Music*** app enables Barnstable County inmates to access streaming music directly to the Inspire tablet. GTL has partnered with a prominent streaming music vender to build a custom streaming music service specifically for corrections. The streaming music feature is sold through monthly subscription plans to Barnstable County inmates—who can then listen to hours of new, fresh content.

GTL Streaming Music keeps inmates occupied. Music can help relieve stress by triggering biochemical stress reducers, intellectually stimulate inmates in a productive manner, and allow prisons to focus on safety for inmates and staff.

GTL Message Link

Message Link is more than just a secure e-messaging application. Message Link allows Barnstable County the ability to offer for one-way and two-way electronic communication between inmate and their friends and family via e-message, photo attachments, and video clips. Not only that, GTL is able to provide Barnstable County the ability to allow inmates to request to print e-messages as well as photo attachments.

Message Link is a corrections-grade application that allows Barnstable County to import watch list words and automate the scanning and review process of e-messages– flagging suspect content for additional review as needed. Keyword notification within the Message Link system alerts officers to potential safety risk that may exist within message. Barnstable County can configure the system to closely mimic the existing mail room procedures to ensure that policies and procedures are maintained all the while enabling Barnstable County to obtain increased operational efficiency and inmate communication monitoring as compared to standard inmate mail.

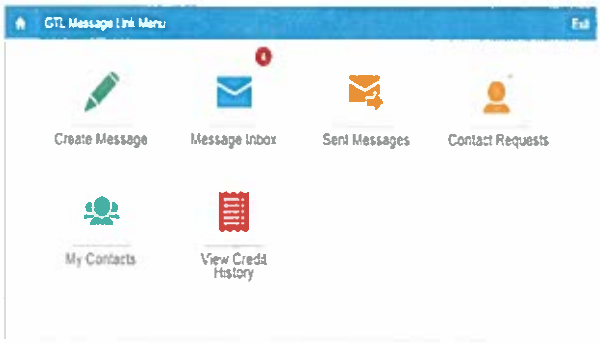


Photo Attachments - The Message Link application allows friends and family of inmates to capture and attach photographs to e-messages. Photos can be sent with or without a message. If a photo is sent without a message, the sender will only be charged for the photo only. The photograph to be sent can be taken directly from the device or selected from their device photo library.

Any metadata associated with the attached photo is captured by the Message Link application and saved to the system database. From the database, photos can be searched, downloaded, and be easily reviewed by investigators or other facility users assigned with the necessary permissions. Some of the metadata included is the photo file size, file type, date, device type, device name, geolocation and IP address.

Request-to-Print - GTL can enable Barnstable County with the ability to allow inmates to "request to print" their e-messages and photos. The requests flow through the same approval process during original inspection to ensure that no considerations were overlooked during the initial review process. GTL's Request–to-Print hardware requirements such as printers, ink, and paper are provided to Barnstable County at no cost.

GTL Document Link

The ***Document Link*** app provides Barnstable County a way to digitally distribute pertinent and necessary facility documents to inmates. Barnstable County can easily upload PDF documents to Document Link and configure the software to display rules & regulations handbooks, PREA material, general instructions, notification, etc. as well as educational information through one easy to use interface. The application is free for the inmates to use at any point.

GTL Request Link

The ***Request Link*** app allows inmates to submit requests via the Inspire tablet using a simple to use form. Requests then flow through a configurable workflow and can then be reviewed by the appropriate facility staff. Requests can be tracked, reviewed, and responded to using an easy to use interface. Request Link provides Barnstable County with a new level of operational efficiency by digitalizing clerical processes – allowing staff to remain focused on safety and security.

GTL Grievance Link

The ***Grievance Link*** app allows the entire grievance process to be automated. All communication and findings related to a grievance are entered into these seamlessly integrated products along with follow up actions and responses. This again completely removes the use of paper and saves Barnstable County huge amounts of time and money.

GTL Commissary Link

The ***Commissary Link*** app provides a graphic interface for inmates to select and order items to be filled directly by the commissary vendor at Barnstable County facilities. Product images make the electronic store easy to navigate and correctly select the desired items. Purchases through the Inspire tablets are automatically deducted from

the inmate's account. Inmate access rules to the commissary application can be applied individually by inmate and by inmate group.

GTL Education Link

The ***Education Link*** app allows Barnstable County inmates to select various educational materials required and approved by Barnstable County. Education is a complex product offering, and GTL realizes that one size does not fit all. As with the general consumer market, education costs can vary tremendously. Based on the demographics of the inmate populations as well as budgets, GTL will work with Barnstable County to build the best educational suite to address your specific needs. Education will help reduce recidivism, provide inmates a self-paced curriculum, and offers immediate access to education content.

In early 2017, GTL acquired **Innertainment Delivery Systems (IDS)**, the leading provider of inmate education systems in the U.S. The acquisition is GTL's most recent investment in tools that **provide our customers with solutions for effective inmate rehabilitation and successful reentry, both of which reduce recidivism rates**. IDS was founded by Dr. Turner Nashe, Jr. and Phylanice Nashe, J.D. in 2009. IDS is a one-stop shop that provides standard and customized course work to incarcerated individuals, including life skills, vocational skills, preparation for high school equivalency exams, professional certifications, and diplomas. Additionally, IDS provides continued access to educational programs for inmates released on probation or parole.

Our professional education tools are designed by professional educators. We can create custom coursework while collaborating with teachers who may already be on Barnstable County's staff. The outcome is teachers speaking with teachers to develop programs to improve re-entry and reduce recidivism. The IDS system, partners with educational leaders such as Pearson Education, i-Pathways, Cengage, HMH, and many others to tailor a comprehensive program to Barnstable County's unique needs. This program will incorporate your current curriculum with other GED Prep, K-12, Post-Secondary, Vocational, Certifications, Life Skills, Religion, Computer Skills, etc.

In addition, the Educational Program will include Khan Academy Lite (KA Lite), which will provide over 7,000 videos and 20,000 interactive exercises in Math, Science, History and Economics – match the common core standards. Additionally, our academic content is aligned with most state standards, GED, HiSET, and TASC.

GTL provides credentialed content used by Education Professionals worldwide. **With over 65,000 titles currently available and over 18,000 inmates using our systems daily**, GTL offers the most widely used digital educational systems used in the United States. We support success and their journey from incarceration to rehabilitation to reintegration into the community by providing them access to the tools that will help to convert inmates into productive, tax-paying, law-abiding citizens.

GTL can provide Barnstable County an integrated educational solution for the correctional marketplace that meets federal, state and local correctional agency requirements should Barnstable County be interested. **Our Learning Management System (LMS) has more than 5,000 hours of educational content already available**, which has been developed by industry leading educational content partners. Our learning management system also allows teachers to custom create coursework for their students.

Student Dashboard

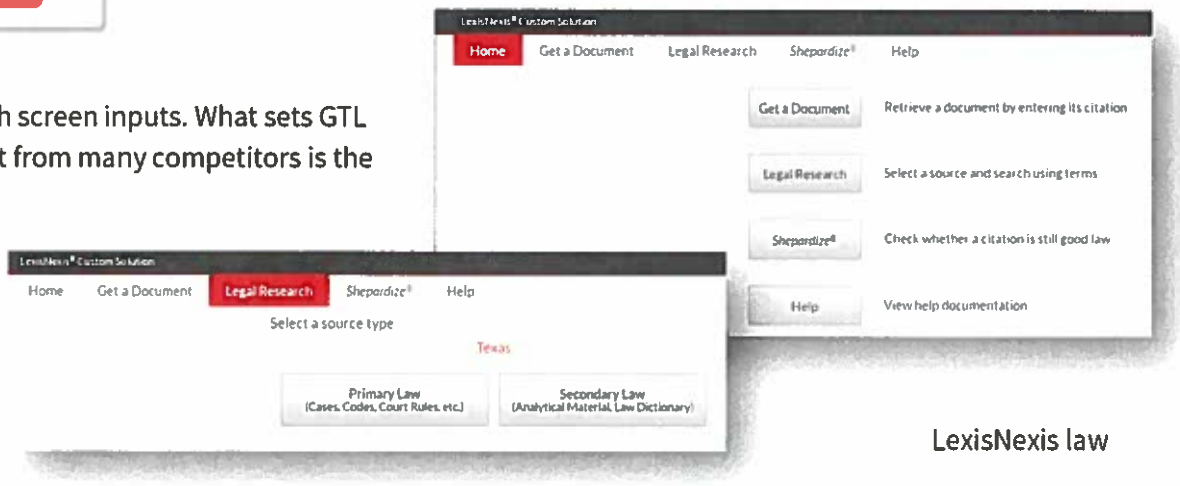
It should also be noted that GTL is also a supporter and user of the open content movement's work. The LMS uses SCORM-compliant materials to ensure all the contents' cross-platform compatibility.

For the instructors, the program includes an analytics and reporting Dashboard to easily track attendance, each inmate/student's activities, inmate/student progress & grades, etc. The system tracks and rewards accomplishments and activities in a myriad of ways. Each learner's progress is tracked and viewed in their individualized reporting and tracking section. The grade dashboard for teachers offers a simple graphical representation of overall grades that, with the click of a button, will be expanded to show a breakdown of all individual grades.

We have experience delivering assessments as well as the underlying curriculum, which sets a corrective and rehabilitative path forward for inmates. We incorporate these assessments and predictive analytics into our learning management systems, which also delivers analytics to correctional administrators related to progress and problem areas, which may need additional attention.

Lexis/Nexis GTL Law Library Access

Through the **Inspire®** tablet we are able to provide Barnstable County inmates LexisNexis law library access to requested State and Federal law information via the high-resolution touch screen inputs. What sets GTL apart from many competitors is the



LexisNexis law

library is already installed and successfully working on GTL hardware in other facilities.

The LexisNexis Inmate Law Library can bring requested law library information including but not limited to: cases, codes, statutes, jury instructions, analytical materials and Shepard's Citations directly to inmates via the Inspire tablet touch screen inputs. Moreover, direct digital access to an inmate law library greatly reduces staff involvement and time requirements.

We are able to provide alternative options for Law Library access using the following vendors:

- Legal Research Associates
- Casemaker

Our solution is able to work with any Law Library vendor that can provide us either browser or app access and agree to secure their application to prevent external links. GTL will work with Barnstable County to identify the proper solution based on its legal research needs.

GTL Games Center

The GTL ***Games Center*** app allows Barnstable County inmates access to corrections safe games, built by GTL, that are simple yet fun to play. Inmates purchase games through GTL's subscription gateway. Games prevent inmates from engaging in violent behavior during idle time, encourage development of analytic and motor skills, and helps keep prisons, staff, and inmate communities safer.

GTL E-Books Center

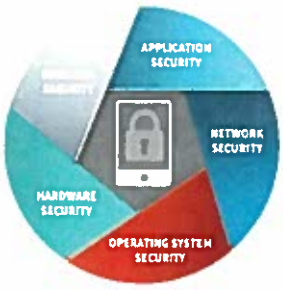
The ***E-book Center*** app provides a safe means of delivering literature versus traditional hard-copy books, prevents transport of contraband, increases security, and fosters an environment with readily accessible literature, promoting intellectual discussion among inmates, which helps reduce violence.

Inspire® Tablet Security

GTL understands that Barnstable County demands the highest levels of security when implementing new technology. The Inspire wireless device line-up was created with the highest level of security using the latest technology and industry best practices. Our goal is to create a "peace of mind" that comes with knowing that GTL is able to exceed the security needs of the DOC.

GTL uses best-in-class security measures to ensure that both the wireless device and the wireless networks are properly protected from malicious behavior.

GTL's wireless inmate tablet program was built from the ground up with multiple levels of integrated security to ensure the safety and security of corrections staff, inmates, and the general public.



GTL uses best-in-class security measures to ensure that both the wireless device and the wireless networks are properly protected. With this in mind, we encourage you to examine the strength and safety of the "Five Layers of Security" for our Inspire® wireless tablet solution –

Hardware, Operating System, Wireless, Network & Application

This also provides control to allow only GTL devices onto the network and identifying 'rogue' Wi-Fi networks. To further protect the wireless network, *GTL has implemented advanced security practices as recommended by the Wi-Fi Alliance through the use of Wi-Fi Protected Access II (WPA2) Enterprise security protocols.* All aspects of the wireless network are locked down, thereby limiting an inmate to only approved content.

3. | Amendments and Addendums

The Corrections Innovation Leader

Barnstable County Sheriff's Office

Request for Response – Inmate Communications Systems

BCSO RESPONSES TO VENDOR QUESTION SUBMITTALS
July 13, 2017

1. Please provide the current Call Count and Minutes of Use and revenue for the last 12 months broken out in the following:

Collect	Prepaid	Debit	Free
Local	Local	Local	Local
Intralata	Intralata	Intralata	Intralata
Interlata	Interlata	Interlata	Interlata
Interstate	Interstate	Interstate	Interstate
International	International	International	International

BCSO: Please see spreadsheets attached.

2. Please provide the rates and commissions for the following calls broken out in the following

Collect	Prepaid	Debit
Local	Local	Local
Intralata	Intralata	Intralata
Interlata	Interlata	Interlata
Interstate	Interstate	Interstate
International	International	International

BCSO: Please see spreadsheets attached.

3. In addition to the above information please provide the following:
   All fees being charged
   Setup fees
   Replenishment fees
   Funding fees
   Return fees
   Any other fees not listed but are being applied today

BCSO: No fees have been charged to the BCSO during the contract term and any renewals thereof.

4. In addition can you also provide the current contract and any addenda's that may have been signed since the original contract.

BCSO: Please see Contracts and Amendments attached.

5. Would the County please clarify that the RFR Commission Proposal submission should only include the Vendor Information Form and the Bid Pricing Form.

BCSO: Yes, RFR Commission Proposal should only include the Vendor Information Form and the Bid Pricing Form, Pages 27 and 29 of the RFR, respectfully.

6. Please clarify whether the County would like Section E, Bid Pricing Consideration included in the RFR Commission Proposal submission.

BCSO: No, Bid Pricing Consideration responses should be included in the Technical Response, except for Paragraph E, 1.3 which indicates commissions should be set forth on the Bid Pricing Response Form and that should be submitted in the Commission Proposal.

7. Would the County please confirm that the rate table and Fee table can be submitted in the RFR Technical Proposal submission.

BCSO: Yes, Rate Table and Fee Table should be submitted in the Technical proposal.

8. Would the County please confirm that there is a mix-up in the numbering in Section 3., Technical Requirements and Specifications where the numbering jumps from 3.9 to 3.11 and then back to 3.10. Please confirm that in the RFR in Section 3, Technical Requirements there are a total of 25 requirements in the section.

BCSO: Yes, the BCSO apologizes for the confusion. There are a total of 25 requirements in this section.

9. We respectfully request a two-week extension to the RFP Deadline of August 11 to ensure sufficient time to provide a thorough response.

BCSO: The BCSO respectfully declines to alter the timeframe set forth on Page 13 of the RFR. Proposals are to be submitted no later than July 27, 2017 at 1:00 p.m.

10. Can you provide actual phone revenue itemization for all Local call types?

BCSO: See spreadsheets attached.

11. Can you provide actual call volume for all Local calls?

BCSO: See spreadsheets attached.

12. Can you provide actual number of minutes for all local calls?

BCSO: See spreadsheets attached.

13. Can you provide actual phone revenue itemization for all Intra-Lata call types?

BCSO: See spreadsheets attached.

14. Can you provide actual call volume for all Intra-Lata calls?

BCSO: See spreadsheets attached.

15. Can you provide actual number of minutes for all Intra-Lata calls?

BCSO: See spreadsheets attached.

16. Can you provide actual phone revenue itemization for all Inter-Lata call types?

BCSO: See spreadsheets attached.

17. Can you provide actual call volume for all Inter-Lata calls?

BCSO: See spreadsheets attached.

18. Can you provide actual number of minutes for all Inter-Lata calls?

BCSO: See spreadsheets attached.

19. Can vendor make multiple financials offers?

BCSO: Yes, Vendor can make multiple offers but each must be submitted to the BCSO in separate envelopes.

20. Can BCSO provide specific information pertaining to: number of pods/cells

BCSO:

POD	Cells
A	36
B	16
C	32
D	12
E	24
F	6
G	12
H	12
J	36
K	36
L	36
M	36

21. Will Site Plans be provided for the Barnstable County Facility?

BCSO: No, site plans will not be provided.

22. Are there any projections for annual number of Video Visitations expected in year 1-3?

BCSO: Not at this time.

23. What is the annual number of traditional Visitation per facility?

BCSO: The BCSO does not keep a visitation count so we unable to provide this information.

24. How many inmates are housed in each pod/cell on average at facility for last 2 years?

BCSO: The BCSO can provide the average daily inmate count only; we are unable to break it down by pod/cell. The inmate count for the last two years: FY16 – 388 and FY17 – 371.

25. Is their itemization for scoring points for each feature / functionality identified?

BCSO: No.

26. Please provide additional information regarding weighting of each requirement listed in evaluation criteria?

BCSO: Under Massachusetts law an award is based on the Best Value for the Sheriff's Office. The BCSO will look at each bid in its entirety and has no set weight for each category. However, commission and how the communication service supports the BCSO internal security, investigations and local law enforcement in investigations and prosecutions are very important

27. Will partial points be given when determining scoring for Evaluation criteria (i.e. 1.5 pts)?

BCSO: The BCSO does not intend to award partial points.

28. Can you provide additional detail regarding "Added Value" points and what is the maximal points that can be added to scoring criteria?

BCSO: See Note at top of Evaluation Criteria on Page 30: "Note: Added Value . . ." The maximum value that will be added if the BCSO deems it appropriate to do so is 5 points.

29. Section 1.3 Does BCSO have any expectation regarding commission rate percentages to be paid?

BCSO: The BCSO expects the maximum commission allowable pursuant to state and federal laws as outlined in the RFR.

30. Section 1.14 Can BCSO provide summary data on number of fraud, bad debt, uncollectable & unbillable calls for previous 12 months?

BCSO: Unknown; this is not information provided to the BCSO by the current vendor.

31. Section 1.14 Can BCSO provide summary data on revenue impact of fraud, bad debt, uncollectable & unbillable calls for previous 12 months?

BCSO: Unknown; this is not information provided to the BCSO by the current vendor.

32. Is their consideration for inmate calls to be facilitated by wireless tablets?

BCSO: Not at this time.

33. Are the existing call time duration limits under consideration for increased time?

BCSO: Not at this time.

34. What are allowed hours for calls?

BCSO:

Area	Call Time Hours	Days
Pod A	9:00 a.m. to 10:00 p.m.	Everyday
Pod B	9:00 a.m. to 10:00 p.m.	Everyday
Pod C	9:00 a.m. to 10:00 p.m.	Everyday
Pod D	9:00 a.m. to 10:00 p.m.	Everyday
Pod E	7:00 a.m. to 10:00 p.m.	Everyday
Pod F (Segregation)	As deemed appropriate by BCSO	As deemed appropriate by BCSO
Pod G	7:00 a.m. to 11:00 p.m.	Everyday
Pod H	9:00 a.m. to 10:00 p.m.	Everyday
Pod J	9:00 a.m. to 10:00 p.m.	Everyday
Pod K	9:00 a.m. to 10:00 p.m.	Everyday
Pod L	9:00 a.m. to 10:00 p.m.	Everyday
Pod M	9:00 a.m. to 10:00 p.m.	Everyday
Intake	24 hours a day	Everyday

35. Have any call rates commissions expectations been defined?

BCSO: See 30 above: The BCSO expects the maximum commission allowable pursuant to state and federal laws as outlined in the RFR.

36. Please define all methods inmates have to order commissary?

BCSO: The BCSO respectfully declines to answer this question as it is not applicable to this RFR.

37. Does your facilities have CAT6 cabling for communication infrastructure?

BCSO: No, we do not have CAT6 cabling for communication infrastructure.

38. Is vendor responsible for electrical install?

BCSO: Yes, Vendor is responsible for all system installations as outlined in the RFR.

39. Is vendor responsible for Internet Install?

BCSO: Yes, Vendor is responsible for all system installations as outlined in the RFR.

40. Are in-pod kiosks currently being used in each pod/cell?

BCSO: Kiosks are currently being used only in pods.

41. What is the current functionality of in-pod kiosks for the inmates?

BCSO: Kiosks are currently only used for commissary purposes.

42. Section 3.3 Please provide your definition of an "inmate control system"?

BCSO: An inmate control system is the system by which unit officers, investigative and other designated staff have the ability to monitor phone calls and visits in real time and through recordings.

43. Section 3.21. Are these PIN Interface references in addition to the required references for submission in the RFR response?

BCSO: Yes, however, we understand that the references <u>may</u> be the same as those listed in response to the Vendor Qualification Requirements set forth on Page 28 of the RFR.

44. Section 6 Data Security. How long does data have to be stored?

BCSO: The BCSO requires a minimum of three (3) years for data storage.

45. The RFP does not include a pricing form. Does the County have a pricing form that bidders should include with their proposals? We recommend that the County require all vendors to complete the same pricing form for rates and fees proposed to ensure an apple to apple comparison that all vendors must complete. For example:

Inmate Calling Rates			
Local	Collect (per minute)	Prepaid Collect (per minute)	Debit (per minute)
IntraLATA			
InterLATA			
Interstate			
International			
Fees			
Funding Fee – IVR or Website			
Funding Fee – Live Agent			
Direct Bill Statement Fee			
List all other fees			
Commission Offered			
Inmate Phone Calls			
Inmate Voicemail			
List other services			

BCSO: The BCSO has provided the required Bid Pricing Form as Page 29 of the RFR to be used by all vendors in response to our RFR. We respectfully decline to use the proposed form outlined in your question.

Securus Technologies, Inc.

COM-001 Call Commission Report - June, 2016

RUN DATE: 7/22/2016 9:35:25 AM Process Date: 7/25/2016 9:33:21 AM

Site: BARNSTABLE CO. CORR. FACILITY - MA Contract ID: I-000643 Site ID: 05494

Prepaid Collect

Orig. ANI	Local Revenue	Local Mins.	Local Calls	Intralata Revenue	Intra lata Mins.	Intra-lata Calls	Interlata Revenue	Inter lata Mins.	Inter-lata Calls	Interstate Revenue	Inter state Mins.	Inter-state Calls	Intralata/ Interstate Revenue	Intralata/ Interstate Mins.	Intralata/ Interstate Calls	Inter-national Revenue	Inter-national Mins.	Inter-national Calls	Total Revenue	Total Mins.	Total Calls	Commission
5084034103	$4,738.93	27816	1360	$17,219.11	76457	4119	$533.90	2511	123	$2,256.67	10747	677	$0.00	0	0	$0.00	0	0	$24,748.61	117531	6279	$14,113.69
Total:	$4,738.93	27816	1360	$17,219.11	76457	4119	$533.90	2511	123	$2,256.67	10747	677	$0.00	0	0	$0.00	0	0	$24,748.61	117531	6279	$14,113.69

Direct Billed Collect

Orig. ANI	Local Revenue	Local Mins.	Local Calls	Intralata Revenue	Intra lata Mins.	Intra-lata Calls	Interlata Revenue	Inter lata Mins.	Inter-lata Calls	Interstate Revenue	Inter state Mins.	Inter-state Calls	Intralata/ Interstate Revenue	Intralata/ Interstate Mins.	Intralata/ Interstate Calls	Inter-national Revenue	Inter-national Mins.	Inter-national Calls	Total Revenue	Total Mins.	Total Calls	Commission
5084034103	$3.25	13	1	$309.20	545	130	$21.45	63	7	$0.00	0	0	$0.00	0	0	$0.00	0	0	$333.90	621	138	$209.52
Total:	$3.25	13	1	$309.20	545	130	$21.45	63	7	$0.00	0	0	$0.00	0	0	$0.00	0	0	$333.90	621	138	$209.52
Grand Total:	$4,742.18	27829	1361	$17,528.31	77002	4249	$555.35	2574	130	$2,256.67	10747	677	$0.00	0	0	$0.00	0	0	$25,082.71	118152	6417	$14,323.21

OTHER REVENUE

Revenue Type	Orig. ANI	Items	Revenue	Commission
AIS VMail	[redacted]	[redacted]	$0.00	$0.00
Coin-operated Pay Telephones			$0.00	$0.00
GTL Dialaround		0	$0.00	$0.00
Instant Pay - Pay Now		580	[redacted]	$928.00
Instant Pay - Text2Connect		237		$71.10
Legacy Operator Assistant		0	$0.00	$0.00
Pay Per Call		0	[redacted]	$0.00
SIM		0		$0.00
Video Visitation		0		$0.00
Video Visitation Subscription		0		$0.00
VMail		0	$0.00	$0.00
		Total:	$0.00	$999.10

Total Revenue: $25,082.71

Calculated Commission: $15,322.31

TRAFFIC BREAKDOWN

Call Type	Revenue	Minutes	Calls	Commission
Direct Billed Collect	$333.90	621	138	$209.52
Interlata	$21.45	63	7	$13.46
International	$0.00	0	0	$0.00
Interstate	$0.00	0	0	$0.00
Intralata	$309.20	545	130	$194.02
Intralata/Interstate	$0.00	0	0	$0.00
Local	$3.25	13	1	$2.04
Prepaid Collect	$24,748.81	117,531	6,279	$14,113.67
Interlata	$533.90	2,511	123	$335.02
International	$0.00	0	0	$0.00
Interstate	$2,256.87	10,747	677	$0.00
Intralata	$17,219.11	76,457	4,119	$10,804.98
Intralata/Interstate	$0.00	0	0	$0.00
Local	$4,738.93	27,816	1,360	$2,973.67
Totals:	$25,082.71	118,152	6,417	$14,323.20

Securus Technologies, Inc.

COM-001 Call Commission Report - July, 2016

RUN DATE: 8/23/2016 6:02:21 PM Process Date: 8/25/2016 9:48:23 AM

Site: BARNSTABLE CO. CORR. FACILITY - MA Contract ID: I-000643 Site ID: 05494

Prepaid Collect

Orig. ANI	Local Revenue	Local Mins.	Local Calls	Intralata Revenue	Intra lata Mins.	Intra-lata Calls	Interlata Revenue	Inter lata Mins.	Inter-lata Calls	Interstate Revenue	Inter state Mins.	Inter-state Calls	Intralata/ Interstate Revenue	Intralata/ Interstate Mins.	Intralata/ Interstate Calls	Inter-national Revenue	Inter-national Mins.	Inter-national Calls	Total Revenue	Total Mins.	Total Calls	Commission
5084034103	$5,072.34	24154	1547	$20,772.99	98919	5789	$346.50	1650	84	$2,866.71	13651	878	$0.00	0	0	$0.00	0	0	$29,058.54	138374	8298	$16,435.37
Total:	$5,072.34	24154	1547	$20,772.99	98919	5789	$346.50	1650	84	$2,866.71	13651	878	$0.00	0	0	$0.00	0	0	$29,058.54	138374	8298	$16,435.37

Direct Billed Collect

Orig. ANI	Local Revenue	Local Mins.	Local Calls	Intralata Revenue	Intra lata Mins.	Intra-lata Calls	Interlata Revenue	Inter lata Mins.	Inter-lata Calls	Interstate Revenue	Inter state Mins.	Inter-state Calls	Intralata/ Interstate Revenue	Intralata/ Interstate Mins.	Intralata/ Interstate Calls	Inter-national Revenue	Inter-national Mins.	Inter-national Calls	Total Revenue	Total Mins.	Total Calls	Commission
5084034103	$0.00	0	0	$160.50	642	149	$3.75	15	3	$0.00	0	0	$0.00	0	0	$0.00	0	0	$164.25	657	152	$103.07
Total:	$0.00	0	0	$160.50	642	149	$3.75	15	3	$0.00	0	0	$0.00	0	0	$0.00	0	0	$164.25	657	152	$103.07
Grand Total:	$5,072.34	24154	1547	$20,933.49	99561	5938	$350.25	1665	87	$2,866.71	13651	878	$0.00	0	0	$0.00	0	0	$29,222.79	139031	8450	$16,538.44

OTHER REVENUE

Revenue Type	Orig. ANI	Items	Revenue	Commission
AIS VMail	[redacted]	[redacted]	$0.00	$0.00
Coin-operated Pay Telephones		[redacted]	$0.00	$0.00
GTL Dialaround	[redacted]	0	$0.00	$0.00
Instant Pay - Pay Now	[redacted]	503	[redacted]	$804.80
Instant Pay - Text2Connect	[redacted]	265	[redacted]	$79.50
Legacy Operator Assistant	[redacted]	0	$0.00	$0.00
Pay Per Call	[redacted]	0	[redacted]	$0.00
SIM	[redacted]	0	[redacted]	$0.00
Video Visitation	[redacted]	0	[redacted]	$0.00
Video Visitation Subscripton	[redacted]	0	[redacted]	$0.00
VMail	[redacted]	0	$0.00	$0.00
		Total:	$0.00	$884.30

Total Revenue: $29,222.79

Calculated Commission: $17,422.74

TRAFFIC BREAKDOWN

Call Type	Revenue	Minutes	Calls	Commission
Direct Billed Collect	$164.25	657	152	$103.07
Interlata	$3.75	15	3	$2.35
International	$0.00	0	0	$0.00
Interstate	$0.00	0	0	$0.00
Intralata	$160.50	642	149	$100.71
Intralata/Interstate	$0.00	0	0	$0.00
Local	$0.00	0	0	$0.00
Prepaid Collect	$29,058.54	138,374	8,298	$16,435.32
Interlata	$346.50	1,650	84	$217.43
International	$0.00	0	0	$0.00
Interstate	$2,866.71	13,651	878	$0.00
Intralata	$20,772.99	98,919	5,789	$13,035.01
Intralata/Interstate	$0.00	0	0	$0.00
Local	$5,072.34	24,154	1,547	$3,182.88
Totals:	**$29,222.79**	**139,031**	**8,450**	**$16,538.39**

Securus Technologies, Inc.

COM-001 Call Commission Report - August, 2016

RUN DATE: 9/22/2016 9:42:57 AM Process Date: 9/26/2016 9:28:15 AM

Site: BARNSTABLE CO. CORR. FACILITY - MA Contract ID: I-000643 Site ID: 05494

Prepaid Collect

Orig. ANI	Local Revenue	Local Mins.	Local Calls	Intralata Revenue	Intra lata Mins.	Intra-lata Calls	Interlata Revenue	Inter lata Mins.	Inter-lata Calls	Interstate Revenue	Inter state Mins.	Inter-state Calls	Intralata/ Interstate Revenue	Intralata/ Interstate Mins.	Intralata/ Interstate Calls	Inter-national Revenue	Inter-national Mins.	Inter-national Calls	Total Revenue	Total Mins.	Total Calls	Commission
5084034103	$4,989.18	23758	1592	$18,641.49	88769	5367	$305.55	1455	89	$2,802.03	13343	857	$0.00	0	0	$0.00	0	0	$26,738.25	127325	8005	$15,019.98
Total:	$4,989.18	23758	1592	$18,641.49	88769	5367	$305.55	1455	89	$2,802.03	13343	857	$0.00	0	0	$0.00	0	0	$26,738.25	127325	8005	$15,019.98

Direct Billed Collect

Orig. ANI	Local Revenue	Local Mins.	Local Calls	Intralata Revenue	Intra lata Mins.	Intra-lata Calls	Interlata Revenue	Inter lata Mins.	Inter-lata Calls	Interstate Revenue	Inter state Mins.	Inter-state Calls	Intralata/ Interstate Revenue	Intralata/ Interstate Mins.	Intralata/ Interstate Calls	Inter-national Revenue	Inter-national Mins.	Inter-national Calls	Total Revenue	Total Mins.	Total Calls	Commission
5084034103	$7.25	29	2	$182.50	730	177	$0.00	0	0	$6.75	27	2	$0.00	0	0	$0.00	0	0	$196.50	786	181	$119.07
Total:	$7.25	29	2	$182.50	730	177	$0.00	0	0	$6.75	27	2	$0.00	0	0	$0.00	0	0	$196.50	786	181	$119.07
Grand Total:	$4,996.43	23787	1594	$18,823.99	89499	5544	$305.55	1455	89	$2,808.78	13370	859	$0.00	0	0	$0.00	0	0	$26,934.75	128111	8186	$15,139.05

OTHER REVENUE

Revenue Type	Orig. ANI	Items	Revenue	Commission
AIS VMail	[redacted]	[redacted]	$0.00	$0.00
Coin-operated Pay Telephones		[redacted]	$0.00	$0.00
GTL Dialaround	[redacted]	0	$0.00	$0.00
Instant Pay - Pay Now	[redacted]	525	[redacted]	$840.00
Instant Pay - Text2Connect	[redacted]	226	[redacted]	$67.80
Legacy Operator Assistant	[redacted]	0	$0.00	$0.00
Pay Per Call	[redacted]	0	[redacted]	$0.00
SIM	[redacted]	0	[redacted]	$0.00
Video Visitation	[redacted]	0	[redacted]	$0.00
Video Visitation Subscription	[redacted]	0	[redacted]	$0.00
VMail	[redacted]	0	$0.00	$0.00
		Total:	$0.00	$907.80

Total Revenue: $26,934.75

Calculated Commission: $16,046.85

TRAFFIC BREAKDOWN

Call Type	Revenue	Minutes	Calls	Commission
Direct Billed Collect	$196.50	786	181	$119.07
Interlata	$0.00	0	0	$0.00
International	$0.00	0	0	$0.00
Interstate	$6.75	27	2	$0.00
Intralata	$182.50	730	177	$114.52
Intralata/Interstate	$0.00	0	0	$0.00
Local	$7.25	29	2	$4.55
Prepaid Collect	$26,738.25	127,325	8,005	$15,019.95
Interlata	$305.55	1,455	89	$191.73
International	$0.00	0	0	$0.00
Interstate	$2,802.03	13,343	957	$0.00
Intralata	$18,641.49	88,769	5,367	$11,697.51
Intralata/Interstate	$0.00	0	0	$0.00
Local	$4,989.18	23,758	1,592	$3,130.70
Totals:	$26,934.75	128,111	8,186	$15,139.02

Securus Technologies, Inc.

COM-001 Call Commission Report - September, 2016

RUN DATE: 10/24/2016 1:31:10 PM Process Date: 10/25/2016 2:43:15 PM

Site: BARNSTABLE CO. CORR. FACILITY - MA Contract ID: I-000643 Site ID: 05494

Direct Billed Collect

Orig. ANI	Local Revenue	Local Mins.	Local Calls	Intralata Revenue	Intra lata Mins.	Intra-lata Calls	Interlata Revenue	Inter lata Mins.	Inter-lata Calls	Interstate Revenue	Inter state Mins.	Inter-state Calls	Intralata/ Interstate Revenue	Intralata/ Interstate Mins.	Intralata/ Interstate Calls	Inter-national Revenue	Inter-national Mins.	Inter-national Calls	Total Revenue	Total Mins.	Total Calls	Commission
5084034103	$4.75	19	3	$456.65	1076	282	$0.00	0	0	$16.50	66	8	$0.00	0	0	$0.00	0	0	$477.90	1161	293	$289.53
Total:	$4.75	19	3	$456.65	1076	282	$0.00	0	0	$16.50	66	8	$0.00	0	0	$0.00	0	0	$477.90	1161	293	$289.53

Prepaid Collect

Orig. ANI	Local Revenue	Local Mins.	Local Calls	Intralata Revenue	Intra lata Mins.	Intra-lata Calls	Interlata Revenue	Inter lata Mins.	Inter-lata Calls	Interstate Revenue	Inter state Mins.	Inter-state Calls	Intralata/ Interstate Revenue	Intralata/ Interstate Mins.	Intralata/ Interstate Calls	Inter-national Revenue	Inter-national Mins.	Inter-national Calls	Total Revenue	Total Mins.	Total Calls	Commission
5084034103	$5,321.64	26889	1693	$16,568.90	80046	4808	$435.81	2097	126	$3,339.42	15902	1110	$0.00	0	0	$0.00	0	0	$25,665.77	124934	7737	$14,009.78
Total:	$5,321.64	26889	1693	$16,568.90	80046	4808	$435.81	2097	126	$3,339.42	15902	1110	$0.00	0	0	$0.00	0	0	$25,665.77	124934	7737	$14,009.78
Grand Total:	$5,326.39	26908	1696	$17,025.55	81122	5090	$435.81	2097	126	$3,355.92	15968	1118	$0.00	0	0	$0.00	0	0	$26,143.67	126095	8030	$14,299.31

OTHER REVENUE

Revenue Type	Orig. ANI	Items	Revenue	Commission
AIS VMail	[redacted]	[redacted]	$0.00	$0.00
Coin-operated Pay Telephones		[redacted]	$0.00	$0.00
GTL Dialaround	[redacted]	0	$0.00	$0.00
Instant Pay - Pay Now	[redacted]	500	[redacted]	$800.00
Instant Pay - Text2Connect	[redacted]	314	[redacted]	$94.20
Legacy Operator Assistant	[redacted]	0	$0.00	$0.00
Pay Per Call	[redacted]	0	[redacted]	$0.00
SIM	[redacted]	0	[redacted]	$0.00
Tablets	[redacted]	[redacted]	$0.00	$0.00
Video Visitation	[redacted]	0	[redacted]	$0.00
Video Visitation Subscription	[redacted]	0	[redacted]	$0.00
VMail	[redacted]	0	$0.00	$0.00
		Total:	$0.00	$894.20

Total Revenue: $26,143.67

Inmate Phone Commission

$15,193.51

TRAFFIC BREAKDOWN

Call Type	Revenue	Minutes	Calls	Commission
Direct Billed Collect	$477.90	1,161	293	$289.53
Interlata	$0.00	0	0	$0.00
International	$0.00	0	0	$0.00
Interstate	$16.50	66	8	$0.00
Intralata	$456.65	1,076	282	$286.55
Intralata/Interstate	$0.00	0	0	$0.00
Local	$4.75	19	3	$2.98
Prepaid Collect	$25,665.77	124,934	7,737	$14,009.75
Interlata	$435.81	2,097	126	$273.47
International	$0.00	0	0	$0.00
Interstate	$3,339.42	15,902	1,110	$0.00
Intralata	$16,568.90	80,046	4,808	$10,396.96
Intralata/Interstate	$0.00	0	0	$0.00
Local	$5,321.64	26,889	1,693	$3,339.32
Totals:	$26,143.67	126,095	8,030	$14,299.28

Securus Technologies, Inc.

COM-001 Call Commission Report - October, 2016

RUN DATE: 11/21/2016 5:42:05 PM **Process Date: 11/28/2016 9:53:26 AM**

Site: BARNSTABLE CO. CORR. FACILITY - MA **Contract ID: I-000643** **Site ID: 05494**

Direct Billed Collect

Orig. ANI	Local Revenue	Local Mins.	Local Calls	Intralata Revenue	Intra lata Mins.	Intra-lata Calls	Interlata Revenue	Inter lata Mins.	Inter-lata Calls	Interstate Revenue	Inter state Mins.	Inter-state Calls	Intralata/ Interstate Revenue	Intralata/ Interstate Mins.	Intralata/ Interstate Calls	Inter-national Revenue	Inter-national Mins.	Inter-national Calls	Total Revenue	Total Mins.	Total Calls	Commission
5084034103	$0.00	0	0	$683.20	892	198	$0.00	0	0	$33.00	132	14	$0.00	0	0	$0.00	0	0	$716.20	1024	212	$428.71
Total:	$0.00	0	0	$683.20	892	198	$0.00	0	0	$33.00	132	14	$0.00	0	0	$0.00	0	0	$716.20	1024	212	$428.71

Prepaid Collect

Orig. ANI	Local Revenue	Local Mins.	Local Calls	Intralata Revenue	Intra lata Mins.	Intra-lata Calls	Interlata Revenue	Inter lata Mins.	Inter-lata Calls	Interstate Revenue	Inter state Mins.	Inter-state Calls	Intralata/ Interstate Revenue	Intralata/ Interstate Mins.	Intralata/ Interstate Calls	Inter-national Revenue	Inter-national Mins.	Inter-national Calls	Total Revenue	Total Mins.	Total Calls	Commission
5084034103	$4,976.39	24524	1424	$22,286.10	83151	4657	$249.10	781	57	$3,278.31	15611	1068	$0.00	0	0	$0.00	0	0	$30,789.90	124067	7206	$17,263.52
Total:	$4,976.39	24524	1424	$22,286.10	83151	4657	$249.10	781	57	$3,278.31	15611	1068	$0.00	0	0	$0.00	0	0	$30,789.90	124067	7206	$17,263.52
Grand Total:	$4,976.39	24524	1424	$22,969.30	84043	4855	$249.10	781	57	$3,311.31	15743	1082	$0.00	0	0	$0.00	0	0	$31,506.10	125091	7418	$17,692.23

OTHER REVENUE

Revenue Type	Orig. ANI	Items	Revenue	Commission
AIS VMail			$0.00	$0.00
Coin-operated Pay Telephones			$0.00	$0.00
GTL Dialaround		0	$0.00	$0.00
Instant Pay - Pay Now		478		$764.80
Instant Pay - Text2Connect		329		$98.70
Legacy Operator Assistant		0	$0.00	$0.00
Pay Per Call		0		$0.00
SIM		0		$0.00
Tablets			$0.00	$0.00
Video Visitation		0		$0.00
Video Visitation Subscription		0		$0.00
VMail		0	$0.00	$0.00
		Total:	$0.00	$863.50

Total Revenue: $31,506.10

Calculated Commission:

$18,555.73

TRAFFIC BREAKDOWN

Call Type	Revenue	Minutes	Calls	Commission
Direct Billed Collect	$716.20	1,024	212	$428.71
Interlata	$0.00	0	0	$0.00
International	$0.00	0	0	$0.00
Interstate	$33.00	132	14	$0.00
Intralata	$683.20	892	198	$428.71
Intralata/Interstate	$0.00	0	0	$0.00
Local	$0.00	0	0	$0.00
Prepaid Collect	$30,789.90	124,067	7,206	$17,263.50
Interlata	$249.10	781	57	$156.31
International	$0.00	0	0	$0.00
Interstate	$3,278.31	15,611	1,068	$0.00
Intralata	$22,286.10	83,151	4,657	$13,984.51
Intralata/Interstate	$0.00	0	0	$0.00
Local	$4,976.39	24,524	1,424	$3,122.68
Totals:	**$31,506.10**	**125,091**	**7,418**	**$17,692.21**

Securus Technologies, Inc.

COM-001 Call Commission Report - November, 2016

RUN DATE: 12/26/2016 11:26:30 PM **Process Date: 12/28/2016 3:02:27 PM**

Site: BARNSTABLE CO. CORR. FACILITY - MA **Contract ID: I-000643** **Site ID: 05494**

Prepaid Collect

Orig. ANI	Local Revenue	Local Mins.	Local Calls	Intralata Revenue	Intra lata Mins.	Intra-lata Calls	Interlata Revenue	Inter lata Mins.	Inter-lata Calls	Interstate Revenue	Inter state Mins.	Inter-state Calls	Intralata/ Interstate Revenue	Intralata/ Interstate Mins.	Intralata/ Interstate Calls	Inter-national Revenue	Inter-national Mins.	Inter-national Calls	Total Revenue	Total Mins.	Total Calls	Commission
5084034103	$3,604.28	18946	1031	$20,295.30	75513	4248	$39.30	63	11	$2,676.03	12743	853	$0.00	0	0	$0.00	0	0	$26,614.91	107265	6143	$15,021.64
Total:	$3,604.28	18946	1031	$20,295.30	75513	4248	$39.30	63	11	$2,676.03	12743	853	$0.00	0	0	$0.00	0	0	$26,614.91	107265	6143	$15,021.64

Direct Billed Collect

Orig. ANI	Local Revenue	Local Mins.	Local Calls	Intralata Revenue	Intra lata Mins.	Intra-lata Calls	Interlata Revenue	Inter lata Mins.	Inter-lata Calls	Interstate Revenue	Inter state Mins.	Inter-state Calls	Intralata/ Interstate Revenue	Intralata/ Interstate Mins.	Intralata/ Interstate Calls	Inter-national Revenue	Inter-national Mins.	Inter-national Calls	Total Revenue	Total Mins.	Total Calls	Commission
5084034103	$3.46	2	1	$710.40	1014	203	$0.00	0	0	$0.00	0	0	$0.00	0	0	$0.00	0	0	$713.86	1016	204	$447.95
Total:	$3.46	2	1	$710.40	1014	203	$0.00	0	0	$0.00	0	0	$0.00	0	0	$0.00	0	0	$713.86	1016	204	$447.95
Grand Total:	$3,607.74	18948	1032	$21,005.70	76527	4451	$39.30	63	11	$2,676.03	12743	853	$0.00	0	0	$0.00	0	0	$27,328.77	108281	6347	$15,469.59

OTHER REVENUE

Revenue Type	Orig. ANI	Items	Revenue	Commission
AIS VMail	[redacted]	[redacted]	$0.00	$0.00
Coin-operated Pay Telephones		[redacted]	$0.00	$0.00
GTL Dialaround	[redacted]	0	$0.00	$0.00
Instant Pay - Pay Now	[redacted]	427	[redacted]	$683.20
Instant Pay - Text2Connect	[redacted]	316	[redacted]	$94.80
Legacy Operator Assistant	[redacted]	0	$0.00	$0.00
SIM	[redacted]	0	[redacted]	$0.00
Tablets	[redacted]	[redacted]	$0.00	$0.00
Video Visitation	[redacted]	0	[redacted]	$0.00
Video Visitation Subscription	[redacted]	0	[redacted]	$0.00
VMail	[redacted]	0	$0.00	$0.00
		Total:	$0.00	$778.00

Total Revenue: $27,328.77

Calculated Commission: $16,247.59

TRAFFIC BREAKDOWN

Call Type	Revenue	Minutes	Calls	Commission
Direct Billed Collect	$713.86	1,016	204	$447.95
Interlata	$0.00	0	0	$0.00
International	$0.00	0	0	$0.00
Interstate	$0.00	0	0	$0.00
Intralata	$710.40	1,014	203	$445.78
Intralata/Interstate	$0.00	0	0	$0.00
Local	$3.46	2	1	$2.17
Prepaid Collect	$26,614.91	107,265	6,143	$15,021.61
Interlata	$39.30	63	11	$24.66
International	$0.00	0	0	$0.00
Interstate	$2,676.03	12,743	853	$0.00
Intralata	$20,295.30	75,513	4,248	$12,735.27
Intralata/Interstate	$0.00	0	0	$0.00
Local	$3,604.28	18,946	1,031	$2,261.68
Totals:	**$27,328.77**	**108,281**	**6,347**	**$15,469.56**

Securus Technologies, Inc.

COM-001 Call Commission Report - December, 2016

RUN DATE: 1/24/2017 6:15:26 PM **Process Date: 1/25/2017 10:57:25 AM**

Site: BARNSTABLE CO. CORR. FACILITY - MA **Contract ID: I-000643** **Site ID: 05494**

Prepaid Collect

Orig. ANI	Local Revenue	Local Mins.	Local Calls	Intralata Revenue	Intra lata Mins.	Intra-lata Calls	Interlata Revenue	Inter lata Mins.	Inter-lata Calls	Interstate Revenue	Inter state Mins.	Inter-state Calls	Intralata/ Interstate Revenue	Intralata/ Interstate Mins.	Intralata/ Interstate Calls	Inter-national Revenue	Inter-national Mins.	Inter-national Calls	Total Revenue	Total Mins.	Total Calls	Commission
5084034103	$4,040.68	21460	1156	$23,223.00	85080	4905	$35.10	81	9	$2,697.45	12845	861	$0.00	0	0	$0.00	0	0	$29,996.23	119486	6931	$17,129.99
Total:	$4,040.68	21460	1156	$23,223.00	85080	4905	$35.10	81	9	$2,697.45	12845	861	$0.00	0	0	$0.00	0	0	$29,996.23	119486	6931	$17,129.99

Direct Billed Collect

Orig. ANI	Local Revenue	Local Mins.	Local Calls	Intralata Revenue	Intra lata Mins.	Intra-lata Calls	Interlata Revenue	Inter lata Mins.	Inter-lata Calls	Interstate Revenue	Inter state Mins.	Inter-state Calls	Intralata/ Interstate Revenue	Intralata/ Interstate Mins.	Intralata/ Interstate Calls	Inter-national Revenue	Inter-national Mins.	Inter-national Calls	Total Revenue	Total Mins.	Total Calls	Commission
5084034103	$8.99	14	2	$458.00	650	131	$0.00	0	0	$8.00	32	2	$0.00	0	0	$0.00	0	0	$472.99	696	135	$291.78
Total:	$8.99	14	2	$458.00	650	131	$0.00	0	0	$8.00	32	2	$0.00	0	0	$0.00	0	0	$472.99	696	135	$291.78
Grand Total:	$4,047.67	21474	1158	$23,681.00	85730	5036	$35.10	81	9	$2,705.45	12877	863	$0.00	0	0	$0.00	0	0	$30,469.22	120182	7066	$17,421.77

OTHER REVENUE

Revenue Type	Orig. ANI	Items	Revenue	Commission
AIS VMail			$0.00	$0.00
Coin-operated Pay Telephones			$0.00	$0.00
GTL Dialaround		0	$0.00	$0.00
Instant Pay - Pay Now		516		$825.60
Instant Pay - Text2Connect		240		$72.00
Legacy Operator Assistant		0	$0.00	$0.00
SIM		0		$0.00
Tablets			$0.00	$0.00
Video Visitation		0		$0.00
Video Visitation Subscription		0		$0.00
VMail		0	$0.00	$0.00
		Total:	$0.00	$897.60

Total Revenue: $30,469.22

Calculated Commission: $18,319.37

TRAFFIC BREAKDOWN

Call Type	Revenue	Minutes	Calls	Commission
Direct Billed Collect	**$472.99**	**696**	**135**	**$291.78**
Interlata	$0.00	0	0	$0.00
International	$0.00	0	0	$0.00
Interstate	$8.00	32	2	$0.00
Intralata	$458.00	650	131	$287.39
Intralata/Interstate	$0.00	0	0	$0.00
Local	$6.99	14	2	$4.39
Prepaid Collect	**$29,996.23**	**119,466**	**6,931**	**$17,129.97**
Interlata	$35.10	81	9	$22.03
International	$0.00	0	0	$0.00
Interstate	$2,697.45	12,845	861	$0.00
Intralata	$23,223.00	85,080	4,905	$14,572.42
Intralata/Interstate	$0.00	0	0	$0.00
Local	$4,040.68	21,460	1,156	$2,535.52
Totals:	**$30,469.22**	**120,162**	**7,066**	**$17,421.75**

Securus Technologies, Inc.

COM-001 Call Commission Report - January, 2017

RUN DATE: 2/23/2017 6:45:10 AM **Process Date: 2/24/2017 9:57:07 AM**

Site: BARNSTABLE CO. CORR. FACILITY - MA **Contract ID: I-000643** **Site ID: 05494**

Prepaid Collect

Orig. ANI	Local Revenue	Local Mins.	Local Calls	Intralata Revenue	Intra lata Mins.	Intra-lata Calls	Interlata Revenue	Inter lata Mins.	Inter-lata Calls	Interstate Revenue	Inter state Mins.	Inter-state Calls	Intralata/ Interstate Revenue	Intralata/ Interstate Mins.	Intralata/ Interstate Calls	Inter-national Revenue	Inter-national Mins.	Inter-national Calls	Total Revenue	Total Mins.	Total Calls	Commission
5084034103	$3,992.11	22141	1142	$22,840.00	86380	4734	$400.50	1365	88	$1,765.05	8405	643	$0.00	0	0	$0.00	0	0	$28,997.66	118291	6607	$17,088.47
Total:	$3,992.11	22141	1142	$22,840.00	86380	4734	$400.50	1365	88	$1,765.05	8405	643	$0.00	0	0	$0.00	0	0	$28,997.66	118291	6607	$17,088.47

Direct Billed Collect

Orig. ANI	Local Revenue	Local Mins.	Local Calls	Intralata Revenue	Intra lata Mins.	Intra-lata Calls	Interlata Revenue	Inter lata Mins.	Inter-lata Calls	Interstate Revenue	Inter state Mins.	Inter-state Calls	Intralata/ Interstate Revenue	Intralata/ Interstate Mins.	Intralata/ Interstate Calls	Inter-national Revenue	Inter-national Mins.	Inter-national Calls	Total Revenue	Total Mins.	Total Calls	Commission
5084034103	$6.99	20	2	$542.10	741	156	$0.00	0	0	$0.75	3	1	$0.00	0	0	$0.00	0	0	$549.84	764	159	$344.55
Total:	$6.99	20	2	$542.10	741	156	$0.00	0	0	$0.75	3	1	$0.00	0	0	$0.00	0	0	$549.84	764	159	$344.55
Grand Total:	$3,999.10	22161	1144	$23,382.10	87121	4890	$400.50	1365	88	$1,765.80	8408	644	$0.00	0	0	$0.00	0	0	$29,547.50	119055	6766	$17,433.02

OTHER REVENUE

Revenue Type	Orig. ANI	Items	Revenue	Commission
AIS VMail	[redacted]	[redacted]	$0.00	$0.00
Coin-operated Pay Telephones		[redacted]	$0.00	$0.00
GTL Dialaround	[redacted]	0	$0.00	$0.00
Instant Pay - Pay Now	[redacted]	523	[redacted]	$836.80
Instant Pay - Text2Connect	[redacted]	261	[redacted]	$78.30
Legacy Operator Assistant	[redacted]	0	$0.00	$0.00
SIM	[redacted]	0	[redacted]	$0.00
Tablets	[redacted]	[redacted]	$0.00	$0.00
Video Visitation	[redacted]	0	[redacted]	$0.00
Video Visitation Subscription	[redacted]	0	[redacted]	$0.00
VMail	[redacted]	0	$0.00	$0.00
		Total:	$0.00	$915.10

Total Revenue: $29,547.50

Calculated Commission: $18,348.12

TRAFFIC BREAKDOWN

Call Type	Revenue	Minutes	Calls	Commission
Direct Billed Collect	**$549.84**	**764**	**159**	**$344.55**
Interlata	$0.00	0	0	$0.00
International	$0.00	0	0	$0.00
Interstate	$0.75	3	1	$0.00
Intralata	$542.10	741	156	$340.17
Intralata/Interstate	$0.00	0	0	$0.00
Local	$6.99	20	2	$4.39
Prepaid Collect	**$28,997.66**	**118,291**	**6,607**	**$17,088.43**
Interlata	$400.50	1,365	88	$251.31
International	$0.00	0	0	$0.00
Interstate	$1,765.05	8,405	643	$0.00
Intralata	$22,840.00	86,380	4,734	$14,332.07
Intralata/Interstate	$0.00	0	0	$0.00
Local	$3,992.11	22,141	1,142	$2,505.04
Totals:	**$29,547.50**	**119,055**	**6,766**	**$17,432.99**

Securus Technologies, Inc.

COM-001 Call Commission Report - February, 2017

RUN DATE: 3/23/2017 8:58:46 AM Process Date: 3/27/2017 8:57:16 AM

Site: BARNSTABLE CO. CORR. FACILITY - MA Contract ID: I-000643 Site ID: 05494

Direct Billed Collect

Orig. ANI	Local Revenue	Local Mins.	Local Calls	Intralata Revenue	Intra lata Mins.	Intra-lata Calls	Interlata Revenue	Inter lata Mins.	Inter-lata Calls	Interstate Revenue	Inter state Mins.	Inter-state Calls	Intralata/ Interstate Revenue	Intralata/ Interstate Mins.	Intralata/ Interstate Calls	Inter-national Revenue	Inter-national Mins.	Inter-national Calls	Total Revenue	Total Mins.	Total Calls	Commission
5084034103	$20.97	40	6	$383.90	599	108	$0.00	0	0	$8.75	35	7	$0.00	0	0	$0.00	0	0	$413.62	674	121	$254.06
Total:	$20.97	40	6	$383.90	599	108	$0.00	0	0	$8.75	35	7	$0.00	0	0	$0.00	0	0	$413.62	674	121	$254.06

Prepaid Collect

Orig. ANI	Local Revenue	Local Mins.	Local Calls	Intralata Revenue	Intra lata Mins.	Intra-lata Calls	Interlata Revenue	Inter lata Mins.	Inter-lata Calls	Interstate Revenue	Inter state Mins.	Inter-state Calls	Intralata/ Interstate Revenue	Intralata/ Interstate Mins.	Intralata/ Interstate Calls	Inter-national Revenue	Inter-national Mins.	Inter-national Calls	Total Revenue	Total Mins.	Total Calls	Commission
5084034103	$3,800.24	20797	1087	$22,165.90	84139	4584	$303.50	995	68	$2,107.77	10037	670	$0.00	0	0	$0.00	0	0	$28,377.41	115968	6409	$16,484.20
Total:	$3,800.24	20797	1087	$22,165.90	84139	4584	$303.50	995	68	$2,107.77	10037	670	$0.00	0	0	$0.00	0	0	$28,377.41	115968	6409	$16,484.20
Grand Total:	$3,821.21	20837	1093	$22,549.80	84738	4692	$303.50	995	68	$2,116.52	10072	677	$0.00	0	0	$0.00	0	0	$28,791.03	116642	6530	$16,738.26

OTHER REVENUE

Revenue Type	Orig. ANI	Items	Revenue	Commission
AIS VMail			$0.00	$0.00
Coin-operated Pay Telephones			$0.00	$0.00
GTL Dialaround		0	$0.00	$0.00
Instant Pay - Pay Now		459		$734.40
Instant Pay - Text2Connect		305		$91.50
Legacy Operator Assistant		0	$0.00	$0.00
SIM		0		$0.00
Tablets			$0.00	$0.00
Video Visitation		0		$0.00
Video Visitation Subscription		0		$0.00
VMail		0	$0.00	$0.00
		Total:	$0.00	$825.90

Total Revenue: $28,791.03

Calculated Commission: $17,564.16

TRAFFIC BREAKDOWN

Call Type	Revenue	Minutes	Calls	Commission
Direct Billed Collect	**$413.62**	**674**	**121**	**$254.06**
Interlata	$0.00	0	0	$0.00
International	$0.00	0	0	$0.00
Interstate	$8.75	35	7	$0.00
Intralata	$383.90	599	108	$240.90
Intralata/Interstate	$0.00	0	0	$0.00
Local	$20.97	40	6	$13.16
Prepaid Collect	**$28,377.41**	**115,968**	**6,409**	**$16,484.17**
Interlata	$303.50	995	68	$190.45
International	$0.00	0	0	$0.00
Interstate	$2,107.77	10,037	670	$0.00
Intralata	$22,165.90	84,139	4,584	$13,909.08
Intralata/Interstate	$0.00	0	0	$0.00
Local	$3,800.24	20,797	1,087	$2,384.65
Totals:	**$28,791.03**	**116,642**	**6,530**	**$16,738.23**

Securus Technologies, Inc.

COM-001 Call Commission Report - March, 2017

RUN DATE: 4/24/2017 8:48:12 AM Process Date: 4/25/2017 9:37:10 AM

Site: BARNSTABLE CO. CORR. FACILITY - MA Contract ID: I-000643 Site ID: 05494

Direct Billed Collect

Orig. ANI	Local Revenue	Local Mins.	Local Calls	Intralata Revenue	Intra lata Mins.	Intra-lata Calls	Interlata Revenue	Inter lata Mins.	Inter-lata Calls	Interstate Revenue	Inter state Mins.	Inter-state Calls	Intralata/ Interstate Revenue	Intralata/ Interstate Mins.	Intralata/ Interstate Calls	Inter-national Revenue	Inter-national Mins.	Inter-national Calls	Total Revenue	Total Mins.	Total Calls	Commission
5084034103	$3.48	4	1	$599.10	711	176	$0.00	0	0	$4.00	16	3	$0.00	0	0	$0.00	0	0	$606.58	731	180	$378.12
Total:	$3.48	4	1	$599.10	711	176	$0.00	0	0	$4.00	16	3	$0.00	0	0	$0.00	0	0	$606.58	731	180	$378.12

Prepaid Collect

Orig. ANI	Local Revenue	Local Mins.	Local Calls	Intralata Revenue	Intra lata Mins.	Intra-lata Calls	Interlata Revenue	Inter lata Mins.	Inter-lata Calls	Interstate Revenue	Inter state Mins.	Inter-state Calls	Intralata/ Interstate Revenue	Intralata/ Interstate Mins.	Intralata/ Interstate Calls	Inter-national Revenue	Inter-national Mins.	Inter-national Calls	Total Revenue	Total Mins.	Total Calls	Commission
5084034103	$6,237.83	34635	1784	$25,973.00	98150	5386	$561.10	2461	105	$2,078.06	9886	735	$0.00	0	0	$0.00	0	0	$34,847.99	145132	8010	$20,564.38
Total:	$6,237.83	34635	1784	$25,973.00	98150	5386	$561.10	2461	105	$2,078.06	9886	735	$0.00	0	0	$0.00	0	0	$34,847.99	145132	8010	$20,564.38
Grand Total:	$6,241.31	34639	1785	$26,572.10	98861	5562	$561.10	2461	105	$2,080.06	9902	738	$0.00	0	0	$0.00	0	0	$35,454.57	145863	8190	$20,942.50

OTHER REVENUE

Revenue Type	Orig. ANI	Items	Revenue	Commission
AIS VMail			$0.00	$0.00
Coin-operated Pay Telephones			$0.00	$0.00
GTL Dialaround		0	$0.00	$0.00
Instant Pay - Pay Now		519		$830.40
Instant Pay - Text2Connect		281		$84.30
Legacy Operator Assistant		0	$0.00	$0.00
SIM		0		$0.00
Tablets			$0.00	$0.00
Video Visitation		0		$0.00
Video Visitation Subscription		0		$0.00
VMail		0	$0.00	$0.00
		Total:	$0.00	$914.70

Total Revenue: $35,454.57

Calculated Commission: $21,857.20

TRAFFIC BREAKDOWN

Call Type	Revenue	Minutes	Calls	Commission
Direct Billed Collect	$606.58	731	180	$378.12
Interlata	$0.00	0	0	$0.00
International	$0.00	0	0	$0.00
Interstate	$4.00	16	3	$0.00
Intralata	$599.10	711	176	$375.93
Intralata/Interstate	$0.00	0	0	$0.00
Local	$3.48	4	1	$2.18
Prepaid Collect	$34,847.99	145,132	8,010	$20,564.34
Interlata	$561.10	2,461	105	$352.09
International	$0.00	0	0	$0.00
Interstate	$2,076.06	9,886	735	$0.00
Intralata	$25,973.00	98,150	5,386	$16,298.02
Intralata/Interstate	$0.00	0	0	$0.00
Local	$6,237.83	34,635	1,784	$3,914.23
Totals:	$35,454.57	145,863	8,190	$20,942.46

Securus Technologies, Inc.

COM-001 Call Commission Report - April, 2017

RUN DATE: 5/24/2017 6:53:14 PM **Process Date: 5/25/2017 9:44:01 AM**

Site: BARNSTABLE CO. CORR. FACILITY - MA **Contract ID: I-000643** **Site ID: 05494**

Prepaid Collect

Orig. ANI	Local Revenue	Local Mins.	Local Calls	Intralata Revenue	Intra lata Mins.	Intra-lata Calls	Interlata Revenue	Inter lata Mins.	Inter-lata Calls	Interstate Revenue	Inter state Mins.	Inter-state Calls	Intralata/ Interstate Revenue	Intralata/ Interstate Mins.	Intralata/ Interstate Calls	Inter-national Revenue	Inter-national Mins.	Inter-national Calls	Total Revenue	Total Mins.	Total Calls	Commission
5084034103	$5,845.75	32031	1672	$27,694.70	107297	5655	$624.40	2584	122	$2,196.39	10459	749	$0.00	0	0	$0.00	0	0	$36,361.24	152371	8198	$21,438.45
Total:	$5,845.75	32031	1672	$27,694.70	107297	5655	$624.40	2584	122	$2,196.39	10459	749	$0.00	0	0	$0.00	0	0	$36,361.24	152371	8198	$21,438.45

Direct Billed Collect

Orig. ANI	Local Revenue	Local Mins.	Local Calls	Intralata Revenue	Intra lata Mins.	Intra-lata Calls	Interlata Revenue	Inter lata Mins.	Inter-lata Calls	Interstate Revenue	Inter state Mins.	Inter-state Calls	Intralata/ Interstate Revenue	Intralata/ Interstate Mins.	Intralata/ Interstate Calls	Inter-national Revenue	Inter-national Mins.	Inter-national Calls	Total Revenue	Total Mins.	Total Calls	Commission
5084034103	$3.45	1	1	$576.50	895	163	$0.00	0	0	$0.00	0	0	$0.00	0	0	$0.00	0	0	$581.95	896	164	$385.17
Total:	$3.45	1	1	$576.50	895	163	$0.00	0	0	$0.00	0	0	$0.00	0	0	$0.00	0	0	$581.95	896	164	$385.17
Grand Total:	$5,849.20	32032	1673	$28,273.20	108192	5818	$624.40	2584	122	$2,196.39	10459	749	$0.00	0	0	$0.00	0	0	$36,943.19	153267	8362	$21,803.62

OTHER REVENUE

Revenue Type	Orig. ANI	Items	Revenue	Commission
AIS VMail	[redacted]	[redacted]	$0.00	$0.00
Coin-operated Pay Telephones		[redacted]	$0.00	$0.00
GTL Dialaround	[redacted]	0	$0.00	$0.00
Instant Pay - Pay Now	[redacted]	585	[redacted]	$936.00
Instant Pay - Text2Connect	[redacted]	286	[redacted]	$85.80
Legacy Operator Assistant	[redacted]	0	$0.00	$0.00
SIM	[redacted]	0	[redacted]	$0.00
Tablets	[redacted]	[redacted]	$0.00	$0.00
Video Visitation	[redacted]	0	[redacted]	$0.00
Video Visitation Subscription	[redacted]	0	[redacted]	$0.00
VMail	[redacted]	0	$0.00	$0.00
		Total:	$0.00	$1,021.80

Total Revenue: $36,943.19

Calculated Commission:

$22,825.42

TRAFFIC BREAKDOWN

Call Type	Revenue	Minutes	Calls	Commission
Direct Billed Collect	**$581.95**	**896**	**164**	**$365.17**
Interlata	$0.00	0	0	$0.00
International	$0.00	0	0	$0.00
Interstate	$0.00	0	0	$0.00
Intralata	$578.50	895	163	$363.01
Intralata/Interstate	$0.00	0	0	$0.00
Local	$3.45	1	1	$2.16
Prepaid Collect	**$36,361.24**	**152,371**	**8,198**	**$21,438.40**
Interlata	$624.40	2,584	122	$391.81
International	$0.00	0	0	$0.00
Interstate	$2,196.39	10,459	749	$0.00
Intralata	$27,694.70	107,297	5,655	$17,378.39
Intralata/Interstate	$0.00	0	0	$0.00
Local	$5,845.75	32,031	1,672	$3,668.20
Totals:	**$36,943.19**	**153,267**	**8,362**	**$21,803.58**

Securus Technologies, Inc.

COM-001 Call Commission Report - May, 2017

RUN DATE: 6/26/2017 9:27:11 AM Process Date: 6/27/2017 2:55:41 PM

Site: BARNSTABLE CO. CORR. FACILITY - MA Contract ID: I-000643 Site ID: 05494

Prepaid Collect

Orig. ANI	Local Revenue	Local Mins.	Local Calls	Intralata Revenue	Intra lata Mins.	Intra-lata Calls	Interlata Revenue	Inter lata Mins.	Inter-lata Calls	Interstate Revenue	Inter state Mins.	Inter-state Calls	Intralata/ Interstate Revenue	Intralata/ Interstate Mins.	Intralata/ Interstate Calls	Inter-national Revenue	Inter-national Mins.	Inter-national Calls	Total Revenue	Total Mins.	Total Calls	Commission
5084034103	$5,421.27	27356	1551	$25,831.80	98868	5315	$168.40	574	37	$2,634.03	12543	938	$0.00	0	0	$0.00	0	0	$34,055.50	139341	7841	$19,716.97
Total:	$5,421.27	27356	1551	$25,831.80	98868	5315	$168.40	574	37	$2,634.03	12543	938	$0.00	0	0	$0.00	0	0	$34,055.50	139341	7841	$19,716.97

Direct Billed Collect

Orig. ANI	Local Revenue	Local Mins.	Local Calls	Intralata Revenue	Intra lata Mins.	Intra-lata Calls	Interlata Revenue	Inter lata Mins.	Inter-lata Calls	Interstate Revenue	Inter state Mins.	Inter-state Calls	Intralata/ Interstate Revenue	Intralata/ Interstate Mins.	Intralata/ Interstate Calls	Inter-national Revenue	Inter-national Mins.	Inter-national Calls	Total Revenue	Total Mins.	Total Calls	Commission
5084034103	$8.95	7	2	$536.70	717	155	$0.00	0	0	$0.00	0	0	$0.00	0	0	$0.00	0	0	$543.65	724	157	$341.14
Total:	$8.95	7	2	$536.70	717	155	$0.00	0	0	$0.00	0	0	$0.00	0	0	$0.00	0	0	$543.65	724	157	$341.14
Grand Total:	$5,428.22	27363	1553	$26,368.50	99585	5470	$168.40	574	37	$2,634.03	12543	938	$0.00	0	0	$0.00	0	0	$34,599.15	140065	7998	$20,058.11

OTHER REVENUE

Revenue Type	Orig. ANI	Items	Revenue	Commission
AIS VMail	[redacted]	[redacted]	$0.00	$0.00
Coin-operated Pay Telephones		[redacted]	$0.00	$0.00
GTL Dialaround	[redacted]	0	$0.00	$0.00
Instant Pay - Pay Now	[redacted]	559	[redacted]	$894.40
Instant Pay - Text2Connect	[redacted]	277	[redacted]	$83.10
Legacy Operator Assistant	[redacted]	0	$0.00	$0.00
SIM	[redacted]	0	[redacted]	$0.00
Tablets	[redacted]	[redacted]	$0.00	$0.00
Video Visitation	[redacted]	0	[redacted]	$0.00
Video Visitation Subscription	[redacted]	0	[redacted]	$0.00
VMail	[redacted]	0	$0.00	$0.00
		Total:	$0.00	$977.50

Total Revenue: $34,599.15

Calculated Commission:

$21,035.61

TRAFFIC BREAKDOWN

Call Type	Revenue	Minutes	Calls	Commission
Direct Billed Collect	$543.66	724	157	$341.14
Interlata	$0.00	0	0	$0.00
International	$0.00	0	0	$0.00
Interstate	$0.00	0	0	$0.00
Intralata	$536.70	717	155	$336.78
Intralata/Interstate	$0.00	0	0	$0.00
Local	$6.95	7	2	$4.36
Prepaid Collect	$34,055.50	139,341	7,841	$19,716.93
Interlata	$168.40	574	37	$105.67
International	$0.00	0	0	$0.00
Interstate	$2,634.03	12,543	938	$0.00
Intralata	$25,831.80	98,868	5,315	$16,209.42
Intralata/Interstate	$0.00	0	0	$0.00
Local	$5,421.27	27,356	1,551	$3,401.84
Totals:	$34,599.16	140,065	7,998	$20,058.07